

# ANDOVER MIND

England & Wales · Charity number 1039094

## Details

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Other names	ANDOVER MIND LTD
Status	Registered
Legal form	Charitable company
Company number	<a href="#">02935549</a>
Registered	1994-07-01
Register	<a href="#">View on the Charity Commission register</a>

## Contact

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Address	Arcade House Westbrook Close South Street Andover Hants SP10 2BN
Phone	01264332297
Email	<a href="mailto:mind@andovermind.org.uk">mind@andovermind.org.uk</a>
Website	<a href="http://www.andovermind.org.uk">www.andovermind.org.uk</a>

## Activities

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**Objects:** TO PROMOTE THE PRESERVATION OF MENTAL HEALTH AND TO ASSIST IN RELIEVING AND REHABILITATING PERSONS SUFFERING FROM MENTAL DISORDER OR CONDITIONS OF EMOTIONAL OR MENTAL DISTRESS REQUIRING ADVICE OR TREATMENT PRINCIPALLY IN THE TOWN OF ANDOVER AND ALSO HAMPSHIRE AND ITS SURROUNDING BORDERS IN ASSOCIATION WITH MIND (THE NATIONAL ASSOCIATION FOR MENTAL HEALTH) AND IN ACCORDANCE WITH THE AIMS AND OBJECTS OF MIND

**Activities:** We provide community support to people with, ill mental health and carers to promote well-being for all. Services include Wellbeing; Counselling; Young Persons 'Be You'; Primary Care Mental Health; Safe Haven crisis centres; Ugly Duckling furniture upcycling and gardening. We offer 1 to 1, peer and group support; activities; courses; advice and information.

## Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

## Geography

- **Area of benefit:** IN PRACTICE ANDOVER AND ITS ENVIRONS
- Hampshire

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,747,455	£2,754,287	£1,431,558	125
2024-03-31	£3,290,599	£3,216,019	£1,438,390	138
2023-03-31	£3,061,410	£2,779,544	£1,363,810	115
2022-03-31	£2,461,933	£2,200,930	£1,081,944	101
2021-03-31	£2,239,729	£1,890,998	£820,941	88

## Trustees

Name	Role	Appointed
Judith Elizabeth Davey-Cole	Chair	2023-04-17
Angela Day		2026-01-12
Matt Lewis		2026-01-12
Steve Offord		2024-12-10

**ANDOVER MIND**

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# Accounts

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 mind Andover

# Trustees annual report 2024-25



Charity registration number 1039094

Company registration number 2935549

**ANDOVER MIND**  
**(A company limited by guarantee)**

**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

The Executive Committee, who are trustees of the charity for the purposes of the Charities Act and directors of the charity for the purposes of the Companies Act (throughout the accounts collectively referred to as the Executive Committee); present their report and the audited financial statements for the year ended 31<sup>st</sup> March 2025.

**Reference and Administrative Information**

Charity Name:	Andover Mind
Charity Registration number:	1039094
Company Registration number:	2935549
Operational Address:	Arcade House Westbrook Close South Street Andover SP10 2BN
Web:	<a href="http://www.andovermind.org.uk">www.andovermind.org.uk</a>
Registered Office	c/o Knight Goodhead Chartered Accountants 7 Bournemouth Road Chandler's Ford Eastleigh SO53 3DA

**Board of Trustees (Executive Committee)**

Judith Davey-Cole	Chair
James Brown	Vice Chair
Tim Foy	Treasurer
Lara Pletcher	Trustee (resigned 19th February 2025)
Robin Taylor	Trustee
Sarah Oakley	Trustee (resigned 12th May 2024)
Kim Lund	Trustee (co-opted 17th May 2024 - resigned 16th August 2024)
Alannah Carrott	Trustee (co-opted 17th May 2024 - resigned 27th August 2024)
Leanne Parmenter	Trustee (co-opted 17th May 2024 - resigned 25th November 2024)
Steve Offord	Trustee (co-opted December 2024)

**Auditors**

Knight Goodhead Limited  
7 Bournemouth Road  
Chandler's Ford  
Eastleigh  
SO53 3DA

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**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

**Bankers**

NatWest Bank Plc, 21 Chantry Way, Andover, Hants SP10 1LL  
Santander, Bridle Road, Bootle, Merseyside, L30 4GB

**Structure, governance and management**

**Governing Document**

Andover Mind is a charitable company limited by guarantee, incorporated on 3 June 1994 and registered as a charity on 3 October 1986. The charity operates under a Memorandum and Articles of Association, which define its objectives and powers. In the event of the charity being wound up, members are required to contribute no more than £1 per member.

During the year, there were no changes to the Articles or governing documents. The trustees intend to review and present proposed amendments in the 2025–26 financial year to ensure they remain fit for purpose and aligned with the charity's strategic direction.

**Recruitment and Appointment of Executive Committee**

The trustees, who are also directors of the company for legal purposes, are elected to the Executive Committee (the Board) for three-year terms and may stand for re-election at the Annual General Meeting. All members of the Executive Committee retire by rotation but may offer themselves for re-election.

Under the Articles, at least two trustees must have lived experience of mental health services. This requirement continues to be met, ensuring service users' perspectives are represented on the Board.

The Board aims to maintain a broad mix of skills, including business, HR, leadership, and professional expertise. Where particular skills are lost through retirements, the Board advertises locally for new members and may approach suitable individuals directly. A formal interview process ensures prospective trustees are assessed appropriately.

As at 31st March 2025 the charity had 5 Trustees, which is the minimum allowed under its Articles, so it has been decided to recruit additional members in the 2026 financial year. Trustee training continued, supporting governance oversight and organisational risk management throughout a period of significant operational transition.

**Trustee Induction and Training**

Trustees are encouraged to become familiar with the charity's work through shadowing and engagement with services. New trustees benefit from a robust induction programme, including a National Mind induction, internal induction sessions, and an induction pack containing the Memorandum and Articles, recent financial statements, relevant policies, and guidance from the Charity Commission ("The Essential Trustee").

All trustees are encouraged to attend additional training tailored to their needs, including governance, finance, strategic planning, and recruitment. The induction and training programme was reviewed in January 2024 and continues to be evaluated for improvement.

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**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

**Risk and Crisis Management**

The Executive Committee maintains an approved Risk Register, which is updated regularly.

The charity operates a documented Business Continuity Management Plan and systems to mitigate risks in financial management, service delivery, and compliance. External funding risks are monitored by the management team, who develop strategies to diversify income and maintain organisational stability. Internal procedures ensure compliance with Health and Safety regulations and statutory standards.

**Organisational Structure**

The Executive Committee may have up to 15 members, meeting quarterly to provide strategic oversight. Trustees come from a variety of professional backgrounds relevant to the charity's work. The Chief Executive attends Board meetings but does not have voting rights.

During the year 24-25, the organisation was led by an interim Senior Leadership Team. The Chief Executive reports to the Chair and supervises senior staff, with designated employees authorised to deputise in the Chief Executive's absence.

**Related Parties and Communication**

The charity's Business Plan continues on a three-year cycle, identifying strategic aims and objectives, and promoting collaboration with local stakeholders. The Chief Executive and Senior Leadership Team attend key strategic meetings across services, reporting to commissioners, including NHS Hampshire and Surrey & Borders Partnership NHS Foundation Trust.

Andover Mind promotes its work across local communities, maintaining relationships with corporate funders, statutory partners, and other Voluntary, Community, and Social Enterprise (VCSE) organisations.

**Objectives and Activities**

The charity's mission is:

To empower anyone with or at risk of experiencing a mental health issue, and all carers, to access the right advice, information, and support. We campaign to improve services, raise awareness, and promote understanding.

Strategic objectives include:

- Educating and influencing communities and partners about mental health through collaboration and co-production
- Understanding the mental health needs of local communities and providing appropriate support
- Applying continuous improvement principles in service delivery
- Developing and maintaining infrastructure to support innovative and effective services
- Increasing unrestricted income from trading, fundraising, legacies, and donations

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**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

Values:

- Open – We reach out to anyone who needs us
- Responsive – We listen and act
- Together – We're stronger in partnerships
- Independent – We speak out fearlessly
- Unstoppable – We never give up

**Achievements and Performance**

The year was marked by a period of significant organisational transition, including the loss of the Mentoring Care Service contract and the exploration of a potential merger with another local Mind. The key achievements were:

- Stabilisation of the charity under interim leadership during a period of uncertainty
- Awarded National Mind's Highly Commended award for Environment
- Completion of groundwork for a two-year restructuring and organisational development plan
- Continued support to our community in a challenging environment
- Preservation of Andover Mind's identity and service delivery

These achievements ensured continuity of services to the community and provided a foundation for future growth.

**Merger Exploration and Organisational Development**

During the 2024–25 financial year, Executive Committee and Senior Leadership Team considered the potential of a merger with another local Mind organisation. This was researched and rejected as a way forward.

**Plans for Future Periods (2025–26)**

The charity's focus in the coming year will include:

- Appointment of a new Chief Executive (Ed Simpson, September 2025)
- Implementation of a two-year restructuring and investment plan to strengthen financial sustainability, modernise services, and support organisational growth
- Development of income-generation capacity and strategic partnerships
- Continued enhancement of governance, risk management, and workforce planning

These plans will support the charity's long-term resilience while maintaining high-quality services for the local community.

**Achievements and Performance**

The main activities of the charity are the provision of services.

The Wellbeing and Primary Care Services, Safe Haven services support people in mental health crisis. We also provide an adult counselling service and the 'Be You' service for young people aged 11-17. Promotional activity continued to reduce the stigma of mental health and raise mental health awareness within our communities. We also run a furniture

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### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

recycling project 'Ugly Duckling' which provides support to those who volunteer within the project to help with combating loneliness and isolation.

We were awarded National Mind's Highly Commended award in the Environment category for our Ugly Duckling and Garden for Mind projects. This was following our achievement of retaining the Mind Quality Mark (MQM). To quote National Mind "this in itself is a cause for celebration – though all local Minds have strengths, not all local Minds who complete the MQM process are nominated for the excellence awards"

The Garden for Mind has introduced new activities to enable beneficiaries of Andover Mind to benefit from green therapy, with a regular gardening group, art and mindfulness in the garden and offering volunteering days to local corporates. The Garden for Mind is open to the public as a community asset, further raising the profile of Andover Mind.

#### **Our People**

Andover Mind is nothing, and can achieve nothing, without its people. As the Mind Quality Mark assessment showed, our people are passionate about our cause and go the extra mile.

As at the end of March, we had 90 employees.

There were 100 volunteers, including our Board of Trustees, in the areas of wellbeing, reception/admin, counselling, Ugly Duckling and the Garden for Mind.

#### **Services**

Service user feedback is a requirement within all our commissioned contracts. This is achieved by means of focus groups, service user audits, face-to-face interviews, and feedback forms, as appropriate to each service user group. We also conduct audits on feedback and satisfaction from stakeholder groups.

The contact management system, Charity Log, has continued to enable us to measure our outcomes against the service specification report on service data and activity in reports to commissioners of our services.

The reporting data on numbers of service users and Carers accessing the following services:

- Wellbeing services - 7,374
- Safe Havens -1,302 NMH, ASH October 24- March 25= 513
- Be You – 392
- Primary care mental health service - total number of appointments -10,327
- SMI Health Checks - 254

#### **Wellbeing service**

Andover Mind provides a 'Core' Wellbeing service across Test Valley, Basingstoke and Deane and also the Hart and Rushmoor area, working with other local Mind's as the Hampshire Mind CIC to provide the service Hampshire wide. Andover Mind has wellbeing centres in Andover, Basingstoke and Aldershot as well as providing outreach in surrounding areas. This was commissioned by Hampshire County Council (HCC), Public Health, Hampshire and Isle of Wight ICB and Frimley ICB. In January 2025, Hampshire County Council cut its full funding contribution to the Wellbeing contract due to pressures on its budgets. This led to a service re-design with the aim of supporting the same amount of people with less funding. It was decided to remove 1-1 intervention from the core wellbeing service and instead focus on group-based

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**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

support. Structured 1-1 are now the primary model of the Primary Care Wellbeing service. Contract novation commenced to name Hampshire and Isle of Wight ICB as the lead commissioner, with secondary funding from Public Health and Frimley ICB. Though 2025/2026 will see Frimley ICB dissolve.

The Wellbeing service employees provide support to people with varying degrees of mental-health illness. The referral pathway to access Wellbeing services are through several routes:- self referral, primary care and specialist mental health services. Our aim is to support people to achieve recovery according to their own individual needs via group support from structured courses to peer-support groups. We help them maintain their successes and build on them, so that they can fulfil their hopes and achieve their potential. 7,374 service users accessed the wellbeing service in this time period.

Service user feedback:

"Supportive and non-threatening staff. Clear explanations of coping strategies, and gentle encouragement to participate in discussions but no pressure to do so."

"Having a space to discuss experiences of being autistic with people who have similar experiences and not having to explain or justify myself was good. Hearing from others in the same position or who have gone through the same or similar things was also helpful. It has helped me start to feel a bit more accepting of where I am on my autism 'journey'."

**SMI Health Checks**

The service is commissioned by Hampshire and Isle of Wight ICB and conducts annual physical health checks for patients on the Serious Mental Illness (SMI) register on behalf of GP surgeries in North and Mid Hampshire. 254 Health Checks were completed in 2024-2025.

**Primary Care services**

Working within the primary care setting, our employees provide assessment, triage, advice and information, signposting and referral appointments to patients referred through their GP surgery. Employees are part of a wider PCN (Primary Care Network) mental health team which includes input from professionals such as GP clinical leads, psychologists, psychiatrists and nurses.

The service is commissioned by Hampshire and Isle of Wight ICB. Our employees include Wellbeing Advisors and Peer Support Workers who offered 10,327 appointments in 2024-2025 across Test Valley and Basingstoke.

Patient feedback:

"A calm and rational, regular chat that has helped me work through various issues. I would consider myself quite closed and old-fashioned in my attitude towards personal development and mental health. (Wellbeing Advisor) managed to change that with a worthwhile and positive, caring demeanour. She was professional and reassuring in all her dealings with me. I have been impressed by her and the service offered. I found it very helpful."

"(Wellbeing Advisor) was amazing, she gave me a very safe space to open up from the moment I spoke to her on the phone and then walked through her door, she was understanding, informative, she gave me a great balance of direction and tools to help me think things through and work it out for myself. I found the "homework" and fact/information/activity sheets really helpful, this really worked for me, as I like having direction and things to refer too. I have finished for the time being, but (Wellbeing Advisor) has given me the reassurance that if I get stuck I can see about a couple more sessions."

"I really can't thank (Wellbeing Advisor) enough, how I felt last year to how I'm feeling now has been life changing... THANK YOU"

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### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

Our other service, Mental Health in the Community Service, is commissioned by Surrey and Borders NHS Partnership Trust and our employees include Community Connectors and Lived Experience Practitioners.

#### **Safe Haven Crisis Services**

The aim of our Safe Havens are to provide an alternative to attending busy hospital emergency departments. Instead, they offer a calmer and non-clinical environment to adults over 18 experiencing an emotional or mental health crisis enabling them to feel safe and receive confidential and compassionate support.

Andover Mind has been a part of the Aldershot Safe Haven since September 2017. This is one of a number of Safe Havens run by Surrey and Borders NHS Partnership Trust (SABP) across NE Hampshire and Surrey, funded and commissioned by Surrey Heartlands ICB and Frimley ICB. The Aldershot Safe Haven is open every evening, 6-11pm and weekends from 12pm, 365 days a year. Service users can visit the Safe Haven in-person without an appointment or can access via the 'Attend Anywhere' link on our website to access an instant virtual appointment. The service has decreasing opening hours on the weekends to 6-11pm to align with the other Safe Havens.

The 'North and Mid Hampshire' Safe Haven, commissioned by Hampshire and Isle of Wight ICB since 2021 is situated at our Wellbeing centre in Basingstoke, open every evening 6-10pm, 365 days a year. Service users can access the Safe Haven in person, via telephone or virtually using 'Attend Anywhere'. The service supported 1,352 people from April 24-March 25.

#### **Service user feedback:**

Visitors express high satisfaction with the Safe Havens. Staff are consistently described as 'friendly', 'supportive', 'kind' and 'welcoming' and offer a 'non-judgemental approach'.

Many service users highlight how helpful it is to have someone who listens and makes them feel 'comfortable, heard and not judged'.

#### **Carer support and dementia advice service for Hampshire-**

Our Hampshire wide carer support and dementia advice service for Hampshire supports all adult carers caring for another adult and people with dementia. Commissioned by Hampshire Council and Hampshire & Isle of Wight Integrated Care Board, the service operates on a preventative basis to address the support, information and advice requirements of individuals who are unpaid carers who care for another adult with any illness/condition including young adult carers, and people living with dementia and those with a mild cognitive impairment. We stopped delivering this service in August 2024.

#### **Adult counselling**

Our adult counselling service offers a confidential and non-judgemental space for clients to share their thoughts and feelings and be listened to. Each session is 50 minutes long and takes place in the wellbeing centres in Andover and Basingstoke. This service is for adults over 18. During 2024-2025, 190 clients were supported through this service.

#### **Client feedback:**

"My counsellor has been the difference for me. Her compassion, kindness and professionalism are truly inspirational. You can tell that she really listens to what I was saying and gave me space and time to find answers and myself. She would also gently ask some difficult questions, but I needed that and she didn't shy away. I cannot thank her enough."

#### **Ugly Duckling**

This volunteer-led project recycles and upcycles donated furniture, makes new items such as garden furniture, bird, bat and hedgehog boxes from donated wood and takes on customer commissions. We provide work experience, social networks, occupation and training opportunities for disadvantaged people as well as offering volunteering opportunities that are open to everyone. The project operates from a workshop in East Portway, Andover for 3 days a week. Our pop-

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**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

up shop in the Chantry Centre in Andover sells the upcycled and made-up items. 42 beneficiaries engaged with the project during 2024-2025.

**Be You service**

This service supports young people, aged 11-17 in Andover, by giving them a safe space to talk about their feelings, and provide advice, information and support. Participants learn coping skills to help build resilience and maintain their wellbeing. Our drop-in sessions take place at the Andover Wellbeing centre. 392 young people were supported through this service during 2024-2025, either attending our drop-ins or face to face appointments, each attending the service for 5 sessions or more.

**Communications and marketing**

For the year 2024-2025, through Facebook, we received a total of 110.2K views, 1.5K content interactions, 210 content clicks, 7K profile visits and 125 new Facebook followers. On Instagram we achieved 59.4K views, 10.8K content reach, 664 content interactions (a 100% increase on the previous year) and 253 new Instagram followers.

During the year our team went down to one member of staff meaning that responsibility for social media, communications and marketing was delegated to a singular member of staff. This meant that our Digital Marketing Assistant took on extra hours and responsibilities.

We have been involved in many events throughout the year including; World Mental Health Day big brunch for both staff and service users, Garden for Mind - Beardy Gardner - Garden Gathering event, Mental Health Awareness Week, Baton of Hope walk and Suicide Prevention Day.

Working closely with HR, we have been pushing the promotion of job vacancies, across the organisation, through a variety of platforms from LinkedIn, our website, social media and Charisma Charity Recruitment.

We have more members of staff than ever before using our collaborative tool, Canva. This means staff are feeling empowered to create their own content, marketing materials and documents. Each project created through Canva is then submitted for approval, to our Digital Marketing Assistant, before being publicised.

**Financial Review**

The Trustees continue to maintain tight control over the charity's resources and remain committed to identifying sustainable and ethical funding opportunities, particularly given the ongoing uncertainty surrounding contractual income.

During the year, the charity recorded an overall deficit of £6,832 (2024: surplus £74,580), which has been drawn from reserves. This comprises a deficit of £59,407 on unrestricted funds and a surplus of £52,575 on restricted funds. In addition, £1,151,776 was transferred from restricted to unrestricted funds during the period.

At 31 March 2025, total funds stood at £1,431,558, comprising £84,016 of restricted funds and £1,346,542 of unrestricted funds.

**Principal Funding Sources**

The charity's principal income continues to be derived from contracts with Hampshire County Council and the NHS. During the year, the CSDA contract expired and was not retained, resulting in a reduction in revenue of £543,144, from £3,290,599 in 2024 to £2,747,455 in 2025.

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### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

In response to increasing pressures on local authority budgets, the charity is broadening its funding base. Applications have been made to local authorities (including TVBC), national and local charitable trusts, Mind, corporate partners, and other grant-making bodies, alongside a programme of community and event-based fundraising. To strengthen this work, the Trustees approved the recruitment of two fundraisers, due to commence in January 2026.

#### **Non-contractual income**

During the year income was generated through grants, community and corporate fundraising and in memory donations.

We secured a grant for our Ugly Duckling project for £2,700 from Test Valley Borough Council. We were successful in our application to Energise Me for the Hampshire Active Health Fund, we received £46,500 to deliver a physical health activity in partnership with Valley Leisure, Yoga for Mind.

We were supported by lovely people in the local community who all took part in different fundraising challenges such as cycling, walking and running. In total they raised over £5,500 between them. The Gumbo Cup golfers supported us again for the 6th year and raised an amazing £4,175.

Our in-memory donations raised £5,300 this year through people celebrating the life of a loved one. This is an incredible way to remember someone special and leave a lasting legacy in their name.

#### **Investment Policy**

The charity retains a prudent level of reserves each year to meet working capital needs. Surplus funds are held to support medium-term financial stability. For the year ending 2026, the Trustees intend to place a proportion of these funds on fixed-term deposit, balancing liquidity requirements with the need to achieve an appropriate return at minimal risk.

#### **Reserves Policy**

The charity's financial management policy sets out the principles for establishing target reserve levels. In line with Charity Commission guidance and SORP (effective October 2019), reserves represent those resources available for general use after meeting all commitments and planned expenditure.

The Trustees aim to maintain sufficient unrestricted reserves to cover approximately three months of operating costs, including employee termination liabilities and lease commitments. The target level of unrestricted reserves is £500,000. Restricted funds are excluded, as they are held for specified purposes and are not available for general expenditure.

Although unrestricted funds exceed the target level at year end, the Trustees consider this position appropriate and necessary at this stage. The charity is entering a period of organisational restructure during 2025/26, and associated costs are expected to rise. In addition, the Trustees have approved a programme of significant strategic investment over the next three to four years to strengthen services, modernise infrastructure, and improve long-term financial resilience. These planned commitments mean that a higher level of unrestricted reserves is required in the short to medium term. The Trustees therefore consider the current reserves position to be justified, proportionate, and aligned with the charity's forward financial plans.

As at 31 March 2025, unrestricted general funds totalled £1,346,542, which exceeds the level required under the reserves policy.

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**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

**Plans for Future Periods**

1. To continue to invest in business development to enable us to tender for our current services and other commissioning opportunities in line with our vision and funding strategy
2. To invest resources in our services to bring added value to the service specification set out our main contracts.
3. To review our back-office support and management structure to ensure it is aligned to the demands and size of the charity
4. To develop our counselling service and our offers for young people
5. To develop and implement an organisational communications and marketing strategy with a focus on digital transformation.
6. To continue to recruit new trustees to the board of Andover Mind
7. To ensure we uphold lived experience and proactively co-produce and engage with service users and carers.
8. To develop an employee led workforce wellbeing strategy
9. To continue to work with a sense of collaboration and cohesiveness with our local Mind partners and VCSE colleagues to ensure quality and continuity of services.

**Responsibilities of the Trustees**

The Trustees are responsible for preparing the Trustee's report and the financial statements in accordance with applicable laws and regulations.

Company law requires the Trustees to prepare financial statements for the charity for each financial year. The financial statements must be prepared in accordance with the United Kingdom generally Accepted Accounting practice (United Kingdom Accounting Standards and applicable law) and are required to give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure for the financial year. In preparing those financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue on that basis.

The Trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time, the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities Act 2011 and regulations made there under. The Trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees have confirmed that so far as they are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and that they have taken all steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

**Auditors**

Knight Goodhead Ltd were appointed auditors for Andover Mind following a selection process in 2014: they have continued to provide auditing services to Andover Mind between then and 2024/25. In accordance with FRC best practice, we will be putting our audit out to tender for the following year.

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**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the Executive Committee on 4th November and signed on its behalf by:

A handwritten signature in black ink, appearing to read 'JD Cole', written in a cursive style.

Judith Davey-Cole - Chair

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **Opinion**

We have audited the financial statements of Andover Mind for the year ended 31 March 2025, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the related notes. 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 to 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 2025, and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis of opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the 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.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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.

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

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

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

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

### **Responsibilities of the trustees**

As explained more fully in the report of the executive committee, the trustees 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 they 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**

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations.

We identified the laws and regulations applicable to the charitable company through discussions with trustees and other management and we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

To address the risk of fraud through management bias and override of controls, we performed analytical procedures to identify any unusual or unexpected relationships, tested journal entries to identify unusual transactions and investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance; and
- enquiring of management as to actual and potential litigation and claims;

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Knight Goodhead Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

### **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's members as a body, for our audit work, for this report, or for the opinions we have formed.



**CJ GOODHEAD FCA**

**Senior Statutory Auditor**

**Knight Goodhead Limited**

Chartered Accountants and Statutory Auditors

7 Boumemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA

Dated: 23 December 2025

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2025  
(including Income and expenditure account)**

	Notes	Restricted funds £	Unrestricted funds £	2025 Total funds £	2024 Total funds £
<b>INCOME</b>					
Donations and legacies	3	8,744	12,087	20,831	20,344
Charitable activities	4	491,782	2,162,834	2,654,616	3,195,654
Fundraising income		4,717	17,040	21,757	30,065
Trading income	5	16,992	30,894	47,886	44,536
Investment income		-	2,365	2,365	-
<b>TOTAL INCOME</b>		<b>522,235</b>	<b>2,225,220</b>	<b>2,747,455</b>	<b>3,290,599</b>
<b>EXPENDITURE</b>					
Voluntary income costs	6	-	232	232	355
Trading costs	6	13,775	17,708	31,483	32,894
		13,775	17,940	31,715	33,249
Charitable activities	6	455,885	2,266,687	2,722,572	3,182,770
<b>TOTAL EXPENDITURE</b>		<b>469,660</b>	<b>2,284,627</b>	<b>2,754,287</b>	<b>3,216,019</b>
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>	7	<b>52,575</b>	<b>(59,407)</b>	<b>(6,832)</b>	<b>74,580</b>
Transfers between funds	14,15	(1,151,776)	1,151,776	-	-
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>		<b>(1,099,201)</b>	<b>1,092,369</b>	<b>(6,832)</b>	<b>74,580</b>
<b>FUNDS AT 1 APRIL 2024</b>		<b>1,184,217</b>	<b>254,173</b>	<b>1,438,390</b>	<b>1,363,810</b>
<b>FUNDS AT 31 MARCH 2025</b>		<b>85,016</b>	<b>1,346,542</b>	<b>1,431,558</b>	<b>1,438,390</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in notes 14 and 15 to the financial statements.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

COMPANY NUMBER: 2935549

**BALANCE SHEET AS AT 31 MARCH 2025**

		2025		2024	
	Notes	£	£	£	£
<b>FIXED ASSETS</b>					
Tangible assets	10		5,748		14,848
<b>CURRENT ASSETS</b>					
Debtors	11	189,805		282,477	
Cash at bank and in hand		<u>1,629,904</u>		<u>1,414,114</u>	
		1,819,709		1,696,591	
CREDITORS: amounts falling due within one year	12	<u>(393,899)</u>		<u>(273,049)</u>	
NET CURRENT ASSETS			1,425,810		1,423,542
NET ASSETS	16		<u>1,431,558</u>		<u>1,438,390</u>
<b>FUNDS</b>					
Restricted funds	14		85,016		1,184,217
Unrestricted funds					
General funds	15		417,019		158,173
Designated funds	15		<u>929,523</u>		<u>96,000</u>
TOTAL FUNDS			<u>1,431,558</u>		<u>1,438,390</u>

These accounts have been prepared in accordance with the special provisions of the Companies Act 2006 and FRS 102 relating to small entities.

Approved by the board of trustees on 23 December 2025  
and signed on its behalf by



Trustee

TIM FOY

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	2025 £	2024 £
NET CASH FLOW PROVIDED BY OPERATING ACTIVITIES	1	213,425	178,155
CASH FLOWS FROM INVESTING ACTIVITIES			
Interest received		2,365	-
NET CASH FLOW		<u>215,790</u>	<u>178,155</u>
Change in cash and cash equivalents in the year		215,790	178,155
Cash and cash equivalent at start of the year		<u>1,414,114</u>	<u>1,235,959</u>
Cash and cash equivalents at the end of the year	2	<u>1,629,904</u>	<u>1,414,114</u>

**NOTES TO THE CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2025****1 RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2025 £	2024 £
Net movement in funds for the year	(6,832)	74,580
Depreciation	9,100	13,105
Decrease/(increase) in debtors	92,672	27,889
Increase/(decrease) in creditors	120,850	62,581
Net cash flow from operating activities	<u>213,425</u>	<u>178,155</u>

**2 ANALYSIS OF CASH AND CASH EQUIVALENTS**

	2025 £	2024 £
Cash at bank and in hand	<u>1,629,904</u>	<u>1,414,114</u>

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025**

#### **1 ACCOUNTING POLICIES**

##### **a) Accounting convention**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102 (second edition - October 2019) and the Companies Act 2006.

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

The accounts have been prepared on the going concern basis. There are no material uncertainties about the charity's ability to continue.

##### **b) Income**

Donations and legacies are received by way of donations and gifts and is included in full in the statement of financial activities when received.

Revenue grants are shown in the Statement of Financial Activities in the year to which they relate and when the conditions of receipt have been complied with. Where the grant has to be matched to a different period the deferred element is deducted from incoming resources and carried forward in creditors.

Legacies are accounted for in the Statement of Financial Activities when receipt is probable, and their value can be measured with sufficient reliability.

##### **c) Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred.

Voluntary income costs and trading costs comprise the costs associated with attracting voluntary income and the costs of fundraising and trading.

All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Cost related to a particular activity are allocated directly, others are apportioned on an appropriate basis.

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

#### 1 ACCOUNTING POLICIES (CONTINUED)

##### d) Operating leases

Rentals paid under operating leases are taken to the Statement of Financial Activities on a straight line basis over the lease term.

##### e) Tangible fixed assets

Assets that cost more than £500 are capitalised at cost price. Depreciation is provided using the following rates and bases to reduce by annual instalments the cost, less estimated residual value of the tangible assets over their estimated useful lives:

Leasehold improvements	Over the length of the lease
Motor vehicles	25% straight line
Office equipment	20-50% straight line
Computer equipment	33% straight line

##### f) Funds

Unrestricted funds are donations and other incoming resources receivable or generated for charitable purposes.

Restricted funds represent grants and donations which are allocated by the donor for specific purposes. Expenditure which meets these criteria is charged to the appropriate fund.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

##### g) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

#### 2 LEGAL STATUS

The charity is a company limited by guarantee and has no share capital. The charitable company was incorporated on 3 June 1994 in the United Kingdom and was registered on 1 July 1994 with the Charity Commission in England and Wales. The charity is a public benefit entity.

The registered office of the charitable company is 7 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025****3 DONATIONS AND LEGACIES**

	<b>Restricted funds</b>	<b>Unrestricted funds</b>	<b>2025 Total</b>	<b>2024 Total</b>
	£	£	£	£
<i>Donations and similar income</i>				
General donations	8,744	12,087	20,831	20,344
	<u>8,744</u>	<u>12,087</u>	<u>20,831</u>	<u>20,344</u>

**4 CHARITABLE ACTIVITIES INCOME**

<i>Grants and Contracts</i>				
Hampshire CC Social Services	397,041	-	397,041	999,064
Hampshire County Council	68,643	-	68,643	23,000
NHS Surrey & Borders Partnership Foundation Trust	-	371,865	371,865	292,044
West Hants CCG	-	-	-	2,282
Hampshire Mind CIC	-	1,419,930	1,419,930	1,446,587
Mid Hampshire Health Care Ltd	337	-	337	5,956
Test Valley Borough Council	2,730	-	2,730	2,625
Asda	-	-	-	1,600
NHS Hants, Southampton and Isle of Wight CCG	23,031	268,430	291,461	295,632
NHS Hants, Southampton and Isle of Wight ICB	-	-	-	21,329
Natural England	-	-	-	1,000
Catalyst	-	41,304	41,304	3,755
Vivid Housing	-	30,224	30,224	45,336
Oakley Health Group	-	31,081	31,081	30,444
Simply Health	-	-	-	25,000
	<u>491,782</u>	<u>2,162,834</u>	<u>2,654,616</u>	<u>3,195,654</u>

**5 TRADING INCOME**

	<b>Restricted funds</b>	<b>Unrestricted funds</b>	<b>2025 Total</b>	<b>2024 Total</b>
	£	£	£	£
Shop income	15,774	-	15,774	11,501
Counselling income	-	23,215	23,215	13,151
Placements income	-	1,683	1,683	5,294
Rental income	-	1,800	1,800	1,360
Sundry income	1,218	4,196	5,414	13,230
	<u>16,992</u>	<u>30,894</u>	<u>47,886</u>	<u>44,536</u>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025**

6 EXPENDITURE	Voluntary income	Fundraising and trading	Charitable activities	Total 2025	Total 2024
	£	£	£	£	£
<b>COSTS DIRECTLY ALLOCATED TO ACTIVITIES</b>					
Employed staff costs (see note 8)	-	-	2,174,419	2,174,419	2,453,225
Consultancy and resources	-	-	19,326	19,326	10,730
Travelling expenses	-	-	30,483	30,483	51,157
Volunteer and student expenses	-	1,329	8,993	10,322	8,522
Training and recruitment	-	-	11,973	11,973	28,646
Canteen and Ugly Duckling consumables	-	-	1,009	1,009	1,536
Advertising and promotion	-	-	2,013	2,013	4,386
Subscriptions	-	-	20,699	20,699	14,051
Repairs and maintenance	-	761	30,645	31,406	58,299
Carers wellbeing COVID support	-	-	946	946	315
Project direct costs	-	-	5,471	5,471	7,527
Garden for Mind expenses	-	-	16,820	16,820	-
Repayment of unspent grant funding	-	-	-	-	19,428
	-	2,090	2,322,797	2,324,887	2,657,822
<b>SUPPORT COSTS ALLOCATED TO ACTIVITIES</b>					
Staff costs (see note 8)	-	17,449	157,044	174,493	261,788
Human resources	-	-	2,625	2,625	3,908
Rent and rates	-	9,898	89,257	99,155	115,370
Insurance	-	-	21,894	21,894	18,969
Telephone	-	552	17,855	18,407	37,410
Printing, postage and stationery	51	308	9,905	10,264	30,315
Computer costs	181	1,085	34,902	36,168	40,746
Audit and accountancy fees	-	-	10,810	10,810	8,745
Bookkeeping and payroll fees	-	-	6,464	6,464	11,224
Trustee expenses	-	-	328	328	213
Legal and professional	-	-	39,082	39,082	15,823
Bank charges	-	101	509	610	581
Depreciation	-	-	9,100	9,100	13,105
	232	29,393	399,775	429,400	558,197
<b>TOTAL EXPENDITURE</b>	<b>232</b>	<b>31,483</b>	<b>2,722,572</b>	<b>2,754,287</b>	<b>3,216,019</b>

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

#### 7 NET INCOME/(EXPENDITURE) FOR THE YEAR

This is stated after charging:	2025	2024
	£	£
Depreciation	9,100	13,105
Auditors' remuneration:		
- audit	5,000	4,500
- other services	5,810	12,933
	<u>5,810</u>	<u>12,933</u>

#### 8 EMPLOYED STAFF COSTS AND NUMBERS

Employed staff costs were as follows:	2025	2024
	£	£
Salaries and wages	2,149,479	2,484,329
Social security costs	158,749	183,109
Pension	40,684	47,575
	<u>2,348,912</u>	<u>2,715,013</u>

During the year no employees received remuneration (excluding employer pension costs) of between £60,000 - £70,000 (2024: one).

At the year end there were outstanding pension contributions payable of £nil (2024: £9,306). Total employer pension contributions of £40,684 (2024: £47,575) were paid by the charity and are included in the SOFA.

Key management comprises thirteen individuals who were paid a total of £324,726 (2024: £388,906 to ten individuals).

The average weekly number of employees during the year was as follows:

	2025	2024
	No.	No.
Direct charitable work	118	130
Administration	7	8
	<u>125</u>	<u>138</u>

#### 9 TAXATION

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025**

## 10 TANGIBLE FIXED ASSETS

	Leasehold improvements £	Furniture & equipment £	Computer equipment £	Total £
<b>COST OR VALUATION</b>				
At 1 April 2024	40,358	-	22,080	62,438
Additions in year	-	-	-	-
Disposals	-	-	-	-
At 31 March 2025	<u>40,358</u>	<u>-</u>	<u>22,080</u>	<u>62,438</u>
<b>DEPRECIATION</b>				
At 1 April 2024	28,861	-	18,729	47,590
Charge for the year	5,749	-	3,351	9,100
Disposals	-	-	-	-
At 31 March 2025	<u>34,610</u>	<u>-</u>	<u>22,080</u>	<u>56,690</u>
<b>NET BOOK VALUE</b>				
At 31 March 2025	<u>5,748</u>	<u>-</u>	<u>-</u>	<u>5,748</u>
At 1 April 2024	<u>11,497</u>	<u>-</u>	<u>3,351</u>	<u>14,848</u>

## 11 DEBTORS

	2025 £	2024 £
Trade debtors	177,224	255,719
Prepayments	8,654	16,958
Other debtors	3,927	9,800
	<u>189,805</u>	<u>282,477</u>

## 12 CREDITORS: amounts falling due within one year

	2025 £	2024 £
Trade creditors	13,905	16,883
Other taxation and social security	22,759	38,509
Other creditors	190,974	10,333
Accruals and deferred income	166,261	207,324
	<u>393,899</u>	<u>273,049</u>

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

#### 13 DEFERRED INCOME

An element of grant income received by the charity during the year has been deferred as it relates to later accounting periods. The movement in the year is detailed below:

	£
Income deferred in year to 31 March 2025	141,750
Amounts released from previous years	<u>(176,304)</u>
Net movement to income	<u>(34,554)</u>

#### 14 RESTRICTED FUNDS

	At 1 April 2024 £	Income £	Expenditure £	Transfers £	At 31 March 2025 £
Carer Support and Dementia Advice - North Hants	-	106,576	(106,384)	(192)	-
Carer Support and Dementia Advice - West & South West Hants	17,088	169,300	(151,698)	(34,690)	-
Carer Support and Dementia Advice - South East Hants	12,741	136,412	(125,276)	(23,877)	-
Well Being Basingstoke	77,261	-	-	(77,261)	-
Well Being Hart and Rushmoor	82,741	-	-	(82,741)	-
Wellbeing Romsey and North Baddesley	30,392	-	-	(30,392)	-
Wellbeing Hub North Hants (Farnborough)	32,237	-	-	(32,237)	-
Wellbeing Hub Mid Hants (Andover)	10,598	-	-	(10,598)	-
Wellbeing Hub North Hants (Basingstoke)	38,638	-	-	(38,638)	-
Ugly Duckling	610	18,656	(13,775)	(1,800)	3,691
Safe Haven - Mid-Hants	37,450	-	-	(37,450)	-
Safe Haven - extra funding	67,918	-	-	(67,918)	-
Garden Project	1,736	-	-	-	1,736
Basingstoke Primary Care	10,055	-	(4,684)	(5,371)	-
Andover Primary Care	43,368	9,281	(8,413)	(44,236)	-
Community Connectors - Aldershot and Farnborough	45,031	-	-	(45,031)	-
Mind - Influence and Participation	314	-	(903)	589	-
Mind - Equality Improvement	405	-	(405)	-	-
<i>Balance to next page</i>	<u>508,583</u>	<u>440,225</u>	<u>(411,538)</u>	<u>(531,843)</u>	<u>5,427</u>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025**

## 14 RESTRICTED FUNDS (continued)

	At 1 April 2024 £	Income £	Expenditure £	Transfers £	At 31 March 2025 £
<i>Balance from previous page</i>	508,583	440,225	(411,538)	(531,843)	5,427
Wellbeing service users	7,058	-	(1,064)	-	5,994
Get Going Again - Covid Isolation	8,993	-	(7,511)	-	1,482
SMI Funding Test Valley	2,373	-	-	-	2,373
SMI Funding Basingstoke	1,696	-	(251)	-	1,445
SMI Outreach PCN	904	-	(904)	-	-
ICTF Funding Test Valley	47	-	(47)	-	-
ICTF Funding Basingstoke	1,555	-	-	-	1,555
ICTF Funding Hart and Rushmoor	4,303	-	-	-	4,303
PCN Basingstoke Transformation	401,072	-	-	(401,072)	-
PCN Andover Transformation	98,214	-	-	(98,214)	-
Webchat	3,280	-	-	-	3,280
PCN Romsey and North Baddesley	59,830	-	-	(59,830)	-
Yateley MHICS	1,182	-	-	(1,182)	-
Winchester Rural North and East PCN	21,576	-	-	(21,576)	-
Fleet MHICS	4,359	-	-	(4,359)	-
Vivid Housing	3,108	-	-	(3,108)	-
Advancing Mental Health Equalities	741	-	-	-	741
SMI Facilitators	21,177	-	-	(21,177)	-
Catalyst Recovery and Connect	1,190	-	-	(1,190)	-
Household Support Fund Scheme	5,000	18,335	-	-	23,335
Garden for Mind	25,168	12,825	(18,096)	-	19,897
GP Hub Andover	2,808	337	(402)	(2,743)	-
Active Health - Valley Leisure	-	29,301	(14,298)	(2,924)	12,079
Homes for Ukraine	-	21,212	(15,549)	(2,558)	3,105
	<u>1,184,217</u>	<u>522,235</u>	<u>(469,660)</u>	<u>(1,151,776)</u>	<u>85,016</u>

During the year, the trustees made the decision to reclassify some contracts previously recognised as restricted to designated in line with the terms of the contracts. As a result, £873,972 of restricted funds have been transferred to designated funds. A further £236,604 of restricted funds have been released to general funds following the satisfactory conclusion of these projects.

Remaining transfers between funds relate to management charges totalling £41,200, which were attributed to certain restricted funds, for premises, governance, administration and other office costs paid through the unrestricted general funds.

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025**

#### *Purposes of funds*

##### **Carer Support and Dementia Advice - North Hants**

##### **Carer Support and Dementia Advice - West & South West Hants**

##### **Carer Support and Dementia Advice - South East Hants**

A contract for this area was awarded subsequent to a successful pilot project in Andover, funded by Hampshire County Council. The project aims to provide advice, support and information to those affected by dementia, carers, their families and friends.

##### **Ugly Duckling**

To run a therapeutic group for service users that also provides a furniture renovation and recycling project which benefits the local community. The project was closed during the pandemic.

##### **The Garden Project**

The grant was awarded to support the 'Flower Garden Project' which encourages service users in the Andover area to come together to grow and tend the plants and Andover Mind's flower garden. The grant is to be used to purchase any items that may be required by this project

##### **Wellbeing Service Users**

Mind organisations would, as part of regular support planning with their clients, ask about their physical health. Where they are confident a patient would be on the Serious Mental Illness register, Mind staff would ask whether they have heard of the Annual Health Check and have a conversation promoting the uptake. They would also mention that a follow up intervention can be provided by Mind through a Wellbeing Offer to take up an activity class, a club membership fee, or buy a piece of equipment for example.

##### **Get Going Again - Covid Isolation**

These funds were awarded to support Hampshire residents who were struggling to cope with their mental health and wellbeing due to COVID-19 or self isolating. The service provided a range of emotional and practical advice, information, sign posting and support.

##### **SMI Funding Test Valley**

##### **SMI Funding Basingstoke**

We were provided with this grant to support service users who are on the SMI (serious mental illness) register to attend their health checks and improve their physical health. The money was to be used as direct payment to service users as an incentive for them to continue to make healthy choices such as purchasing gym equipment, memberships or healthy food boxes.

##### **SMI Outreach PCN/SMI Facilitators**

Funds received to support Primary Care Networks engage with those on the Serious Mental Illness register to increase uptake of annual physical health checks and also provide some further support for these patients in improving their mental health. Historical uptake of these health checks has been poor and these patients have poorer life expectancies, so we are funded for a year to see if these roles can improve the statistics and make an impact.

##### **ICTF Funding Test Valley**

##### **ICTF Funding Basingstoke**

##### **ICTF Funding Hart and Rushmoor**

These grants were from the Adult Social Care Infection Control and Testing Funds. The grants were awarded to support adult social care providers to reduce the rate of COVID-19 transmission within and between care settings through effective infection prevention and control practices and to increase COVID-19 and flu vaccination uptake among staff.

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025**

#### **Webchat**

The online webchat service via our website makes accessing information faster and provides another way to get in touch without the need to call. It also makes communication easier for people who do not speak English as their first language, allowing the use of programmes like google translate to chat.

#### **Advancing Mental Health Equalities**

We secured funding from The NHS Hampshire, Southampton and Isle of Wight CCG No Wrong Door programme to support us with the work we are doing collaboratively with AMHE. We will employ a commissioned project researcher to work with the LGBTQ+ community. The aim is to bring the voice back to inform future service design and development.

#### **Household Support Fund scheme**

Funding from DWP Household Support Funding Programme via HCC for a supermarket voucher system for unpaid carers.

#### **Garden for Mind**

Garden for Mind is an exciting new initiative to create a beautiful and inspirational education, health and wellbeing garden on a previously unused piece of land at the Longstock Park Nursery, on the Waitrose & Partners Leckford Estate. The space will be used primarily by Andover Mind to deliver a variety of activities for the people who use our services, designed to promote wellbeing and mental health, as well as being available for use by other communities groups across the Test Valley. Through community fundraising events, sponsorship and donations from corporates and engaging with consultants, contractors and suppliers that have stepped forward to offer their services we are able to open the Garden for Mind in July 2024.

#### **GP Hub Andover**

Contracted by Mid Hampshire Healthcare to provide 1 evening per week of mental health triage appointments for GP surgeries. This contract ended 14th April 2024.

#### **Active Health - Valley Leisure**

Partnership with Valley Leisure to provide a community-based physical activity and wellbeing project.

#### **Homes for Ukraine**

Project to help provide support for those settling in the area from Ukraine.

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

#### 15 UNRESTRICTED FUNDS

	At 1 April 2024	Income	Expenditure	Transfers	At 31 March 2025
	£	£	£	£	£
DESIGNATED FUNDS:					
EDI	1,500	-	(750)	-	750
Contingency fund	94,500	-	(14,685)	-	79,815
Wellbeing Romsey and North Baddesley	-	46,910	(31,559)	24,780	40,131
Wellbeing Hub North Hants (Farnborough)	-	219,186	(160,236)	5,643	64,593
Wellbeing Hub Mid Hants (Andover)	-	144,252	(130,842)	(6,448)	6,962
Wellbeing Hub North Hants (Basingstoke)	-	199,540	(156,170)	14,538	57,908
Safe Haven - Aldershot and Farnborough	-	74,936	(65,694)	(8,698)	544
Safe Haven - Mid-Hants	-	198,508	(172,664)	13,510	39,354
Safe Haven - extra funding	-	-	(30,040)	67,918	37,878
Community Connectors - Aldershot and Farnborough	-	234,630	(184,566)	17,561	67,625
PCN Basingstoke Transformation	-	545,000	(457,793)	265,514	352,721
PCN Andover Transformation	-	109,000	(99,798)	41,724	50,926
PCN Romsey and North Baddesley	-	109,042	(97,579)	46,684	58,147
Yateley MHICS	-	43,881	(39,963)	(3,918)	-
Winchester Rural North and East PCN	-	50,937	(48,227)	15,433	18,143
Fleet MHICS	-	49,500	(42,529)	(1,068)	5,903
Vivid Housing	-	30,224	(24,332)	(537)	5,355
SMI Facilitators	-	69,922	(64,225)	12,744	18,441
Catalyst Recovery and Connect	-	41,304	(12,733)	(4,244)	24,327
Total designated funds	96,000	2,166,772	(1,834,385)	501,136	929,523
General funds	158,173	58,448	(450,242)	650,640	417,019
Total unrestricted funds	254,173	2,225,220	(2,284,627)	1,151,776	1,346,542

#### Transfers

Transfers between funds represent reclassifications and management charges as detailed in note 14.

#### Purposes of funds

##### Well-Being

This service is funded by Hampshire County Council to deliver mental health support and well-being services across Andover, Romsey, Basingstoke, Test Valley and Hart and Rushmoor.

##### Safe Haven

Andover Mind has been a part of the Aldershot Safe Haven since September 2017. This is one of a number of Safe Havens run by Surrey and Borders Partnership Trust across North East Hampshire and Surrey. The aim of the Safe Haven, which is an evening and weekend service run out of the Aldershot Well-being Centre, is to provide a place for those in mental health crisis to have somewhere to go to seek support. Each shift is covered by a CPN (from SABP) and two support workers (one from Andover Mind and one from Catalyst) The Safe Haven has achieved its aim to keep people from attending A&E departments. There are close links with SABP crisis services, inpatient units and partner organisations.

##### Basingstoke Primary Care

Working within the primary care setting, Well-being workers provide assessment, advice and information and signposting to services through a GP appointment system. The Basingstoke service runs a day time service staffed by a primary care lead. Funding for this was a result of a successful pilot carried out in one practice in 2019.

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025**

#### **Andover Primary Care**

In Andover working in a primary care setting, Well-being practitioners provide assessment, advice and information and signposting to services through a GP appointment system. There is also an out of hour service which has a similar focus and the outcomes for which helped to secure funding for the day service which started in April 2020 and consists of a full multi-disciplinary team.

#### **Community Connectors**

Our Community Connectors work within the Mental Health Integrated Community Service (MHICS) in Aldershot and Farnborough. The team consists of psychiatry, nursing and pharmacy input. Our workers carry out an initial assessment and then up to 4 sessions with the patient to address their mental health or social care issues.

#### **Mind - Influence and Participation**

Grant received from national Mind to strengthen our approach to service user involvement in preparation for our MQM (Mind Quality Mark) assessment.

#### **Mind - Equality Improvement**

Grant received by National Mind to strengthen our approach to equality and diversity

#### **PCN Basingstoke Transformation**

This is an expansion of our existing Primary Care Network services in line with the new Hampshire Wellbeing Services contract. They provide mental health triage and assessment.

#### **PCN Andover Transformation**

This is an existing service building on the success of the original Andover PCN work, which started during COVID. Our wellbeing practitioners deliver one hour appointments as part of a mental health team.

#### **PCN Romsey and North Baddesley**

Part of the Wellbeing Services contract to provide short-term recovery focussed intervention, and peer support to patients referred by their GP surgery. They work as part of a multidisciplinary team in partnership with PCNs and Southern Health.

#### **Winchester Rural North and East PCN**

Part of the Wellbeing Services contract to provide short-term recovery focussed intervention, and peer support to patients referred by their GP surgery. They work as part of a multidisciplinary team in partnership with PCNs and Southern Health.

#### **Fleet MHICS**

An extension of the Community Connectors project. Our Community Connectors work within the Mental Health Integrated Community Service (MHICS) in Fleet. The team consists of psychiatry, nursing and pharmacy input. Our workers carry out an initial assessment and then up to 4 sessions with the patient to address their mental health or social care issues.

#### **Yateley MHICS**

An extension of the Community Connectors project. Our Community Connectors work within the Mental Health Integrated Community Service (MHICS) in Fleet. The team consists of psychiatry, nursing and pharmacy input. Our workers carry out an initial assessment and then up to 4 sessions with the patient to address their mental health or social care issues.

#### **Vivid Housing**

A one year contract, working on behalf of Vivid Housing to provide a wellbeing service to their customers, working with their Tenancy Sustainment team. Covering their North Area, e.g Test Valley, Basingstoke & Deane, Hart & Rushmoor.

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

#### Catalyst Recovery and Connect

Subcontracted by Catalyst to provide 1FTE staff member for a fixed 1 year contract to April 2025 in North East Hampshire & Farnham. Service is providing support to patients identified by CMHRS/inpatient units to help reduce hospitalisation and promote recovery in the community.

#### EDI

To provide training to increase awareness and understanding for staff, trustees and volunteers to help promote a more inclusive service and workplace culture so as to be able to appropriately support service users. This includes LGB and Trans awareness, further autism and neurodiversity training. This includes recruiting via job boards that focus on particular protected characteristics as part of positive action to increase representation of underrepresented or disadvantaged groups of people in the workforce. We will make improvements to our premises include a self-opening front door and signage to show we are an inclusive and welcoming space for all communities.

#### Contingency fund

The purpose of this fund is to meet the costs of restructuring in the event of a downturn in operations.

#### 16 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
<i>Year ended 31 March 2025</i>				
Tangible fixed assets	-	-	5,748	5,748
Debtors	17,480	158,279	14,046	189,805
Cash at bank and in hand	258,166	912,994	458,744	1,629,904
Creditors	(190,630)	(141,750)	(61,519)	(393,899)
<b>NET ASSETS</b>	<b>85,016</b>	<b>929,523</b>	<b>417,019</b>	<b>1,431,558</b>
	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
<i>Year ended 31 March 2024</i>				
Tangible fixed assets	-	-	14,848	14,848
Debtors	256,577	-	25,900	282,477
Cash at bank and in hand	1,103,944	96,000	214,170	1,414,114
Creditors	(176,304)	-	(96,745)	(273,049)
<b>NET ASSETS</b>	<b>1,184,217</b>	<b>96,000</b>	<b>158,173</b>	<b>1,438,390</b>

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

#### 17. TRUSTEE EXPENSES

One trustees was reimbursed expenses during this year of £230 (2024: £nil). No trustee received any remuneration in the current or prior year.

During the year, trustee professional indemnity insurance of £3,431 (2024: £3,192) was paid by the charity.

#### 18. OPERATING LEASE COMMITMENTS

At 31 March 2025, the charity had total commitments under non-cancellable operating leases, due as follows:

	2025	2024
	£	£
Within one year	20,000	36,660
Between one to two years	-	20,000
	<u>20,000</u>	<u>56,660</u>

#### 19 RELATED PARTY TRANSACTIONS

Hampshire Mind CIC (company number 10871821) was formed by Solent Mind, Andover Mind and Havant Mind to facilitate the provision of certain Hampshire County Council Contracts. During the year, J Davey-Cole, trustee, also served as a director of Hampshire Mind CIC.

Andover Mind received contract funding totalling £1,419,930 (2024: £1,446,589) during the year. At the balance sheet date, Andover Mind were owed £nil (2024: £121,158) by Hampshire Mind CIC, which is included in trade debtors. Andover Mind also owed Hampshire Mind CIC £nil (2024: £316), which is shown within trade creditors.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025****20 PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES**

	<b>Restricted funds £</b>	<b>Unrestricted funds £</b>	<b>2024 Total funds £</b>
<b>INCOME</b>			
Donations and legacies	6,932	13,412	20,344
Charitable activities	3,195,654	-	3,195,654
Fundraising income	15,253	14,812	30,065
Trading income	16,956	27,580	44,536
<b>TOTAL INCOME</b>	<b>3,234,795</b>	<b>55,804</b>	<b>3,290,599</b>
<b>EXPENDITURE</b>			
Voluntary income costs	-	355	355
Trading costs	-	32,894	32,894
	-	33,249	33,249
Charitable activities	2,770,583	412,187	3,182,770
<b>TOTAL EXPENDITURE</b>	<b>2,770,583</b>	<b>445,436</b>	<b>3,216,019</b>
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>	<b>464,212</b>	<b>(389,632)</b>	<b>74,580</b>
Transfers between funds	(314,542)	314,542	-
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>	<b>149,670</b>	<b>(75,090)</b>	<b>74,580</b>
<b>FUNDS AT 1 APRIL 2023</b>	<b>1,034,547</b>	<b>329,263</b>	<b>1,363,810</b>
<b>FUNDS AT 31 MARCH 2024</b>	<b>1,184,217</b>	<b>254,173</b>	<b>1,438,390</b>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025**

## 21 PRIOR YEAR FUND MOVEMENTS

RESTRICTED FUNDS	At	Income	Expenditure	Transfers	At
	1 April 2023				2024
	£	£	£	£	£
Carer Support and Dementia Advice - North Hants	19,445	261,430	(267,964)	(12,911)	-
Carer Support and Dementia Advice - West & South West Hants	42,942	414,222	(392,713)	(47,363)	17,088
Carer Support and Dementia Advice - South East Hants	22,960	335,389	(307,238)	(38,370)	12,741
Well Being Test Valley	1,826	-	(1,826)	-	-
Well Being Basingstoke	85,333	-	(8,072)	-	77,261
Well Being Hart and Rushmoor	91,370	-	(8,629)	-	82,741
Wellbeing Romsey and North Baddesley	13,201	49,898	(27,431)	(5,276)	30,392
Wellbeing Hub North Hants Farnborough	10,121	232,119	(185,592)	(24,411)	32,237
Wellbeing Hub Mid Hants (Andover)	2,129	149,964	(125,678)	(15,817)	10,598
Wellbeing Hub North Hants (Basingstoke)	13,375	212,421	(164,861)	(22,297)	38,638
Ugly Duckling	-	16,428	(14,336)	(1,482)	610
Be You (formerly Youth Counselling)	8,434	-	(22,388)	13,954	-
Repair café	5,243	460	(5,703)	-	-
Safe Haven - Aldershot and Farnborough	4,745	72,123	(71,514)	(5,354)	-
Safe Haven - Mid-Hants	28,928	189,075	(161,227)	(19,326)	37,450
Safe Haven - extra funding	101,960	-	(34,042)	-	67,918
Garden Project	1,736	-	-	-	1,736
Basingstoke Primary Care	10,079	-	(24)	-	10,055
Andover Primary Care	31,108	56,510	(38,773)	(5,477)	43,368
White Water Loddon Primary Care	6,226	-	(6,226)	-	-
Andover Primary Care - Pears Foundation	497	-	-	(497)	-
Community Connectors - Aldershot and Carers Wellbeing	78,662	162,732	(173,764)	(22,599)	45,031
Mind - Influence and Participation	2,200	-	-	(2,200)	-
Mind - Equality Improvement	1,800	-	(1,486)	-	314
Mind - Equality Improvement	1,800	-	(1,395)	-	405
<i>Balance to next page</i>	<u>586,120</u>	<u>2,152,771</u>	<u>(2,020,882)</u>	<u>(209,426)</u>	<u>508,583</u>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025**

21 PRIOR YEAR FUND MOVEMENTS (continued)	<b>At</b>				<b>At</b>
	<b>1 April 2023</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>31 March 2024</b>
<i>Balance from previous page</i>	586,120	2,152,771	(2,020,882)	(209,426)	508,583
Wellbeing service users	7,058	-	-	-	7,058
Get Going Again - Covid Isolation	14,698	-	(5,705)	-	8,993
SMI Funding Test Valley	2,673	-	(300)	-	2,373
SMI Funding Basingstoke	2,311	-	(615)	-	1,696
SMI Outreach PCN	904	-	-	-	904
ICTF Funding Test Valley	47	-	-	-	47
ICTF Funding Basingstoke	1,555	-	-	-	1,555
ICTF Funding Hart and Rushmoor	4,303	-	-	-	4,303
CSDA Life Coaching	3,700	-	-	(3,700)	-
PCN Basingstoke Transformation	259,171	558,331	(358,875)	(57,555)	401,072
PCN Andover Transformation	70,808	109,000	(70,083)	(11,511)	98,214
Webchat	4,720	-	(1,440)	-	3,280
PCN Romsey and North Baddesley	42,565	111,666	(82,890)	(11,511)	59,830
Yateley MHICS	1,657	42,633	(38,356)	(4,752)	1,182
Winchester Rural North and East PCN	11,076	46,301	(31,964)	(3,837)	21,576
Fleet MHICS	2,077	45,000	(37,966)	(4,752)	4,359
Vivid Housing	332	45,335	(37,807)	(4,752)	3,108
Advancing Mental Health Equalities	5,714	-	(4,973)	-	741
SMI Facilitators	5,559	64,095	(45,093)	(3,384)	21,177
Be You Peer Champions	7,499	-	(7,499)	-	-
Catalyst Recovery and Connect	-	3,755	(2,565)	-	1,190
Household Support Fund Scheme	-	5,000	-	-	5,000
Garden for Mind	-	44,952	(19,784)	-	25,168
GP Hub Andover	-	5,956	(3,786)	638	2,808
	<u>1,034,547</u>	<u>3,234,795</u>	<u>(2,770,583)</u>	<u>(314,542)</u>	<u>1,184,217</u>
<b>UNRESTRICTED FUNDS</b>	<b>At</b>				<b>At</b>
	<b>1 April</b>				<b>31 March</b>
	<b>2023</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>2024</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>DESIGNATED FUNDS:</b>					
Development fund	30,000	-	(4,550)	(25,450)	-
Communications and Marketing	10,000	-	-	(10,000)	-
Young Persons Services	10,000	-	-	(10,000)	-
Ugly Duckling	5,000	-	(1,950)	(3,050)	-
Building Development Fund	15,000	-	(9,073)	(5,927)	-
EDI	10,000	-	-	(8,500)	1,500
Contingency Fund	-	-	-	94,500	94,500
Total designated funds	80,000	-	(15,573)	31,573	96,000
General funds	249,263	55,804	(429,863)	282,969	158,173
Total unrestricted funds	<u>329,263</u>	<u>55,804</u>	<u>(445,436)</u>	<u>314,542</u>	<u>254,173</u>

**ANDOVER MIND**

England & Wales - Charity number 1039094

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# Accounts

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 mind Andover

# Trustees annual report 2023-24



Charity registration number 1039094  
Company registration number 2935549

**ANDOVER MIND**  
**(A company limited by guarantee)**

**Report of the Board of Trustees for the year ended 31st March 2024**

The Executive Committee, who are trustees of the charity for the purposes of the Charities Act and directors of the charity for the purposes of the Companies Act (throughout the accounts collectively referred to as the executive committee); present their report and the audited financial statements for the year ended 31<sup>st</sup> March 2024.

**Reference and Administrative Information**

Charity Name:	Andover Mind
Charity Registration number:	1039094
Company Registration number:	2935549
Operational Address:	Arcade House Westbrook Close South Street Andover SP10 2BN
Web:	<a href="http://www.andovermind.org.uk">www.andovermind.org.uk</a>
Registered Office	c/o Knight Goodhead Chartered Accountants 7 Bournemouth Road Chandler's Ford Eastleigh SO53 3DA

**Board of Trustees (Executive Committee)**

Judith Davey-Cole	Chair
James Brown	Vice Chair
Tim Foy	Treasurer
Lara Pletcher	Trustee
Robin Taylor	Trustee
Rebecca Perrin	Trustee (resigned 7 August 2023)
Sarah Oakley	Trustee (resigned 12 May 2024)
Iris Stevens	Trustee (resigned 1 June 2023)
Jonathan Wade	Trustee (resigned 15 August 2023)
Leanne Parmenter	Trustee (appointed 17 May 2024, resigned 25 November 2024)
Kim Lund	Trustee (appointed 17 May 2024, resigned 16 August 2024)
Alannah Carrott	Trustee (appointed 17 May 2024, resigned 27 August 2024)

## **ANDOVER MIND**

**(A company limited by guarantee)**

### **Management team**

Jody Phelvin	Chief executive officer (resigned July 2024)
Judy Walker	Interim CEO (Sept 2023 to April 2024)
Helen Mothersole	Head of wellbeing services
Barbara Allen	Head of ICS transformation and development
Francesca May	HR manager
Lisa Langman	Head of business development and resources
Louise Ellison	Marketing and communications manager
Laura Mouzouris-Lodge	Head of countywide operations
Katie Gray	Primary care manager
Debbie Nicholls	Finance manager

### **Auditors**

Knight Goodhead Limited  
7 Bournemouth Road  
Chandler's Ford  
Eastleigh  
SO53 3DA

### **Bankers**

NatWest Bank Plc, 21 Chantry Way, Andover, Hants SP10 1LL  
Santander, Bridle Road, Bootle, Merseyside, L30 4GB

### **Structure, governance and management**

#### Governing document

The organisation is a charitable company limited by guarantee, incorporated on 3rd June 1994 and registered as a charity on 3rd October 1986. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.00 per member.

#### Recruitment and Appointment of Executive Committee

The directors of the company are also charity trustees for the purposes of charity law and under the company's articles are known as members of the committee. Under the requirements of the Memorandum and Articles of Association the members of the committee are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

All members of the Executive Committee retire by rotation and, being eligible, may offer themselves for re-election.

It is a requirement of our Articles of Association that at least two members of the committee should be, or have been, users of mental health services. The Executive Committee is keen to ensure that this requirement is met and that the views and ideas of service users are represented on the committee.

## **ANDOVER MIND**

### **(A company limited by guarantee)**

Business experience, HR and leadership skills are represented on the committee. In an effort to maintain this broad skill mix, members of the committee are requested to provide a list of their skills and in the event of particular skills being lost due to retirements, we will then advertise locally for new members. We also approach suitable individuals to offer themselves for election to the committee; which has proved successful. There is a formal interview process.

#### Trustee Induction and Training

Trustees may already be familiar with the practical work of the charity as they are encouraged to shadow in various capacities.

In January 2024, following advertisements, interviews were held with a number of potential trustees, which resulted in three being appointed, to be ratified at the Annual General Meeting in December 2024.

There is a robust onboarding process including a National Mind induction and internal induction, allowing time for prospective trustees to cover all aspects of Andover Mind services.

An Induction pack is available drawn from the various Charity Commission publications signposted through the Commission's guide "The Essential Trustee". This is distributed to all new trustees along with the Memorandum and Articles, the latest financial statements, recent executive meeting minutes and relevant policies and procedures etc.

Additionally, all trustees are encouraged to attend training sessions, to familiarise themselves with the charity and the context within which it operates. Training opportunities are selected to meet the needs of individuals, for example, accounts, finances and budgeting, recruitment and training. Trustees have attended training courses, namely Charity Finance Strategy, Strategic Planning and Trustee Induction and Refresher courses.

The recruitment and induction process was revised in January 2024 and will be kept under review to ensure it encompasses feedback and meets the charity's requirements.

#### Risk & Crisis Management

The Executive Committee has further reviewed the major risks to which the charity is exposed and the trustees have an approved Risk-Register that includes Crisis-Management, which is regularly updated. To further protect the integrity of Andover Mind a 'Business Continuity Management' plan is documented. An Executive sub Committee focussing on Finance, Risk and Audit takes the lead in monitoring potential risks to the organisation.

Where appropriate, systems and procedures have been established to mitigate the risks that the charity faces.

External risks to funding continue to be monitored by an executive committee sub-group and the management team. They aim to identify a wide range of sources of sustainable funding from public and corporate sectors; they also explore the viability of fundraising events in order to bring together a strategic funding plan.

Internal procedures are in place to minimise risk in relation to the handling of financial matters and the authorisation of transactions and contracts.

Procedures are in place to ensure compliance with Health and Safety regulations relating to the safety of service users, employees, volunteers and visitors to the centres.

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The service contracts currently in place specify standards in all areas of work which are designed to minimise risk and provide safe professional services to clients and a safe working environment for employees and volunteers.

We endeavour to keep ourselves abreast of all current and future government guidelines and standards.

Mind has its own Quality Standards, "Mind Quality Mark", against which it judges all aspects of services. Services are submitted to external scrutiny against these standards every three years, in order to retain affiliation.

#### Organisational Structure

Andover Mind can have an Executive Committee of up to 15 members who meet quarterly and are responsible for the strategic direction and governance of the Charity. The committee ideally has members from a variety of professional backgrounds relevant to the work of the charity. The Chief Executive attends the committee but has no voting rights.

The Chief Executive, who reports to the Chair, is responsible for delivering the vision and strategy of the charity. Additionally, the Chief Executive undertakes supervision of the Senior Leadership Team employees, ensuring that the team continues to develop their skills and work in line with good practice.

There are designated senior employees given authority to deputise the day-to-day management, in the absence of the Chief Executive, coordinating closely with the trustees on any urgent matters.

#### Related Parties and Communication

The charity endeavours to review and update its Business Plan every three years; this plan sets out the mission statement, aims & objectives of the charity. The plan identifies the need to work in partnership across local stakeholders.

The Chief Executive Officer and Senior Leadership Team of the charity attends key strategic meetings across all service areas.

Our contract monitoring meetings report back to Hampshire County Council and the Integrated Care Board, reviewing progress of work agreed in the various service contracts.

We continue to promote our work across local communities in Hampshire raising the profile of the charity, recognising the importance of strengthening relationships with potential corporate funders.

#### Objectives and Activities

The charity's mission is:

To empower anyone with or at risk of experiencing a mental health issue and all carers to access the right advice, information and support. We campaign to improve services, raise awareness and promote understanding.

In reviewing our objectives and activities, the trustees have kept in mind the Charity Commission's guidance on public benefit. The benefit we aim to provide to our service users is the focus of our Mission above.

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### **Our Strategic Objectives are:**

- To be at the forefront in educating and influencing communities and partners about Mental Health through collaboration and co-production.
- To understand the mental health needs of our communities and how we can best support them.
- To apply the principles of continuous improvement in everything we do.
- To develop and maintain the necessary infrastructure to deliver innovative and effective services.
- To increase unrestricted income from trading, fundraising, legacies and donations.

### **Our values are:**

**Open** – We reach out to anyone who needs us.

**Responsive** - We listen, we act.

**Together** - We're stronger in partnerships.

**Independent** - We speak out fearlessly.

**Unstoppable** - We never give up.

### A note from the Chair

Andover Mind has had another strong year, and the Board of Trustees is proud that the services we've provided for people in Andover and across Hampshire have had such a positive impact on people's lives. We'd like to thank our staff for all their hard work in achieving these great outcomes, and we would also like to thank all our volunteers who give their time so generously and for their sense of community service - helping staff to make things better for others.

Looking ahead, the Board of Trustees does have some concerns about the external environment for charities and has identified that there might be difficult times ahead as the pressure on government funding continues to bite and budgets are shrinking. We have already seen the impact of this on other charities, and are actively exploring how to best manage the risks that may potentially materialise over the next few years.

### Achievements and Performance

The main activities of the charity are the provision of services.

Wellbeing and Primary Care Services and the Safe Haven services that support people in mental health crisis. We also provide Adult Counselling services and the 'Be You' service for young people aged 11-17. Promotional activity continued to reduce the stigma to mental health and raise mental health awareness within our communities. We also run a furniture recycling project 'Ugly Duckling' which provides support to those who volunteer within the project which includes through its peer support help with combating loneliness and isolation. A significant achievement was Mind Quality Mark (MQM) accreditation.

To maintain our affiliation to Mind, affiliation to National Mind includes submitting to an accreditation process every three years which assesses against quality standards covering governance and service delivery.

MQM peer assessors reviewed Andover Mind's policies and procedures, conducted on-site interviews in November 2023 and reviewed "Have your say" survey returns from volunteers, clients, employees and trustees who they were unable to meet.

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The assessment noted Andover Mind excelled in many areas, and particular areas of strengths they highlighted were:

**Effective services** – The number of stories of personal growth and outcomes shared during the MQM review are a testament to how effective the services of Andover Mind are. People feel listened to and their needs addressed, have opportunities to consider peer support or volunteering at times appropriate to their journey. The variety of services available and the comprehensive partnership with other agencies means that nobody is left without support.

**People** – the charity's' extremely passionate and knowledgeable workforce. Senior leaders champion the charity's values and foster a culture where employees and volunteers feel appreciated. The people of Andover Mind bring a balance of passion and realism and provide excellent services and know what they need to do in order to continue thriving into the future. Leaders described the 'can-do' attitude that employees and volunteers bring to the day-to-day work."

**Environment** - the Ugly Duckling project has been a celebrated innovation across the Mind Network for many years. Establishment of an environmental group, the considerations in daily discussions and decisions across services and premises, plus projects such as the Garden for Mind that establish positive links for service users with the environment showed ongoing commitment to this aspect of work.

Improvement areas included internal communications and the flow of information around the organisation; more use of outputs, outcomes, feedback, and demographic data to inform strategic and business planning; updating of a number of policies and ensuring they address children and young people as service users; creating a realistic Equality, Diversity and Inclusion (EDI) improvement plan based on data analysis, reporting, learning and setting some specific targets; using the newly developed KPI system as a compliance reporting tool for trustees; revising the governing document's rules around membership and general meetings, introducing the option for remote meetings and revising the quorum. Key improvement actions were completed and progress made so that by mid-March 2024, Andover Mind achieved the MQM.

Andover Mind was nominated for a Local Mind Excellence Award in the categories of Effective services, People and Environment. To quote National Mind "this in itself is a cause for celebration – though all local Minds have strengths, not all local Minds who complete the MQM process are nominated for the excellence awards"

Another significant achievement was establishing the Andover Mind **Garden for Mind**. This arose through an opportunity to collaborate with the John Lewis Partnership (JLP) on a project to design and build a new outdoor space for wellbeing on the Leckford Estate. Primarily used by Andover Mind to deliver a variety of activities for the people who use our services, Garden for Mind was designed to promote wellbeing and mental health, and to be used by other charities and community groups across the Test Valley.

Libby Hilling, who joined the organisation on a six month secondment funded by the JLP Golden Jubilee Trust, led the project. Bringing valuable networking and business development skills and energy, Libby orchestrated generous financial backing from Simplyhealth who donated £25,000 to get the project off the ground, and engaged Triagg as the principal contractor to provide the primary earthworks and civil engineering. Donations and grants were also received from Stannah Lifts, Co-operative Group, Asda, KOcycle and Natural England totalling £9,100.

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Fundraising efforts included a successful Prize Draw, with the top prize of a weekend in a motorhome donated by Abacus Hire, and a Quiz Night hosted by Andover Golf Club. Both events were well-supported, raising a total of £6,650 to help cover the costs of tools, plants, and ongoing maintenance. Additionally, thanks to Libby we have received donations from community fundraisers, and local businesses who chose Andover Mind as their charity of the year, totalling £3,772.

The total expenditure on the project so far is £19,784 with over 60 organisations generously donating materials, time and expertise, or offering a significant discount, saving us an incredible amount of money. Garden for Mind has been testament to the power of collaboration and community, working together with purpose, to provide a safe space for people to connect with nature, learn new skills, and enjoy the therapeutic benefits of gardening.

It is also providing many opportunities for volunteers from the wider communities to get involved and has been supported by a broad range of business, who would not have otherwise engaged with the organisation, had it not been for the unique nature of this project.

Collaboration with Sparsholt College provided educational and practical support, with horticulture students contributing their expertise to the garden's development undertaking the design and planting, and giving students hands-on experience in a community project setting. Their 'Foundation Studies' students with SEN also helped with maintenance and learning new skills.

The future includes a programme of activities to enable beneficiaries of Andover Mind to benefit from green therapy, with a regular gardening group, art and mindfulness in the garden and volunteering days. When not in use, the Garden for Mind will be open to the public as a community asset, further raising the profile of Andover Mind.

### **Our People**

Andover Mind is nothing, and can achieve nothing, without its people. As the Mind Quality Mark assessment showed, our people are passionate about our cause and go the extra mile.

As at the end of March 2024, we had 132 employees.

There were 101 volunteers, including our Board of Trustees, in the areas of wellbeing, reception/admin, counselling, CSDA and Ugly Duckling.

### **Services**

Service user and carer feedback is a requirement within all our commissioned contracts. This is achieved by means of focus groups, service user audits, face-to-face interviews, as appropriate to each service user group. We also conduct audits on feedback and satisfaction from stakeholder groups.

The contact management system Charity Log has continued to enable us to measure our outcomes against the service specification report on service data and activity in reports to commissioners of our services.

During the reporting period the organisation saw an 11% increase in the number of service users and carers accessing our services due to new contracted services and an increase in demand.

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The reporting data on numbers of service users and Carers accessing the following services:

Carer Support and Dementia Advice - 6,738

Wellbeing services - 2,086

Safe Havens - 2,583

Be You - 70

Primary care mental health service - total number of appointments - 15,005

SMI Health Checks - 169

### **Wellbeing service**

Andover Mind provides the 'Core' Wellbeing service across Test Valley, Basingstoke and Deane and also the Hart and Rushmoor area. Working with other local Mind's as the Hampshire Mind CIC to provide the service Hampshire wide. Andover Mind has wellbeing centres in Andover, Basingstoke and Farnborough as well as providing outreach in surrounding areas. Commissioned by Hampshire County Council (HCC), Public Health, Hampshire and Isle of Wight ICB and Frimley ICB.

The Wellbeing service employees provide support to people with varying degrees of mental-health illness. The referral pathway to access Wellbeing services are through several routes:- self referral, primary care and specialist mental health services. Our aim is to support people to achieve recovery according to their own individual needs via 1-1 Support, courses, group work and Peer support. We help them maintain their successes and build on them, so that they can fulfil their hopes and achieve their potential. 2,086 service users accessed the wellbeing service in this time period.

HCC commenced their public consultation in June 2023, proposing to cut its full funding contribution to the wellbeing contract due to pressures on its budgets.

Service user feedback following the HCC survey shared:

'The wellbeing centre (Andover Mind) is such a lifeline in Basingstoke. From starting with 1-1's and then with growth, taking a big step to then move on to all the group's that (Andover) Mind offer. There is Support in every way from the moment you turn up.'

'It's just amazing, the support, guidance and understanding of mental health, different issues, subject's are never to much. They go above and beyond and always make sure we are all ok, there is no other service that can match the centre'

'The wellbeing centre has for many been a matter of life or death.'

### **SMI Health Checks**

The service is commissioned by Hampshire and Isle of Wight ICB and conducts annual physical health checks for patients on the Serious Mental Illness (SMI) register on behalf of GP surgeries in North and Mid Hampshire. 169 Health Checks were completed in 2023-2024.

Patient feedback:

"Today's session was amazing. They talked about all the support I need. They asked me lots of questions regarding my lifestyle and helped me realise the problems I have and the way I can solve them. They both were very kind, caring and easy to talk to. This is an amazing programme to offer and I for one am pleased to be a part of it. Thank you"

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Feedback from GP surgery:

“It was helpful to have colleagues whose task it was to target patients who are difficult to engage with. It was helpful to have the people who were going to be doing the review contacting the patients; they had the knowledge to explain the procedure and established a relationship before the appointment started. We feel you both offered the practice and patients a great service at a time when our services were stretched”

#### **Primary Care services**

Working within the primary care setting, our employees provide assessment, triage, advice and information, signposting and referral appointments to patients referred through their GP surgery. Employees are part of a wider PCN (Primary Care Network) mental health team which includes input from professionals such as GP clinical leads, psychologists, psychiatrists and nurses.

One service is commissioned by Hampshire and Isle of Wight ICB. Our employees include Wellbeing Advisors and Peer Support Workers and offered 13,005 appointments in 2023-2024 across Test Valley and Basingstoke.

Patient feedback:

“The first and most supportive person I have ever come across, she has not only helped me be a better person but also shown me how to better myself in ways I never thought were possible, for so many years I really thought it was everyone to help me heal but after this service I feel it's how you can manage within in order for those to support you and actually taking on board the support. I will miss my time with the service, I really am so grateful for everything she has done for me. She really has changed my life not just for me but now for my little daughter. I would recommend to anyone to go to for support”

Our other service is commissioned by Surrey and Borders NHS Partnership Trust and our employees include Community Connectors and Lived Experience Practitioners. The service conducted 2,000 appointments in 2023-2024 in Farnborough, Aldershot, Fleet and Yateley.

Patient feedback:

“The support I have received through the Lived Experience Practitioner Service has made a massive positive impact in my life. I have received practical, immediate support from someone who could understand my predicament with compassion and empathy. I am incredibly grateful that this service exists. He has been professional, knowledgeable and supportive and I would like to thank him and the team for the support I have received; I am not sure how I would have gotten through some days without you.”

#### **Safe Haven Crisis Services**

The aim of our Safe Havens is to provide an alternative to attending busy hospital emergency departments. Instead, they offer a calmer and non-clinical environment to adults over 18 experiencing an emotional or mental health crisis enabling them to feel safe and receive confidential and compassionate support.

Andover Mind has been a part of the Aldershot Safe Haven since September 2017. This is one of a number of Safe Havens run by Surrey and Borders NHS Partnership Trust (SABP) across NE Hampshire and Surrey, Funded and commissioned by Surrey Heartlands ICB and Frimley ICB. The Aldershot Safe Haven is open every evening, 6-11pm and weekends from 12pm, 365 days a year. Service users can visit the safe Haven in-person without an appointment or can access via the 'Attend Anywhere' link on our website to access an instant virtual appointment. The service supported 1,231 people from April 23- March 24

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The 'North and Mid Hampshire' Safe Haven, commissioned by Hampshire and Isle of Wight ICB since 2021 is situated at our Wellbeing centre in Basingstoke, open every evening 6-10pm, 365 days a year. Service users can access the safe Haven in person, via telephone or virtually using 'Attend Anywhere'. The service supported 1,352 people from April 23- March 24

Service user feedback:

'The talking and advice is helpful'

'Being listened too, validated and distracted well'

'Helped me to remain calm and explain the situation.'

'The employees at this service are lovely and very helpful. I suffer from anxiety, depression, autism and ADHD. The safe haven has become an essential part of my support network since I first started going in 2021. It is nice to have a non-judgemental, relaxing space where there's always someone to talk to about the problems I face in everyday life and how these impact my mental health. I always feel welcome there and will continue to use the service in the future during times when my mental health slips.'

'How patient and kind the employees were when listening to my concerns. The service is fantastic'

### **Carer support and dementia advice service for Hampshire**

Our Hampshire wide carer support and dementia advice service for Hampshire supports all adult carers caring for another adult and people with dementia. Commissioned by Hampshire Council and Hampshire & Isle of Wight Integrated Care Board, the service operates on a preventative basis to address the support, information and advice requirements of individuals who are unpaid carer who care for another adult with any illness/condition including young adult carers, and people living with dementia and those with a mild cognitive impairment. On average, 875 people living with dementia and 340 carers received service at any one time.

Case study:

A person in their seventies with mild cognitive impairment and who was a family carer was referred to the service. A dementia adviser undertook an assessment of their needs, problems, risks and strengths. The person's needs included carer stress, extra support with family caring responsibilities to enable them to carry on as a carer and respite from the caring role and coping strategies to help improve their wellbeing.

The dementia adviser's actions included linking the carer to our carer support advisor, who supported the service user to continue their caring role which helped prevent a carer crisis, an internal referral for carers' household support vouchers which Andover Mind has been distributing. The wrap-around approach also prevented the necessity of involvement of Social Services and the NHS in supporting the service user.

### **Adult counselling**

Our adult counselling service offers a confidential and non-judgemental space for clients to share their thoughts and feelings and be listened to. Each session is 50 minutes long and takes place in the wellbeing centre in Andover and Basingstoke. This service is for adults over 18. During 2023-2024, 85 clients were supported through this service.

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Client feedback:

“This is my first experience of counselling. And all the time I was not aware of the benefit of counselling. After the sessions with Helen now I believe that we all need someone to talk to when things get rough and feel not able to manage alone.

Helen is a very easy person to talk to. I felt comfortable with her from day one. She is an active listener, and her responses were accurate. Also, she encourages me to think how I feel about every situation to reflect on experiences. Also how to manage, what to think. Before I started the sessions with Helen I was struggling to cope with the stress, anxiety. Sessions help me to change myself from an angry person to more calmer, rationally thinking person. I will try my best to remember all we discuss and practise going forward. And improve myself. Massive thanks to Helen, Sharon and all at Andover Mind.”

Counsellor feedback:

“Every time I went, the receptionist and other members of the team were friendly and helpful. The coordination of matching clients to me with my skills base and capacity was kept in mind. As a volunteer I felt listened to and respected.”

### **Vivid Homes wellbeing**

Vivid Homes are a leading provider of affordable homes and extensive support services in the south of England. Andover Mind have been providing wellbeing support and signposting/bridging to Vivid customers through the tenancy sustainment team. Service commissioned in March 2023 to cover Test Valley, Basingstoke and Deane and Hart and Rushmoor areas. The service supported 71 people in the year.

Customer feedback:

The Wellbeing Practitioner was really easy to talk to, and a great listener. She also asked relevant questions and made lots of notes in her assessment so I didn't have to repeat things.

This support has enabled me to actually leave my house and attend appointments I haven't been able to for years. Although I am still anxious it feels good to be getting a part of my life back.

### **Repair Café**

The Repair Cafe is a free community-centred workshop where people can bring along their items that need fixing and then work alongside skilled volunteers to repair them. They can also get help upcycling items or modifying things such as clothing. During this period the Repair Cafe became independent from Andover Mind.

### **Ugly Duckling**

This volunteer-led project recycles and upcycles donated furniture, makes new items such as garden furniture, bird, bat and hedgehog boxes from donated wood and also takes on customer commissions. We provide work experience, social networks, occupation and training opportunities for disadvantaged people as well as offering volunteering opportunities that are open to everyone. The project operates from a workshop in East Portway, Andover for 3 days a week. Our pop-up shop in the Chantry Centre in Andover sells the upcycled and made-up items. 42 beneficiaries engaged with the project during 2023-2024.

Beneficiary feedback:

“I've only been part of 'Ugly Duckling' for two or three months. The 'team' has made me very welcome. I've been mucking in, offering my skills and this in turn has helped with my confidence.”

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#### **Be You service**

This service supports young people, aged 11-17 in Andover, by giving them a safe space to talk about their feelings, and provide advice, information and support. Participants learn coping skills to help build resilience and maintain their wellbeing. Our drop-in sessions take place at the Andover Wellbeing centre twice a week, along with a weekly music therapy group, that enables young people to express themselves through playing musical instruments. 70 young people were supported through this service during 2023-2024, either attending our drop-ins, face to face or music therapy sessions, each attending the service for 5 sessions or more.

Service user feedback:

“I leave feeling better than when I arrive. This service has helped me.”

Music therapy service user feedback:

“It has been a great and life changing experience for me combined with a lot of fun.”

Parent feedback:

“My daughter has struggled with bereavement this past year, and with her special needs I was struggling to find who could help. Mind immediately stepped in, and were brilliant at engaging her through things she loved to talk about how she was feeling. She finds it hard to communicate with strangers but I was impressed with how much she did converse. Her mental health has definitely improved since her sessions.”

#### **Communications and marketing**

During the year, we recruited a digital marketing assistant to enhance our online presence. This led to a 43% increase in Facebook engagement, gaining 250 new followers, with over 4,000 interactions and 592 link clicks. Instagram saw over 2.2k profile visits, while Facebook reached 9.7k, marking a 328% increase, with a 100% increase on link clicks. Overall, our social media reach has grown by over 300% across both platforms.

Our communications and marketing manager took the lead on the development of a digital transformation strategy in September 2023.

Working closely with HR, we published a new internal communications plan to improve information sharing across the organisation, focusing on sustaining our 'we are one' ethos in a hybrid work environment. This included commencing the development of a new intranet, supported by the National Mind digital team, to provide a centralised platform for employees, regardless of location.

Behind the scenes, we initiated plans for a new, improved website. National Mind conducted a scoping exercise and partnered with a third-party agency to offer an affordable web development, hosting, and maintenance service. This new system will include an updated and more intuitive, user-friendly content management system, as well as upgrading the overall design, structure, navigation and search functions to provide a better user experience.

We also adopted Canva as a collaborative tool, allowing employees to create branded materials with an approval process, empowering remote teams while maintaining consistency and freeing up the communications team's time.

In 2024, Andover Mind supported the inaugural Andover Pride, joining the steering group and playing a key role in the event held on June 22nd, aligning with our Equality, Diversity and Inclusion objectives and engaging with the local LGBTQ+ community.

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#### **Income generation**

During the year income was generated through grants, community and corporate fundraising, charity of the year partners and in memory donations.

We secured two grants for our Ugly Duckling project totalling £4,907 from Hampshire County Council and Test Valley Borough Council.

We were supported by lovely people in the local community who all took part in different fundraising challenges such as cycling, walking, running and a skydive. In total they raised over £5,000 between them. The Gumbo Cup golfers supported us again for the 5th year and raised an amazing £3,800.

We were chosen as charity of the year by Baker Son & Isherwood, CoolLED and Bluebird Care, collectively raising over £1,500

Our in memory donations raised £3,700 this year through people celebrating the life of a loved one through fundraising. This is an incredible way to remember someone special and leave a lasting legacy in their name.

During the year, The John Lewis Partnership Golden Jubilee Trust supported Andover Mind's Garden for Mind project by sponsoring a six-month secondment to develop the project, which is based at the Waitrose Nursery at Leckford. The secondee also raised £50,000 from a combination of local businesses and fundraising activities - please see 'Achievements and Performance' for more information.

#### **Financial Review**

The Trustees endeavour to keep a tight control on limited resources and continue to look for and explore new sources of sustainable, ethical funding, alongside the uncertain income from statutory funders.

During the year, the charity achieved an overall surplus of £74,580 (2023: £281,866), which has been added to reserves. The charity made a deficit of £75,090 on unrestricted funds and a surplus of £149,670 on restricted funds. At 31 March 2024 total funds stand at a balance of £1,438,390 which include restricted funds of £1,184,217 (see note 14).

#### **Principal Funding Sources**

The principal funding source for the charity is by contract income from Hampshire County Council and the NHS.

As a result of increasing constraints on local authority expenditure, the charity has to seek funding from a much broader group of agencies, i.e. from grant applications to such groups as TVBC and Mind, from charitable trusts and corporate partnerships and by means of a wide variety of fundraising events.

#### **Investment Policy**

Aside from retaining a prudent amount in reserves each year, most of the charity's funds are to be spent in the short term so there are few opportunities for long term investment. Grants received in advance may be placed on short-term deposit, where they are available for drawdown.

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### **Reserves Policy**

The charity's financial management policy sets out the guiding principles to be used in setting our target reserve level. In accordance with the Charity Commissioners' guidance and Statement of Recommended Practice trustees are required to hold a reserves policy based on a realistic estimation of reserve requirements.

Reserves represent those resources which can be made available to spend once all other commitments and planned expenditure have been met. In the event of loss of income, the trustees seek to hold sufficient reserves to cover operating costs for a period of three months and termination payments for employees members and lease commitments

The trustees seek to have between £170,000 and £220,000 in unrestricted funds. Restricted funds are excluded, as any such amounts held are for defined purposes.

At March 2024, general funds totalled £158,173, which is below the reserves policy. This is being kept under close review by the trustees and efforts are being made to increase reserves back to the target level.

### **Plans for Future Periods**

1. To continue to invest in business development to enable us to tender for our current services and other commissioning opportunities in line with our vision and funding strategy
2. To invest resources in our services to bring added value to the service specification set out our main contracts.
3. To review our back office support and management structure to ensure it is aligned to the demands and size of the charity
4. To develop our counselling service and our offers for young people
5. To develop and implement an organisational communications and marketing strategy with a focus on digital transformation.
6. To continue to recruit new trustees to the board of Andover Mind
7. To ensure we uphold lived experience and proactively co-produce and engage with service users and carers
8. To develop a employees led workforce wellbeing strategy
9. To continue to work with a sense of collaboration and cohesiveness with our local Mind partners and VCSE colleagues to ensure quality and continuity of services.

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### **Responsibilities of the Executive Committee**

The Trustees are responsible for preparing the Executive Committee's report and the financial statements in accordance with applicable laws and regulations.

Company law requires the Executive Committee to prepare financial statements for the charity for each financial year. The financial statements must be prepared in accordance with the United Kingdom generally Accepted Accounting practice (United Kingdom Accounting Standards and applicable law) and are required to give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure for the financial year. In preparing those financial statements, the Executive Committee are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue on that basis.

The Executive Committee is responsible for keeping accounting records which disclose with reasonable accuracy at any time, the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities Act 2011 and regulations made there under. The Executive Committee is also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Executive Committee have confirmed that so far as they are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and that they have taken all steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

### **Auditors**

Knight Goodhead Limited were appointed following a selection process in 2014: they have continued to provide auditing services to Andover Mind for 23/24

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the Executive Committee on 10 December 2024 and signed on its behalf by:

*JE Davey Cole*

Judith Davey-Cole - Chair

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **Opinion**

We have audited the financial statements of Andover Mind for the year ended 31 March 2024, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the related notes. 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 to 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 2024, and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis of opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the 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.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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.

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

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

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

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

### **Responsibilities of the trustees**

As explained more fully in the report of the executive committee, the trustees 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 they 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**

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations.

We identified the laws and regulations applicable to the charitable company through discussions with trustees and other management and we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

To address the risk of fraud through management bias and override of controls, we performed analytical procedures to identify any unusual or unexpected relationships, tested journal entries to identify unusual transactions and investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance; and
- enquiring of management as to actual and potential litigation and claims;

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Knight Goodhead Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

### **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's members as a body, for our audit work, for this report, or for the opinions we have formed.



**CJ GOODHEAD FCA**  
**Senior Statutory Auditor**  
**Knight Goodhead Limited**

Chartered Accountants and Statutory Auditors  
7 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA

**Dated: 19/12/2024**

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024  
(including Income and expenditure account)**

	Notes	Restricted funds £	Unrestricted funds £	2024 Total funds £	2023 Total funds £
<b>INCOME</b>					
Donations and legacies	3	6,932	13,412	20,344	12,797
Charitable activities	4	3,195,654	-	3,195,654	2,993,243
Fundraising income		15,253	14,812	30,065	18,421
Trading income	5	16,956	27,580	44,536	36,949
<b>TOTAL INCOME</b>		<b>3,234,795</b>	<b>55,804</b>	<b>3,290,599</b>	<b>3,061,410</b>
<b>EXPENDITURE</b>					
Voluntary income costs	6	-	355	355	480
Trading costs	6	-	32,894	32,894	23,084
		-	33,249	33,249	23,564
Charitable activities	6	2,770,583	412,187	3,182,770	2,755,980
<b>TOTAL EXPENDITURE</b>		<b>2,770,583</b>	<b>445,436</b>	<b>3,216,019</b>	<b>2,779,544</b>
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>	7	<b>464,212</b>	<b>(389,632)</b>	<b>74,580</b>	<b>281,866</b>
Transfers between funds	14,15	(314,542)	314,542	-	-
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>		<b>149,670</b>	<b>(75,090)</b>	<b>74,580</b>	<b>281,866</b>
<b>FUNDS AT 1 APRIL 2023</b>		<b>1,034,547</b>	<b>329,263</b>	<b>1,363,810</b>	<b>1,081,944</b>
<b>FUNDS AT 31 MARCH 2024</b>		<b>1,184,217</b>	<b>254,173</b>	<b>1,438,390</b>	<b>1,363,810</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in notes 14 and 15 to the financial statements.

**ANDOVER MIND**

COMPANY NUMBER: 2935549

(Company limited by guarantee and not having a share capital)

**BALANCE SHEET AS AT 31 MARCH 2024**

		2024		2023	
	Notes	£	£	£	£
<b>FIXED ASSETS</b>					
Tangible assets	10		14,848		27,953
<b>CURRENT ASSETS</b>					
Debtors	11	282,477		310,366	
Cash at bank and in hand		<u>1,414,114</u>		<u>1,235,959</u>	
		1,696,591		1,546,325	
CREDITORS: amounts falling due within one year	12	<u>(273,049)</u>		<u>(210,468)</u>	
NET CURRENT ASSETS			1,423,542		1,335,857
NET ASSETS	16		<u><u>1,438,390</u></u>		<u><u>1,363,810</u></u>
<b>FUNDS</b>					
Restricted funds	14		1,184,217		1,034,547
Unrestricted funds					
General funds	15		158,173		249,263
Designated funds	15		<u>96,000</u>		<u>80,000</u>
TOTAL FUNDS			<u><u>1,438,390</u></u>		<u><u>1,363,810</u></u>

These accounts have been prepared in accordance with the special provisions of the Companies Act 2006 and FRS 102 relating to small entities.

Approved by the board of trustees on 10 December 2024  
and signed on its behalf by

*Tim Foy*

Tim Foy  
Trustee

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	2024 £	2023 £
NET CASH FLOW PROVIDED BY OPERATING ACTIVITIES	1	178,155	108,460
CASH FLOWS FROM FINANCING ACTIVITIES			
Fixed asset additions		-	(33,034)
NET CASH FLOW		<u>178,155</u>	<u>75,426</u>
Change in cash and cash equivalents in the period		178,155	75,426
Cash and cash equivalent at start of the period		<u>1,235,959</u>	<u>1,160,533</u>
Cash and cash equivalents at the end of the period	2	<u>1,414,114</u>	<u>1,235,959</u>

**NOTES TO THE CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2024****1 RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2024 £	2023 £
Net movement in funds for the period	74,580	281,866
Depreciation	13,105	13,108
Decrease/(increase) in debtors	27,889	140,804
Increase/(decrease) in creditors	62,581	(327,318)
Net cash flow from operating activities	<u>178,155</u>	<u>108,460</u>

**2 ANALYSIS OF CASH AND CASH EQUIVALENTS**

	2024 £	2023 £
Cash at bank and in hand	<u>1,414,114</u>	<u>1,235,959</u>

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024**

#### 1 ACCOUNTING POLICIES

##### a) Accounting convention

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102 (second edition - October 2019) and the Companies Act 2006.

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

The accounts have been prepared on the going concern basis. There are no material uncertainties about the charity's ability to continue.

##### b) Income

Donations and legacies are received by way of donations and gifts and is included in full in the statement of financial activities when received.

Revenue grants are shown in the Statement of Financial Activities in the year to which they relate and when the conditions of receipt have been complied with. Where the grant has to be matched to a different period the deferred element is deducted from incoming resources and carried forward in creditors.

Legacies are accounted for in the Statement of Financial Activities when receipt is probable, and their value can be measured with sufficient reliability.

##### c) Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred.

Voluntary income costs and trading costs comprise the costs associated with attracting voluntary income and the costs of fundraising and trading.

All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Cost related to a particular activity are allocated directly, others are apportioned on an appropriate basis.

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

#### 1 ACCOUNTING POLICIES (CONTINUED)

##### d) Operating leases

Rentals paid under operating leases are taken to the Statement of Financial Activities on a straight line basis over the lease term.

##### e) Tangible fixed assets

Assets that cost more than £500 are capitalised at cost price. Depreciation is provided using the following rates and bases to reduce by annual instalments the cost, less estimated residual value of the tangible assets over their estimated useful lives:

Leasehold improvements	Over the length of the lease
Motor vehicles	25% straight line
Office equipment	20-50% straight line
Computer equipment	33% straight line

##### f) Funds

Unrestricted funds are donations and other incoming resources receivable or generated for charitable purposes.

Restricted funds represent grants and donations which are allocated by the donor for specific purposes. Expenditure which meets these criteria is charged to the appropriate fund.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

##### g) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

#### 2 LEGAL STATUS

The charity is a company limited by guarantee and has no share capital. The charitable company was incorporated on 3 June 1994 in the United Kingdom and was registered on 1 July 1994 with the Charity Commission in England and Wales. The charity is a public benefit entity.

The registered office of the charitable company is 7 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA.

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

#### 3 DONATIONS AND LEGACIES

	Restricted funds £	Unrestricted funds £	2024 Total £	2023 Total £
<i>Donations and similar income</i>				
General donations	6,932	13,412	20,344	12,797
	<u>6,932</u>	<u>13,412</u>	<u>20,344</u>	<u>12,797</u>

#### 4 CHARITABLE ACTIVITIES INCOME

	Restricted funds £	Unrestricted funds £	2024 Total £	2023 Total £
<i>Grants and Contracts</i>				
Hampshire CC Social Services	999,064	-	999,064	1,206,887
Hampshire County Council	23,000	-	23,000	-
NHS Surrey & Borders Partnership Foundation Trust	292,044	-	292,044	255,061
West Hants CCG	2,282	-	2,282	21,247
Hampshire Mind CIC	1,446,587	-	1,446,587	974,038
National Mind	-	-	-	2,879
Mid Hampshire Health Care Ltd	5,956	-	5,956	8,550
Test Valley Borough Council	2,625	-	2,625	2,500
Chine Medical Practice	-	-	-	10,516
Fleet Medical Centre	-	-	-	7,550
Asda	1,600	-	1,600	-
NHS Hants, Southampton and Isle of Wight CCG	295,632	-	295,632	463,274
NHS Hants, Southampton and Isle of Wight ICB	21,329	-	21,329	-
Natural England	1,000	-	1,000	-
Catalyst	3,755	-	3,755	-
Vivid Housing	45,336	-	45,336	3,778
Oakley Health Group	30,444	-	30,444	28,964
East Hampshire District Council	-	-	-	500
Sovereign	-	-	-	7,499
Simply Health	25,000	-	25,000	-
	<u>3,195,654</u>	<u>-</u>	<u>3,195,654</u>	<u>2,993,243</u>

During the year, amounts totalling £19,428 were repaid to funders relating to grants received in prior years that the charity was unable to spend. These amounts are shown as expenditure in note 6 and can be analysed as follows:

Chine Medical Practice	6,226
Sovereign	7,499
Andover Repair Café	5,703
	<u>19,428</u>

#### 5 TRADING INCOME

	Restricted funds £	Unrestricted funds £	2024 Total £	2023 Total £
Shop income	11,501	-	11,501	9,579
Counselling income	-	13,151	13,151	4,449
Placements income	2,622	2,672	5,294	1,680
Rental income	-	1,360	1,360	4,166
Sundry income	2,833	10,397	13,230	17,075
	<u>16,956</u>	<u>27,580</u>	<u>44,536</u>	<u>36,949</u>

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

6 EXPENDITURE	Voluntary income	Fundraising and trading	Charitable activities	Total 2024	Total 2023
	£	£	£	£	£
<b>COSTS DIRECTLY ALLOCATED TO ACTIVITIES</b>					
Employed staff costs (see note 8)	-	-	2,453,225	2,453,225	1,995,798
Consultancy and resources	-	-	10,730	10,730	8,113
Travelling expenses	-	-	51,157	51,157	55,547
Volunteer and student expenses	-	-	8,522	8,522	8,442
Training and recruitment	-	-	28,646	28,646	38,560
Canteen and Ugly Duckling consumables	-	-	1,536	1,536	1,343
Advertising and promotion	-	-	4,386	4,386	11,937
Subscriptions	-	-	14,051	14,051	29,657
Repairs and maintenance	-	-	58,299	58,299	96,655
COVID expenses including PPE	-	-	-	-	5,600
Carers wellbeing COVID support	-	-	315	315	3,658
Dementia and Falls Service	-	-	7,527	7,527	39,784
Repayment of unspent grant funding	-	-	19,428	19,428	-
	-	-	2,657,822	2,657,822	2,295,094
<b>SUPPORT COSTS ALLOCATED TO ACTIVITIES</b>					
Staff costs (see note 8)	-	26,179	235,609	261,788	154,606
Human resources	-	-	3,908	3,908	4,769
Rent and rates	-	3,461	111,909	115,370	115,347
Insurance	-	-	18,969	18,969	15,782
Telephone	-	1,122	36,288	37,410	42,738
Printing, postage and stationery	152	909	29,254	30,315	26,860
Computer costs	204	1,222	39,320	40,746	69,160
Audit and accountancy fees	-	-	8,745	8,745	10,680
Bookkeeping and payroll fees	-	-	11,224	11,224	9,540
Trustee expenses	-	-	213	213	7,990
Legal and professional	-	-	15,823	15,823	13,546
Bank charges	-	-	581	581	324
Depreciation	-	-	13,105	13,105	13,108
	355	32,894	524,948	558,197	484,450
<b>TOTAL EXPENDITURE</b>	<b>355</b>	<b>32,894</b>	<b>3,182,770</b>	<b>3,216,019</b>	<b>2,779,544</b>

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

#### 7 NET INCOME/(EXPENDITURE) FOR THE YEAR

This is stated after charging:	2024	2023
	£	£
Depreciation	13,105	13,108
Auditors' remuneration:		
- audit	4,500	3,500
- other services	12,933	16,720
	<u>12,933</u>	<u>16,720</u>

#### 8 EMPLOYED STAFF COSTS AND NUMBERS

Employed staff costs were as follows:	2024	2023
	£	£
Salaries and wages	2,484,329	1,964,096
Social security costs	183,109	147,225
Pension	47,575	39,083
	<u>2,715,013</u>	<u>2,150,404</u>

One employee received remuneration (excluding employer pension costs) of between £60,000 - £70,000 during the year (2023: none).

At the year end there were outstanding pension contributions payable of £9,306 (2023: £8,692). Total pension contributions of £47,575 (2023: £39,083) were paid by the charity and are included in the SOFA.

Key management comprises ten individuals who were paid a total of £388,906 (2023: £292,037 to nine individuals).

The average weekly number of employees during the year was as follows:

	2024	2023
	No.	No.
Direct charitable work	130	108
Administration	8	7
	<u>138</u>	<u>115</u>

#### 9 TAXATION

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024**

## 10 TANGIBLE FIXED ASSETS

	Leasehold improvements £	Furniture & equipment £	Computer equipment £	Total £
<b>COST OR VALUATION</b>				
At 1 April 2023	91,588	18,965	22,080	132,633
Disposals	<u>(51,230)</u>	<u>(18,965)</u>	<u>-</u>	<u>(70,195)</u>
At 31 March 2024	<u>40,358</u>	<u>-</u>	<u>22,080</u>	<u>62,438</u>
<b>DEPRECIATION</b>				
At 1 April 2023	74,342	18,965	11,373	104,680
Charge for the year	5,749	-	7,356	13,105
Disposals	<u>(51,230)</u>	<u>(18,965)</u>	<u>-</u>	<u>(70,195)</u>
At 31 March 2024	<u>28,861</u>	<u>-</u>	<u>18,729</u>	<u>47,590</u>
<b>NET BOOK VALUE</b>				
At 31 March 2024	<u>11,497</u>	<u>-</u>	<u>3,351</u>	<u>14,848</u>
At 1 April 2023	<u>17,246</u>	<u>-</u>	<u>10,707</u>	<u>27,953</u>

## 11 DEBTORS

	2024 £	2023 £
Trade debtors	255,719	209,060
Prepayments and accrued income	16,958	17,679
Other debtors	<u>9,800</u>	<u>83,627</u>
	<u>282,477</u>	<u>310,366</u>

## 12 CREDITORS: amounts falling due within one year

	2024 £	2023 £
Trade creditors	16,883	27,424
Other taxation and social security	38,509	36,876
Other creditors	10,333	9,058
Accruals and deferred income	<u>207,324</u>	<u>137,110</u>
	<u>273,049</u>	<u>210,468</u>

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

#### 13 DEFERRED INCOME

An element of grant income received by the charity during the year has been deferred as it relates to later accounting periods. The movement in the year is detailed below:

	£
Income deferred in year to 31 March 2024	176,304
Amounts released from previous years	<u>(111,508)</u>
Net movement to income	<u>64,796</u>

#### 14 RESTRICTED FUNDS

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Carer Support and Dementia Advice - North Hants	19,445	261,430	(267,964)	(12,911)	-
Carer Support and Dementia Advice - West & South West Hants	42,942	414,222	(392,713)	(47,363)	17,088
Carer Support and Dementia Advice - South East Hants	22,960	335,389	(307,238)	(38,370)	12,741
Well Being Test Valley	1,826	-	(1,826)	-	-
Well Being Basingstoke	85,333	-	(8,072)	-	77,261
Well Being Hart and Rushmoor	91,370	-	(8,629)	-	82,741
Wellbeing Romsey and North Baddesley	13,201	49,898	(27,431)	(5,276)	30,392
Wellbeing Hub North Hants (Farnborough)	10,121	232,119	(185,592)	(24,411)	32,237
Wellbeing Hub Mid Hants (Andover)	2,129	149,964	(125,678)	(15,817)	10,598
Wellbeing Hub North Hants (Basingstoke)	13,375	212,421	(164,861)	(22,297)	38,638
Ugly Duckling	-	16,428	(14,336)	(1,482)	610
Be You (formerly Youth Counselling)	8,434	-	(22,388)	13,954	-
Repair café	5,243	460	(5,703)	-	-
Safe Haven - Aldershot and Farnborough	4,745	72,123	(71,514)	(5,354)	-
Safe Haven - Mid-Hants	28,928	189,075	(161,227)	(19,326)	37,450
Safe Haven - extra funding	101,960	-	(34,042)	-	67,918
Garden Project	1,736	-	-	-	1,736
Basingstoke Primary Care	10,079	-	(24)	-	10,055
Andover Primary Care	31,108	56,510	(38,773)	(5,477)	43,368
White Water Loddon Primary Care	6,226	-	(6,226)	-	-
Andover Primary Care - Pears Foundation	497	-	-	(497)	-
Community Connectors - Aldershot and Farnborough	78,662	162,732	(173,764)	(22,599)	45,031
Carers Wellbeing	2,200	-	-	(2,200)	-
Mind - Influence and Participation	1,800	-	(1,486)	-	314
Mind - Equality Improvement	1,800	-	(1,395)	-	405
<i>Balance to next page</i>	<u>586,120</u>	<u>2,152,771</u>	<u>(2,020,882)</u>	<u>(209,426)</u>	<u>508,583</u>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024**

## 14 RESTRICTED FUNDS (continued)

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
<i>Balance from previous page</i>	586,120	2,152,771	(2,020,882)	(209,426)	508,583
Wellbeing service users	7,058	-	-	-	7,058
Get Going Again - Covid Isolation	14,698	-	(5,705)	-	8,993
SMI Funding Test Valley	2,673	-	(300)	-	2,373
SMI Funding Basingstoke	2,311	-	(615)	-	1,696
SMI Outreach PCN	904	-	-	-	904
ICTF Funding Test Valley	47	-	-	-	47
ICTF Funding Basingstoke	1,555	-	-	-	1,555
ICTF Funding Hart and Rushmoor	4,303	-	-	-	4,303
CSDA Life Coaching	3,700	-	-	(3,700)	-
PCN Basingstoke Transformation	259,171	558,331	(358,875)	(57,555)	401,072
PCN Andover Transformation	70,808	109,000	(70,083)	(11,511)	98,214
Webchat	4,720	-	(1,440)	-	3,280
PCN Romsey and North Baddesley	42,565	111,666	(82,890)	(11,511)	59,830
Yateley MHICS	1,657	42,633	(38,356)	(4,752)	1,182
Winchester Rural North and East PCN	11,076	46,301	(31,964)	(3,837)	21,576
Fleet MHICS	2,077	45,000	(37,966)	(4,752)	4,359
Vivid Housing	332	45,335	(37,807)	(4,752)	3,108
Advancing Mental Health Equalities	5,714	-	(4,973)	-	741
SMI Facilitators	5,559	64,095	(45,093)	(3,384)	21,177
Be You Peer Champions	7,499	-	(7,499)	-	-
Catalyst Recovery and Connect	-	3,755	(2,565)	-	1,190
Household Support Fund Scheme	-	5,000	-	-	5,000
Garden for Mind	-	44,952	(19,784)	-	25,168
GP Hub Andover	-	5,956	(3,786)	638	2,808
	<u>1,034,547</u>	<u>3,234,795</u>	<u>(2,770,583)</u>	<u>(314,542)</u>	<u>1,184,217</u>

Transfers between funds relate to management charges which were attributed to certain restricted funds, for premises, governance, administration and other office costs paid through the unrestricted general funds.

The board of trustees of Andover Mind carefully monitors the unspent balances in restricted funds which emerged in large part due to the challenges in delivering services caused by Covid-19 pandemic. Throughout the year there has been active engagement with commissioners to ensure these are used in ways consistent with their intended purpose. These efforts will continue.

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024**

#### 14 RESTRICTED FUNDS (continued)

##### *Purposes of restricted funds*

##### **Carer Support and Dementia Advice - North Hants**

##### **Carer Support and Dementia Advice - West & South West Hants**

##### **Carer Support and Dementia Advice - South East Hants**

A contract for this area was awarded subsequent to a successful pilot project in Andover, funded by Hampshire County Council. The project aims to provide advice, support and information to those affected by dementia, carers, their families and friends.

##### **Well-Being**

This service is funded by Hampshire County Council to deliver mental health support and well-being services across Andover, Romsey, Basingstoke, Test Valley and Hart and Rushmoor.

##### **Ugly Duckling**

To run a therapeutic group for service users that also provides a furniture renovation and recycling project which benefits the local community. The project was closed during the pandemic.

##### **Be You (formally Youth Counselling)**

This service supports young people aged 11-17 in Andover to access advice, information, signposting/bridging, to help build resilience and coping skills and to learn and maintain wellbeing.

##### **Repair Café**

The Repair cafe is a free community-centred workshop where people can bring along their items that need fixing and then work alongside skilled volunteers to repair them. They can also get help upcycling items or modifying things such as clothing. The Repair Cafe was closed throughout the pandemic.

##### **Safe Haven**

Andover Mind has been a part of the Aldershot Safe Haven since September 2017. This is one of a number of Safe Havens run by Surrey and Borders Partnership Trust across North East Hampshire and Surrey. The aim of the Safe Haven, which is an evening and weekend service run out of the Aldershot Well-being Centre, is to provide a place for those in mental health crisis to have somewhere to go to seek support. Each shift is covered by a CPN (from SABP) and two support workers (one from Andover Mind and one from Catalyst) The Safe Haven has achieved its aim to keep people from attending A&E departments. There are close links with SABP crisis services, inpatient units and partner organisations.

##### **Garden Project**

The grant was awarded to support the 'Flower Garden Project' which encourages service users in the Andover area to come together to grow and tend the plants and Andover Mind's flower garden. The grant is to be used to purchase any items that may be required by this project

##### **Basingstoke Primary Care**

Working within the primary care setting, Well-being workers provide assessment, advice and information and signposting to services through a GP appointment system. The Basingstoke service runs a day time service staffed by a primary care lead. Funding for this was a result of a successful pilot carried out in one practice in 2019.

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024**

#### 14 RESTRICTED FUNDS (continued)

##### **Andover Primary Care**

In Andover working in a primary care setting, Well-being practitioners provide assessment, advice and information and signposting to services through a GP appointment system. There is also an out of hour service which has a similar focus and the outcomes for which helped to secure funding for the day service which started in April 2020 and consists of a full multi-disciplinary team.

##### **White Water Loddon Primary Care**

Following a successful pilot in Chineham surgery, we secured funding for a 2 day post carrying out a triage and assessment service. This post works closely with surgery staff, and, if successful, will be rolled out to the rest of the PCN.

##### **Andover Primary Care - Pears Foundation**

During this period, we secured 3 month funding from the Pears Foundation (via national Mind) to support the delivery of the existing Andover Primary Care Mental Health Service (PCN). This was in response to increased demand due to Covid.

##### **Community Connectors**

Our Community Connectors work within the Mental Health Integrated Community Service (MHICS) in Aldershot and Farnborough. The team consists of psychiatry, nursing and pharmacy input. Our workers carry out an initial assessment and then up to 4 sessions with the patient to address their mental health or social care issues.

##### **Carers Wellbeing**

The Carer Support and Dementia Advice Service distributed direct funds to carers to support their well-being on behalf of Hampshire County Council

##### **Mind - Influence and Participation**

Grant received from national Mind to strengthen our approach to service user involvement in preparation for our MQM (Mind Quality Mark) assessment.

##### **Mind - Equality Improvement**

Grant received by National Mind to strengthen our approach to equality and diversity

##### **Wellbeing Service Users**

Mind organisations would, as part of regular support planning with their clients, ask about their physical health. Where they are confident a patient would be on the Serious Mental Illness register, Mind staff would ask whether they have heard of the Annual Health Check and have a conversation promoting the uptake. They would also mention that a follow up intervention can be provided by Mind through a Wellbeing Offer to take up an activity class, a club membership fee, or buy a piece of equipment for example.

##### **Get Going Again - Covid Isolation**

These funds were awarded to support Hampshire residents who were struggling to cope with their mental health and wellbeing due to COVID-19 or self isolating. The service provided a range of emotional and practical advice, information, sign posting and support.

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024**

#### 14 RESTRICTED FUNDS (continued)

##### **SMI Funding Test Valley**

##### **SMI Funding Basingstoke**

We were provided with this grant to support service users who are on the SMI (serious mental illness) register to attend their health checks and improve their physical health. The money was to be used as direct payment to service users as an incentive for them to continue to make healthy choices such as purchasing gym equipment, memberships or healthy food boxes.

##### **SMI Outreach PCN/SMI Facilitators**

Funds received to support Primary Care Networks engage with those on the Serious Mental Illness register to increase uptake of annual physical health checks and also provide some further support for these patients in improving their mental health. Historical uptake of these health checks has been poor and these patients have poorer life expectancies, so we are funded for a year to see if these roles can improve the statistics and make an impact.

##### **ICTF Funding Test Valley**

##### **ICTF Funding Basingstoke**

##### **ICTF Funding Hart and Rushmoor**

These grants were from the Adult Social Care Infection Control and Testing Funds. The grants were awarded to support adult social care providers to reduce the rate of COVID-19 transmission within and between care settings through effective infection prevention and control practices and to increase COVID-19 and flu vaccination uptake among staff.

##### **CDSA Life Coaching**

The purpose of these funds was to deliver an Informal Carers Wellbeing and Mindset Workshop programme to enhance balance and focus in their life.

##### **PCN Basingstoke Transformation**

This is an expansion of our existing Primary Care Network services in line with the new Hampshire Wellbeing Services contract. They provide mental health triage and assessment.

##### **PCN Andover Transformation**

This is an existing service building on the success of the original Andover PCN work, which started during COVID. Our wellbeing practitioners deliver one hour appointments as part of a mental health team.

##### **Webchat**

The online webchat service via our website makes accessing information faster and provides another way to get in touch without the need to call. It also makes communication easier for people who do not speak English as their first language, allowing the use of programmes like google translate to chat.

##### **PCN Romsey and North Baddesley**

Part of the Wellbeing Services contract to provide short-term recovery focussed intervention, and peer support to patients referred by their GP surgery. They work as part of a multidisciplinary team in partnership with PCNs and Southern Health.

##### **Winchester Rural North and East PCN**

Part of the Wellbeing Services contract to provide short-term recovery focussed intervention, and peer support to patients referred by their GP surgery. They work as part of a multidisciplinary team in partnership with PCNs and Southern Health.

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024**

#### 14 RESTRICTED FUNDS (continued)

##### **Fleet MHICS**

An extension of the Community Connectors project. Our Community Connectors work within the Mental Health Integrated Community Service (MHICS) in Fleet. The team consists of psychiatry, nursing and pharmacy input. Our workers carry out an initial assessment and then up to 4 sessions with the patient to address their mental health or social care issues.

##### **Yateley MHICS**

An extension of the Community Connectors project. Our Community Connectors work within the Mental Health Integrated Community Service (MHICS) in Fleet. The team consists of psychiatry, nursing and pharmacy input. Our workers carry out an initial assessment and then up to 4 sessions with the patient to address their mental health or social care issues.

##### **Vivid Housing**

A one year contract, working on behalf of Vivid Housing to provide a wellbeing service to their customers, working with their Tenancy Sustainment team. Covering their North Area, e.g Test Valley, Basingstoke & Deane, Hart & Rushmoor.

##### **Advancing Mental Health Equalities**

We secured funding from The NHS Hampshire, Southampton and Isle of Wight CCG No Wrong Door programme to support us with the work we are doing collaboratively with AMHE. We will employ a commissioned project researcher to work with the LGBTQ+ community. The aim is to bring the voice back to inform future service design and development.

##### **Be You Peer Champions**

We received funding from Sovereign #iwill fund (which supports youth social action projects), to set up a project called "Be You" Peer Champions which will recruit young volunteers to help shape and lead our young person offering along with gaining the skills and knowledge to become peer mental health champions. Unfortunately we were unable to deliver the project within the funds timeframe.

##### **Catalyst Recovery and Connect**

Subcontracted by Catalyst to provide 1FTE staff member for a fixed 1 year contract to April 2025 in North East Hampshire & Farnham. Service is providing support to patients identified by CMHRS/inpatient units to help reduce hospitalisation and promote recovery in the community.

##### **Household Support Fund scheme**

Funding from DWP Household Support Funding Programme via HCC for a supermarket voucher system for unpaid carers.

##### **Garden for Mind**

Garden for Mind is an exciting new initiative to create a beautiful and inspirational education, health and wellbeing garden on a previously unused piece of land at the Longstock Park Nursery, on the Waitrose & Partners Leckford Estate. The space will be used primarily by Andover Mind to deliver a variety of activities for the people who use our services, designed to promote wellbeing and mental health, as well as being available for use by other communities groups across the Test Valley. Through community fundraising events, sponsorship and donations from corporates and engaging with consultants, contractors and suppliers that have stepped forward to offer their services we are able to open the Garden for Mind in July 2024.

##### **GP Hub Andover**

Contracted by Mid Hampshire Healthcare to provide 1 evening per week of mental health triage appointments for GP surgeries. This contract ended 14th April 2024.

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

#### 15 UNRESTRICTED FUNDS

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
DESIGNATED FUNDS:					
Development fund	30,000	-	(4,550)	(25,450)	-
Communications and Marketing	10,000	-	-	(10,000)	-
Young Persons Services	10,000	-	-	(10,000)	-
Ugly Duckling	5,000	-	(1,950)	(3,050)	-
Building development fund	15,000	-	(9,073)	(5,927)	-
EDI	10,000	-	-	(8,500)	1,500
Contingency fund	-	-	-	94,500	94,500
Total designated funds	<u>80,000</u>	<u>-</u>	<u>(15,573)</u>	<u>31,573</u>	<u>96,000</u>
General funds	<u>249,263</u>	<u>55,804</u>	<u>(429,863)</u>	<u>282,969</u>	<u>158,173</u>
Total unrestricted funds	<u>329,263</u>	<u>55,804</u>	<u>(445,436)</u>	<u>314,542</u>	<u>254,173</u>

#### *Purposes of designated funds*

##### **Development Fund**

The purpose of the development fund is to cover costs associated with matched funding tender applications and other initial expenditure for future planned projects.

##### **Communications and Marketing**

The aim of this fund is to invest more resources in the Marketing and Communications department to support and enhance Andover Mind's digital transformation and marketing strategy.

##### **Young Persons Services**

The partial purpose of this fund is to recruit a youth development lead within the organisation to oversee and evolve the expanding young persons offer. Part of this fund will go directly to supporting young people.

##### **Ugly Duckling**

This fund will help develop the programme offer under The Ugly Duckling Project and will be utilised should alternate workshop premises be required.

##### **Building development fund**

The purpose of this fund will link to Andover Mind's proposed workforce well-being strategy and will be used to carry out any necessary building renovations or adaptations in order to best meet the needs of service users, carers and staff.

##### **EDI**

To provide training to increase awareness and understanding for staff, trustees and volunteers to help promote a more inclusive service and workplace culture so as to be able to appropriately support service users. This includes LGB and Trans awareness, further autism and neurodiversity training. This includes recruiting via job boards that focus on particular protected characteristics as part of positive action to increase representation of underrepresented or disadvantaged groups of people in the workforce. We will make improvements to our premises include a self-opening front door and signage to show we are an inclusive and welcoming space for all communities.

##### **Contingency fund**

The purpose of this fund is to meet the costs of restructuring in the event of a downturn in operations.

**ANDOVER MIND**

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024**

## 16 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	<b>Restricted funds</b>	<b>Designated funds</b>	<b>General funds</b>	<b>Total funds</b>
<i>Year ended 31 March 2024</i>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Tangible fixed assets	-	-	14,848	14,848
Debtors	256,577	-	25,900	282,477
Cash at bank and in hand	1,103,944	96,000	214,170	1,414,114
Creditors	(176,304)	-	(96,745)	(273,049)
<b>NET ASSETS</b>	<u><u>1,184,217</u></u>	<u><u>96,000</u></u>	<u><u>158,173</u></u>	<u><u>1,438,390</u></u>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<i>Year ended 31 March 2023</i>				
Tangible fixed assets	-	-	27,953	27,953
Debtors	289,935	-	20,431	310,366
Cash at bank and in hand	856,120	80,000	299,839	1,235,959
Creditors	(111,508)	-	(98,960)	(210,468)
<b>NET ASSETS</b>	<u><u>1,034,547</u></u>	<u><u>80,000</u></u>	<u><u>249,263</u></u>	<u><u>1,363,810</u></u>

## 17. TRUSTEE EXPENSES

Trustees were reimbursed expenses during this year of £nil (2023: £315). No trustee received any remuneration in the current or prior year.

During the year, trustee professional indemnity insurance of £3,192 (2023: £2,970) was paid by the charity.

## 18. OPERATING LEASE COMMITMENTS

At 31 March 2024, the charity had total commitments under non-cancellable operating leases, due as follows:

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Within one year	36,660	39,990
Between one to two years	20,000	30,000
Between two and five years	-	20,000
	<u><u>56,660</u></u>	<u><u>89,990</u></u>

## ANDOVER MIND

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### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

#### 19 RELATED PARTY TRANSACTIONS

Hampshire Mind CIC (company number 10871821) was formed by Solent Mind, Andover Mind and Havant Mind to facilitate the provision of certain Hampshire County Council Contracts. During the year, J Davey-Cole, trustee, also served as a director of Hampshire Mind CIC.

Andover Mind received contract funding totalling £1,446,589 during the year. At the balance sheet date, Andover Mind were owed £121,158 (2023: £119,941) by Hampshire Mind CIC, which is included in trade debtors. Andover Mind also owed Hampshire Mind CIC £316 (2023: £53), which is shown within trade creditors.

#### 20 PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

	<b>Restricted funds £</b>	<b>Unrestricted funds £</b>	<b>2023 Total funds £</b>
<b>INCOME</b>			
Donations and legacies	4,264	8,533	12,797
Charitable activities	2,984,693	8,550	2,993,243
Fundraising income	1,231	17,190	18,421
Trading income	14,076	22,873	36,949
	<u>3,004,264</u>	<u>57,146</u>	<u>3,061,410</u>
Investment income	-	-	-
<b>TOTAL INCOME</b>	<b><u>3,004,264</u></b>	<b><u>57,146</u></b>	<b><u>3,061,410</u></b>
<b>EXPENDITURE</b>			
Voluntary income costs	-	480	480
Trading costs	-	23,084	23,084
	<u>-</u>	<u>23,564</u>	<u>23,564</u>
Charitable activities	2,441,051	314,929	2,755,980
<b>TOTAL EXPENDITURE</b>	<b><u>2,441,051</u></b>	<b><u>338,493</u></b>	<b><u>2,779,544</u></b>
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>	<b>563,213</b>	<b>(281,347)</b>	<b>281,866</b>
Transfers between funds	(282,115)	282,115	-
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>	<b><u>281,098</u></b>	<b><u>768</u></b>	<b><u>281,866</u></b>
<b>FUNDS AT 1 APRIL 2022</b>	<b>753,449</b>	<b>328,495</b>	<b>1,081,944</b>
<b>FUNDS AT 31 MARCH 2023</b>	<b><u>1,034,547</u></b>	<b><u>329,263</u></b>	<b><u>1,363,810</u></b>

**ANDOVER MIND**

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024**

## 21 PRIOR YEAR FUND MOVEMENTS

<b>RESTRICTED FUNDS</b>	<b>At 1 April 2022 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Transfers £</b>	<b>At 31 March 2023 £</b>
Carer Support and Dementia Advice - North Hants	40,057	255,100	(254,488)	(21,224)	19,445
Carer Support and Dementia Advice - West & South West Hants	65,606	406,334	(395,188)	(33,810)	42,942
Carer Support and Dementia Advice - South East Hants	40,735	329,031	(319,471)	(27,335)	22,960
Well Being Test Valley	49,520	75,619	(117,263)	(6,050)	1,826
Well Being Basingstoke	78,104	102,755	(86,982)	(8,544)	85,333
Well Being Hart and Rushmoor	93,572	115,935	(108,735)	(9,402)	91,370
Wellbeing Romsey and North Baddesley	-	29,093	(12,567)	(3,325)	13,201
Wellbeing Hub North Hants Farnborough	-	134,843	(109,330)	(15,392)	10,121
Wellbeing Hub Mid Hants (Andover)	-	87,369	(75,267)	(9,973)	2,129
Ugly Duckling	-	14,413	(7,339)	(7,074)	-
Be You (formerly Youth Counselling)	8,972	7,189	(18,091)	10,364	8,434
Repair café	4,330	923	(10)	-	5,243
Safe Haven - Aldershot and Farnborough	8,556	72,123	(69,934)	(6,000)	4,745
Safe Haven - Mid-Hants	13,935	183,010	(152,791)	(15,226)	28,928
Safe Haven - extra funding	-	135,750	(22,496)	(11,294)	101,960
Springboard	11,671	-	-	(11,671)	-
Garden Project	1,855	-	(119)	-	1,736
Basingstoke Primary Care	12,685	18,965	(19,992)	(1,579)	10,079
Andover Primary Care	28,435	56,966	(52,332)	(1,961)	31,108
Aldershot and Farnborough Primary Care	-	-	-	-	-
White Water Loddon Primary Care	7,081	10,517	(10,497)	(875)	6,226
Fleet Primary Care	-	7,550	(6,824)	(726)	-
Andover Primary Care - Pears Foundation	497	-	-	-	497
Community Connectors - Aldershot and	43,508	151,998	(104,197)	(12,647)	78,662
Carers Wellbeing	10,860	-	(8,660)	-	2,200
Mind - Influence and Participation	1,800	-	-	-	1,800
Mind - Equality Improvement	1,800	-	-	-	1,800
<i>Balance to next page</i>	<u>523,579</u>	<u>2,320,035</u>	<u>(2,049,724)</u>	<u>(207,770)</u>	<u>586,120</u>

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

<i>Balance from previous page</i>	523,579	2,320,035	(2,049,724)	(207,770)	586,120
Wellbeing service users	9,900	-	(2,842)	-	7,058
Get Going Again - Covid Isolation	21,309	-	(6,611)	-	14,698
SMI Funding Test Valley	9,021	-	(6,348)	-	2,673
SMI Funding Basingstoke	9,588	-	(7,277)	-	2,311
SMI Outreach PCN	6,620	-	(5,716)	-	904
ICTF Funding Test Valley	7,455	-	(7,408)	-	47
ICTF Funding Basingstoke	18,120	-	(16,565)	-	1,555
ICTF Funding Hart and Rushmoor	20,824	-	(16,521)	-	4,303
CSDA Life Coaching	7,700	-	(4,000)	-	3,700
PCN Basingstoke Transformation	69,829	373,839	(141,188)	(43,309)	259,171
PCN Andover Transformation	43,344	106,145	(66,407)	(12,274)	70,808
Webchat	6,160	-	(1,440)	-	4,720
PCN Romsey and North Baddesley	-	63,583	(13,738)	(7,280)	42,565
Yateley MHICS	-	41,153	(35,752)	(3,744)	1,657
Winchester Rural North and East PCN	-	21,194	(7,697)	(2,421)	11,076
Fleet MHICS	-	18,750	(15,113)	(1,560)	2,077
Vivid Housing	-	3,778	(3,446)	-	332
Advancing Mental Health Equalities	-	7,500	(1,422)	(364)	5,714
SMI Facilitators	-	40,788	(31,836)	(3,393)	5,559
Be You Peer Champions	-	7,499	-	-	7,499
	<u>753,449</u>	<u>3,004,264</u>	<u>(2,441,051)</u>	<u>(282,115)</u>	<u>1,034,547</u>

#### 21 PRIOR YEAR FUND MOVEMENTS (continued)

<b>UNRESTRICTED FUNDS</b>	<b>At 1 April 2022 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Transfers £</b>	<b>At 31 March 2023 £</b>
DESIGNATED FUNDS:					
Development fund	20,000	-	(5,522)	15,522	30,000
Communications and Marketing	25,000	-	(6,000)	(9,000)	10,000
Young Persons Services	20,000	-	-	(10,000)	10,000
Ugly Duckling	15,000	-	(4,413)	(5,587)	5,000
Building Development Fund	15,000	-	(10,830)	10,830	15,000
Farnborough Property Fund	50,000	-	-	(50,000)	-
EDI	-	-	-	10,000	10,000
<i>Other designated funds:</i>					
Total designated funds	145,000	-	(26,765)	(38,235)	80,000
General funds	<u>183,495</u>	<u>57,146</u>	<u>(311,728)</u>	<u>320,350</u>	<u>249,263</u>
Total unrestricted funds	<u>328,495</u>	<u>57,146</u>	<u>(338,493)</u>	<u>282,115</u>	<u>329,263</u>

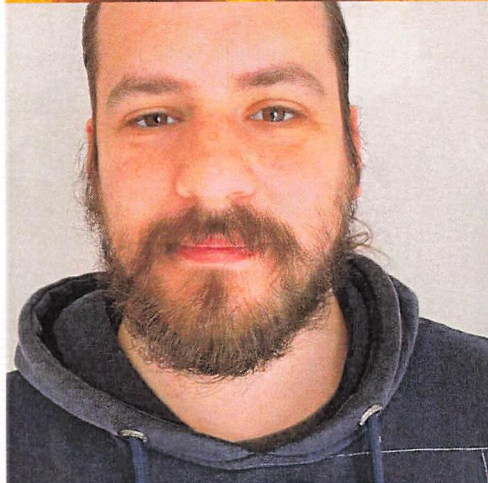
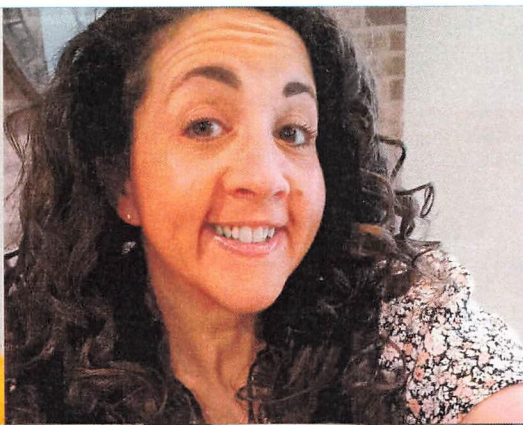
**ANDOVER MIND**

England & Wales - Charity number 1039094

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# Accounts

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# Annual report and accounts 2022/23

Charity registration number 1039094  
Company registration number 2935549



**Mental health isn't hidden anymore.  
It's on the front pages. On the political agenda.  
Spoken about by royalty. It's talked about in schools.  
For millions of people, mental health is now something to  
be honest about – not ashamed of.**

In 2022/23 Andover Mind refocused and launched a new business plan. Still dealing with the fallout from the pandemic, and at a time when budgets were being cut and waiting lists getting longer, we continued to be there to make sure that nobody living with a mental health problem had to face it alone.

In partnership with National Mind, and guided by their vision, mission and values, our journey mirrors the collective commitment of the Mind federation to promoting mental wellbeing, **ending stigma**, and providing essential services to those in need.

Our values echo the principles of **empathy, inclusivity, and empowerment**, reflecting the core objectives that have guided National Mind for decades.

Over the past year we have ensured people in our communities across Hampshire could access our support and had somewhere to turn in their time of need, whether living with their own mental ill-health, dementia or caring for another adult for any reason.

This report shows how.

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Andover Mind colleagues at an NHS event Basingstoke Health Hub.



## Foreword

Welcome to the annual report and accounts for Andover Mind.

This comprehensive document is your essential reading if you are invested in our mission, serving as a testament to our unwavering commitment to transparency and governance.

In an era where mental health discussions are at an all-time high, both globally and within our Hampshire community, the importance of our work has never been more evident. With crucial support from Hampshire County Council and the NHS, we are meeting growing demands for a wide range of mental health services - from wellbeing and primary care to crisis intervention.

This past year has been a landmark one for Andover Mind. We have made an impressive 58,161 contacts with beneficiaries. On top of that, we have formed impactful partnerships that have both broadened our capabilities and extended our reach, like our work with Vivid Homes and the development of our serious mental illness facilitator portfolio.

On behalf of the trustees, I would like to say thank you to the devoted staff and volunteers who serve as the lifeblood of Andover Mind. Equally, I would like to recognise our invaluable partners who are integral to our collective success.

As we look to the future, our resolve to bring about positive change has never been stronger. We will continue to leverage the invaluable insights of our service users to shape and enrich our services. This includes widening our focus to cater to the unique needs of children and young people and embracing digital transformation to evolve our operations.

Thank you to everyone - staff, volunteers, partners, and supporters. My conversations and feedback from our service users speak volumes: we are making a real, transformative difference in our community. This report is more than just a summary of figures and achievements; it is a rallying cry. The mission continues.

Together, we will keep pushing the boundaries, fighting for mental health, for support, and for respect. We are on a continuous journey to maximise the wellbeing and independence of our entire community - for all of us.

**James Brown**  
Interim chair of trustees  
Andover Mind



**We're Andover Mind.  
We're here to fight  
for mental health.  
For support.  
For respect.  
For you.**

## Reference and administrative information

Charity name:	Andover Mind
Charity registration number:	1039094
Company registration number:	2935549
Operational address:	Arcade House Westbrook Close South Street Andover SP10 2BN
Web:	andovermind.org.uk
Registered office	c/o Knight Goodhead Chartered Accountants 7 Bournemouth Road Chandler's Ford Eastleigh SO53 3DA

## Board of trustees

Judith Davey-Cole	Chair (appointed April 2023)
James Brown	Interim Chair (appointed January 2023)
Tim Foy	Treasurer (appointed July 2022)
Lara Pletcher	Trustee (appointed January 2022)
Robin Taylor	Trustee (appointed March 2022)
Sarah Oakley	Trustee (appointed March 2022)
Anne Phillips	Chair (resigned December 2022)
Rebecca Perrin	Trustee (resigned August 2023)
Jonathan Wade	Trustee (resigned August 2023)
Iris Stevens	Trustee (resigned June 2023)
Maria Cussell	Deputy chair (resigned December 2022)
Tom Rawcliffe	Trustee (resigned September 2022)
Sandra Buckley	Trustee (resigned September 2022)
Wendy Eley	Trustee (resigned December 2022)

## Senior leadership team

Jody Phelvin	Chief executive officer
Helen Mothersole	Head of wellbeing services
Barbara Allen	Head of community services and development
Lisa Langman	Head of business development and resources
Laura Mouzouris-Lodge	Head of countywide operations
Katie Gray	Head of primary care services
Francesca May	Human resources manager
Debbie Nicholls	Finance manager
Louise Ellison	Marketing and communications manager

## Auditors

Knight Goodhead Limited  
7 Bournemouth Road  
Chandler's Ford  
Eastleigh  
SO53 3DA

## Bankers

NatWest Bank Plc	Santander
21 Chantry Way	Bridle Road
Andover	Bootle
Hampshire	Merseyside
SP10 1LL	L30 4GB





Jody Phelvin (far left) with trustees outside the Andover Wellbeing Centre.

## Structure, governance and management

The board met 5 times throughout the year and in addition held an extraordinary board meeting for the purpose of the budget completion and subsequent approval.

The board attended a governance away day on 11 April 2022 following recruitment of a new cohort of trustees. As a result of the recruitment, a trustee induction session was facilitated by National Mind on 29 September 2022.

Two sub committee meetings have also been established during this period; finance, risk and audit and strategic delivery which aim to focus and structure strategic matters whilst optimising the skill sets and experiences of the board members.

New roles have been introduced to the board, a designated safeguarding lead, vice chair and treasurer have been appointed during the period.

A monthly meeting takes place between CEO and chair and an additional meeting for CEO, chair and treasurer. Further work is ongoing in relation to developing a robust governance structure at Andover Mind. All trustees will now receive a minimum of an annual review meeting with the chair.

The CEO, who reports to the chair, is responsible for delivering the vision and strategy of the charity. Additionally, the CEO undertakes supervision of the senior leadership team, ensuring that the team continues to develop their skills and work in line with good practice.

Andover Mind had an increase in staff numbers to 125 staff as of 31st March 2023, 19 more than the previous year. On 31 March 2023, the charity had 102 dedicated volunteers including trustees, 38 more than the previous year.

## Governing document

The organisation is a charitable company limited by guarantee, incorporated on 3rd June 1994 and registered as a charity on 3rd October 1986.

The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.00 per member.

## Responsibilities of the board of trustees

The trustees are responsible for preparing the annual report and the financial statements in accordance with applicable laws and regulations.

Company law requires the executive committee to prepare financial statements for the charity for each financial year.

The financial statements must be prepared in accordance with the United Kingdom generally Accepted Accounting practice (United Kingdom Accounting Standards and applicable law) and are required to give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure for the financial year.

In preparing those financial statements, the executive committee are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the charities statement of recommended practice.

- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue on that basis.

The board of trustees is responsible for keeping accounting records which disclose with reasonable accuracy at any time, the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities Act 2011 and regulations made there under.

The board of trustees is also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The board of trustees have confirmed that so far as they are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and that they have taken all steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.



## Recruitment and appointment of executive committee

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

Under the requirements of the Memorandum and Articles of Association the members of the committee are elected to serve for a period of three years after which they must be re-elected at the next annual general meeting.

All members of the executive committee retire by rotation and, being eligible, may offer themselves for re-election.

It is a requirement of our Articles of Association that at least two members of the committee should be, or have been, users of mental health services.

The executive committee is keen to ensure that this requirement is met and that the views and ideas of service users are represented on the committee.

Business experience, HR and leadership skills are represented on the committee.

In an effort to maintain this broad skill mix, members of the committee are requested to provide a list of their skills and in the event of particular skills being lost due to retirements, we will then advertise for new members.

We also approach suitable individuals to offer themselves for election to the committee, which has proved successful. There is a formal interview process.

It is worth noting that due to the resignation of Anne Phillips as chair in December 2022, that James Brown stepped in as interim chair, until the appointment of Judith Davey-Cole in April 2023.

## Stakeholders, partners and communication

The charity endeavours to review and update its business plan every three years; this plan sets out the mission statement, aims and objectives of the charity. The plan identifies the need to work in partnership across local stakeholders.

The CEO and senior leadership team of the charity attends key strategic meetings across all service areas.

Our contract monitoring meetings report back to commissioners, including Hampshire County Council and the Hampshire and Isle of Wight Integrated Care Board, Frimley Integrated Care Board and the Surrey and Borders Partnership, reviewing progress of work agreed in the various service contracts.

We continue to promote our work across local communities in Hampshire raising the profile of the charity, recognising the importance of strengthening relationships with potential corporate funders.

## Objectives and activities

The charity's mission as set out in the business plan is:

To empower anyone with or at risk of experiencing a mental health issue and all carers to access the right advice, information and support. We campaign to improve services, raise awareness and promote understanding.

In reviewing our objectives and activities, the trustees have kept in mind the Charity Commission's guidance on public benefit. The benefit we aim to provide to our service users is the focus of our mission above.

Our strategic objectives are:

To be at the forefront in educating and influencing communities and partners about mental health through collaboration and co-production.

To understand the mental health needs of our communities and how we can best support them.

To apply the principles of continuous improvement in everything we do.

To develop and maintain the necessary infrastructure to deliver innovative and effective services.

To increase unrestricted income from trading, fundraising, legacies and donations.

Our values are:

### Open

We reach out to anyone who needs us.

### Responsive

We listen, we act.

### Together

We're stronger in partnerships.

### Independent

We speak out fearlessly.

### Unstoppable

We never give up.

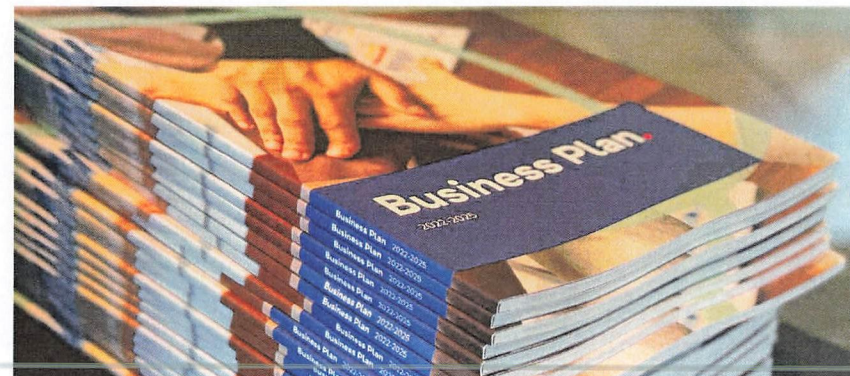
To maintain our affiliation to National Mind, we comply with the accreditation process for quality standards. This ensures that each local organisation meets National Mind's quality standards of governance and service delivery.

Andover Mind successfully achieved MQM (Mind Quality Mark) status in 2019 and we entered the MQM process again in June 2023.

The main activities of the charity are the provision of wellbeing and primary care services, the provision of the Safe Haven services to support those in mental health crisis, and delivering the carer support and dementia advice service for Hampshire which supports all unpaid adult carers and people with dementia.

Andover Mind also provide adult counselling services and the 'Be You' service for young people aged 11-17. We continue with our promotional activity to reduce the stigma to mental health and raise mental health awareness within our communities.

We also run a furniture recycling project 'Ugly Duckling' which provides support to those who volunteer within the project which includes through its peer support help with combating loneliness and isolation.



## Achievements and performance

Trustees have acted in accordance with the Charity Commission's guidance on public benefit and all activities are undertaken to further the charity's purpose for public benefit.

During the period we made 58,161 contacts to our beneficiaries, 6,635 of which were one to one appointments. We held just under 1500 groups for our service users and carers and 103 counselling sessions were completed. Whilst the majority of our services are for adults, we supported 55 under 18's within the period.

During the year Andover Mind delivered several new projects and services including our serious mental illness facilitator portfolio, working with GP surgeries to increase the engagement of patients on the severe mental illness register.

Another partnership to celebrate was with Vivid Homes, supporting their tenancy support team with mental health escalations and referrals in the mid and north of the county.

We have also seen the continuation and expansion of our direct delivery of mental health support within GP surgeries in mid Hampshire.

In September 2022, we mobilised the Hampshire wellbeing services contract with our Hampshire Mind CIC partners to support adults within our centres and in local GP surgeries. We have also been able to partner with Surrey and Borders Partnership to embed the lived experience practitioner roles, providing formalised peer support and practical assistance to adults aged 18 and over who may be experiencing a range of mental health difficulties.

Within the period we made significant changes to our Andover head office building to ensure the space is reflective

of the wellbeing work that we carry out and is fit for purpose. We have created additional counselling and one to one rooms, a dedicated staff room and kitchen space and have a formal meeting room with appropriate conferencing equipment.

We have reviewed our systems in this time and launched our new HR system in June 2022. This has provided more structure and enabled the onboarding process to be more seamless.

We have also reviewed our resources in key central departments such as HR, where we have needed further administrative support to reflect the increased staff numbers and communications and marketing where we have needed a place and presence in the digital world to raise awareness and campaign for better mental health.

The additional resource of a marketing and communications manager and digital marketing assistant will ensure digital transformation is not left behind but is made intrinsic to link to and support and enhance our service delivery.

Our three year strategy was launched in April 2022 and we carried out a celebratory launch event for all staff and volunteers as well as a round of autumn events to ensure the strategy was kept current. This momentum has continued into 2023 where further sessions were planned into the annual schedule to ensure staff are engaged and aware of our collective organisational purpose and aim.

Having reviewed the key themes that emerged from the business plan, several steering groups have been formed with wider staff and service user engagement.

The groups formed were relating to safeguarding, staff health and wellbeing, comms and marketing, health and safety and influence and participation. There are future plans to establish a group to focus on equality, diversity and inclusion and the environment.





Helen Mothersole,  
head of wellbeing services,  
pictured with a service user  
at Basingstoke Festival

## Financial review

The trustees endeavor to keep a tight control on limited resources and continue to look for and explore new sources of sustainable, ethical funding, alongside the uncertain income from statutory funders.

During the year, the charity achieved an overall surplus of £281,866 (2022: £261,003), which has been added to reserves; £768 relating to unrestricted funds and £281,098 on restricted funds. At 31 March 2023 total funds stand at a balance of £1,363,810, which include restricted funds of £1,034,547

The board of trustees at Andover Mind are acutely aware of the unspent balances in restricted funds, which are largely as a result of income received in advance on large contracts and an ongoing challenging external recruitment market.

The board of trustees endeavour to review this regularly and ensure the funds are invested in Andover Mind so that the charity is best placed to deliver quality and sustainable services.

## Principal funding sources

The financial position of the charity remains very strong. The principal funding source for the charity is by contract income from Hampshire County Council and the NHS.

As a result of increasing constraints on local authority expenditure, the charity has to seek funding from a much broader group of agencies, for example, grant applications to such groups as National Mind, from charitable trusts and corporate partnerships and by means of a wide variety of fundraising events.

## Investment policy

Aside from retaining a prudent level in reserves each year, most of the charity's funds are to be spent in the short term so there are few opportunities for long term investment.

As interest rates increase, more focus will be placed on placing funds on short-term deposit in the coming year, whilst maintaining the availability of funds for operational requirements.

## Reserves policy

The charity's financial management policy sets out the guiding principles to be used in setting our target reserve level.

In accordance with the Charity Commissioners' guidance and statement of recommended practice (January 2022) trustees are required to hold a reserves policy based on a realistic estimation of reserve requirements.

Reserves represent those resources which can be made available to spend once all other commitments and planned expenditure have been met.

In the event of loss of income the trustees seek to hold sufficient reserves to cover operating costs for a period of three months and termination payments for staff members and lease commitments.

The trustees seek to have between £170,000 to £220,000 in unrestricted funds. Restricted funds are excluded, as any such amounts held are for defined purposes.

At 31 March 2023, general funds totalled £249,263, which is slightly in excess of our reserves policy, however this will be kept under review by the trustees.

## Risk management

The executive committee has further reviewed the major risks to which the charity is exposed and the trustees have an approved risk register that includes crisis management, which is regularly updated.

To further protect the integrity of Andover Mind, we have a business continuity management plan. An executive sub-committee focussing on finance, risk and audit takes the lead in monitoring potential risks to the organisation.

Where appropriate, systems and procedures have been established to mitigate the risks that the charity faces.

External risks to funding continue to be monitored by an executive committee sub-group and the management team. They aim to identify a wide range of sources of sustainable funding from public and corporate sectors; they also explore the viability of fundraising events in order to bring together a strategic funding plan.

Internal procedures are in place to minimise risk in relation to the handling of financial matters and the authorisation of transactions and contracts.

Procedures are in place to ensure compliance with health and safety regulations relating to the safety of service users, staff, volunteers and visitors to the centres.

The service contracts currently in place specify standards in all areas of work which are designed to minimise risk and provide safe professional services to clients and a safe working environment for staff and volunteers.

We endeavour to keep ourselves abreast of all current and future government guidelines and standards.

Mind has its own quality standards, "Mind Quality Mark" against which it judges all aspects of services.

Services are submitted to external scrutiny against these standards every three years, in order to retain affiliation.



### Plans for the future

To continue to invest in business development to enable us to tender for our current services and other commissioning opportunities in line with our vision and funding strategy.

To invest resources in our services to bring added value to the service specification set out our main contracts.

To review our back office support and management structure to ensure it is aligned to the demands and size of the charity.

To monitor and develop our income generation with the aim of diversifying and expanding our unrestricted income.

To review and develop our offer for children and young people.

To develop and implement an organisational communications and marketing strategy and a digital transformation strategy.

To continue to recruit new trustees to the board of Andover Mind .

To ensure we uphold lived experience and implement our influence and participation policy and proactively co-produce and engage with service users and carers.

To focus on developing the charity's robust governance framework with regular review periods.

To continue to work with a sense of collaboration and cohesiveness with our local mind partners and voluntary, community and social enterprise colleagues to ensure quality and continuity of services.

### Auditors

Knight Goodhead Ltd were appointed following a selection process in 2014 and have continued to provide auditing services to Andover Mind for 22/23.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the executive committee on 20 November and signed on its behalf by:

Judith Davey-Cole  
Chair of trustees  
Andover Mind

29/11/23

**Thank you so much for all you did yesterday. I really appreciate everything you did to help. I was at my wits end with it all, but I feel much calmer and less stressed today, so many thanks again**

Service user

## **ANDOVER MIND**

**(A company limited by guarantee)**

### **Responsibilities of the Executive Committee**

The Trustees are responsible for preparing the Executive Committee's report and the financial statements in accordance with applicable laws and regulations.

Company law requires the Executive Committee to prepare financial statements for the charity for each financial year. The financial statements must be prepared in accordance with the United Kingdom generally Accepted Accounting practice (United Kingdom Accounting Standards and applicable law) and are required to give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure for the financial year. In preparing those financial statements, the Executive Committee are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue on that basis.

The Executive Committee is responsible for keeping accounting records which disclose with reasonable accuracy at any time, the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities Act 2011 and regulations made there under. The Executive Committee is also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Executive Committee have confirmed that so far as they are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and that they have taken all steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

# **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

## **Opinion**

We have audited the financial statements of Andover Mind for the year ended 31 March 2023, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the related notes. 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 to 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 2023, and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## **Basis of opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the 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.

## **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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.

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

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

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

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

### **Responsibilities of the trustees**

As explained more fully in the report of the executive committee, the trustees 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 they 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**

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations.

We identified the laws and regulations applicable to the charitable company through discussions with trustees and other management and we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

To address the risk of fraud through management bias and override of controls, we performed analytical procedures to identify any unusual or unexpected relationships, tested journal entries to identify unusual transactions and investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance; and
- enquiring of management as to actual and potential litigation and claims;

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Knight Goodhead Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

### **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's members as a body, for our audit work, for this report, or for the opinions we have formed.



**CJ GOODHEAD FCA**

**Senior Statutory Auditor**

**Knight Goodhead Limited**

Chartered Accountants and Statutory Auditors

7 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA

Dated: 13 December 2023

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023**  
**(including Income and expenditure account)**

		Restricted funds	Unrestricted funds	2023 Total funds	2022 Total funds
	Notes	£	£	£	£
<b>INCOME</b>					
Donations and legacies	3	4,264	8,533	12,797	12,656
Charitable activities	4	2,984,693	8,550	2,993,243	2,409,964
Fundraising income		1,231	17,190	18,421	12,425
Trading income	5	14,076	22,873	36,949	26,885
		<u>3,004,264</u>	<u>57,146</u>	<u>3,061,410</u>	<u>2,461,930</u>
Investment income		-	-	-	3
<b>TOTAL INCOME</b>		<b><u>3,004,264</u></b>	<b><u>57,146</u></b>	<b><u>3,061,410</u></b>	<b><u>2,461,933</u></b>
<b>EXPENDITURE</b>					
Voluntary income costs	6	-	480	480	147
Trading costs	6	-	23,084	23,084	17,966
		<u>-</u>	<u>23,564</u>	<u>23,564</u>	<u>18,113</u>
Charitable activities	6	2,441,051	314,929	2,755,980	2,182,817
<b>TOTAL EXPENDITURE</b>		<b><u>2,441,051</u></b>	<b><u>338,493</u></b>	<b><u>2,779,544</u></b>	<b><u>2,200,930</u></b>
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>	7	<b>563,213</b>	<b>(281,347)</b>	<b>281,866</b>	<b>261,003</b>
Transfers between funds	14,15	(282,115)	282,115	-	-
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>		<b><u>281,098</u></b>	<b><u>768</u></b>	<b><u>281,866</u></b>	<b><u>261,003</u></b>
<b>FUNDS AT 1 APRIL 2022</b>		<b><u>753,449</u></b>	<b><u>328,495</u></b>	<b><u>1,081,944</u></b>	<b><u>820,941</u></b>
<b>FUNDS AT 31 MARCH 2023</b>		<b><u>1,034,547</u></b>	<b><u>329,263</u></b>	<b><u>1,363,810</u></b>	<b><u>1,081,944</u></b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in notes 14 and 15 to the financial statements.

**ANDOVER MIND**

COMPANY NUMBER: 2935549

(Company limited by guarantee and not having a share capital)

**BALANCE SHEET AS AT 31 MARCH 2023**

		2023		2022	
	Notes	£	£	£	£
<b>FIXED ASSETS</b>					
Tangible assets	10		27,953		8,027
<b>CURRENT ASSETS</b>					
Debtors	11	310,366		451,170	
Cash at bank and in hand		<u>1,235,959</u>		<u>1,160,533</u>	
		1,546,325		1,611,703	
CREDITORS: amounts falling due within one year	12	<u>(210,468)</u>		<u>(537,786)</u>	
NET CURRENT ASSETS			1,335,857		1,073,917
NET ASSETS	16		<u><u>1,363,810</u></u>		<u><u>1,081,944</u></u>
<b>FUNDS</b>					
Restricted funds	14		1,034,547		753,449
Unrestricted funds					
General funds	15		249,263		183,495
Designated funds	15		<u>80,000</u>		<u>145,000</u>
TOTAL FUNDS			<u><u>1,363,810</u></u>		<u><u>1,081,944</u></u>

These accounts have been prepared in accordance with the special provisions of the Companies Act 2006 and FRS 102 relating to small entities.

Approved by the board of trustees on  
and signed on its behalf by

Trustee

*JDCole* 29/11/23

JUDITH DAVEY-COLE

*Tim For* 30/11/2023

TIM FOR

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	2023 £	2022 £
NET CASH FLOW PROVIDED BY OPERATING ACTIVITIES	1	108,460	314,620
CASH FLOWS FROM INVESTING ACTIVITIES			
Interest received		-	3
CASH FLOWS FROM FINANCING ACTIVITIES			
Fixed asset additions		(33,034)	(12,041)
NET CASH FLOW		<u>75,426</u>	<u>302,582</u>
Change in cash and cash equivalents in the period		75,426	302,582
Cash and cash equivalent at start of the period		<u>1,160,533</u>	<u>857,951</u>
Cash and cash equivalents at the end of the period	2	<u>1,235,959</u>	<u>1,160,533</u>

**NOTES TO THE CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2023****1 RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2023 £	2022 £
Net movement in funds for the period	281,866	261,003
Interest received	-	(3)
Depreciation	13,108	4,014
Decrease/(increase) in debtors	140,804	(324,781)
(Decrease)/increase in creditors	(327,318)	374,387
Net cash flow from operating activities	<u>108,460</u>	<u>314,620</u>

**2 ANALYSIS OF CASH AND CASH EQUIVALENTS**

	2023 £	2022 £
Cash at bank and in hand	<u>1,235,959</u>	<u>1,160,533</u>

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023**

#### **1 ACCOUNTING POLICIES**

##### **a) Accounting convention**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102 (second edition - October 2019) and the Companies Act 2006.

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

The accounts have been prepared on the going concern basis. There are no material uncertainties about the charity's ability to continue.

##### **b) Income**

Donations and legacies are received by way of donations and gifts and is included in full in the statement of financial activities when received.

Revenue grants are shown in the Statement of Financial Activities in the year to which they relate and when the conditions of receipt have been complied with. Where the grant has to be matched to a different period the deferred element is deducted from incoming resources and carried forward in creditors.

Legacies are accounted for in the Statement of Financial Activities when receipt is probable, and their value can be measured with sufficient reliability.

##### **c) Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred.

Voluntary income costs and trading costs comprise the costs associated with attracting voluntary income and the costs of fundraising and trading.

All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Cost related to a particular activity are allocated directly, others are apportioned on an appropriate basis.

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

#### 1 ACCOUNTING POLICIES (CONTINUED)

##### d) Operating leases

Rentals paid under operating leases are taken to the Statement of Financial Activities on a straight line basis over the lease term.

##### e) Tangible fixed assets

Assets that cost more than £500 are capitalised at cost price. Depreciation is provided using the following rates and bases to reduce by annual instalments the cost, less estimated residual value of the tangible assets over their estimated useful lives:

Leasehold improvements	Over the length of the lease
Motor vehicles	25% straight line
Office equipment	20-50% straight line
Computer equipment	33% straight line

##### f) Funds

Unrestricted funds are donations and other incoming resources receivable or generated for charitable purposes.

Restricted funds represent grants and donations which are allocated by the donor for specific purposes. Expenditure which meets these criteria is charged to the appropriate fund.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

##### g) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

#### 2 LEGAL STATUS

The charity is a company limited by guarantee and has no share capital. The charitable company was incorporated on 3 June 1994 in the United Kingdom and was registered on 1 July 1994 with the Charity Commission in England and Wales. The charity is a public benefit entity.

The registered office of the charitable company is 7 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023****3 DONATIONS AND LEGACIES**

	Restricted funds £	Unrestricted funds £	2023 Total £	2022 Total £
<i>Donations and similar income</i>				
General donations	4,264	8,533	12,797	12,656
	<u>4,264</u>	<u>8,533</u>	<u>12,797</u>	<u>12,656</u>

**4 CHARITABLE ACTIVITIES INCOME**

<i>Grants and Contracts</i>				
Hampshire CC Social Services	1,206,887	-	1,206,887	1,694,005
Hampshire County Council	-	-	-	175,146
NHS Surrey & Borders Partnership Foundation Trust	255,061	-	255,061	155,400
Central Government - CJRS income	-	-	-	650
West Hants CCG	21,247	-	21,247	34,753
Hampshire Mind CIC	974,038	-	974,038	135,375
National Mind	2,879	-	2,879	-
Tri-Locality Care (TLC) Limited	-	-	-	4,995
Mid Hampshire Health Care Ltd	318,764	8,550	327,314	118,000
Solent Mind	-	-	-	25,159
Test Valley Borough Council	2,500	-	2,500	13,172
Chine Medical Practice	10,516	-	10,516	18,029
Fleet Medical Centre	7,550	-	7,550	13,014
Rural West PCN	-	-	-	2,722
NHS Hants, Southampton and Isle of Wight	144,510	-	144,510	994
NHS Frimley	-	-	-	8,550
NHS Portsmouth	-	-	-	10,000
Vivid Housing	3,778	-	3,778	-
Oakley Health Group	28,964	-	28,964	-
East Hampshire District Council	500	-	500	-
Sovereign	7,499	-	7,499	-
	<u>2,984,693</u>	<u>8,550</u>	<u>2,993,243</u>	<u>2,409,964</u>

**5 TRADING INCOME**

Shop income	9,579	-	9,579	10,189
Counselling income	-	4,449	4,449	1,300
Training income	-	-	-	280
Placements income	-	1,680	1,680	2,800
Rental income	2,496	1,670	4,166	7,104
Sundry income	2,001	15,074	17,075	5,212
	<u>14,076</u>	<u>22,873</u>	<u>36,949</u>	<u>26,885</u>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023**

6 EXPENDITURE	Voluntary income	Fundraising and trading	Charitable activities	Total 2023	Total 2022
	£	£	£	£	£
<b>COSTS DIRECTLY ALLOCATED TO ACTIVITIES</b>					
Employed staff costs (see note 8)	-	-	1,995,798	1,995,798	1,629,045
Consultancy and resources	-	-	8,113	8,113	9,477
Travelling expenses	-	-	55,547	55,547	39,482
Volunteer and student expenses	-	-	8,442	8,442	7,037
Training and recruitment	-	-	38,560	38,560	20,462
Canteen and Ugly Duckling consumables	-	-	1,343	1,343	2,035
Advertising and promotion	-	-	11,937	11,937	351
Subscriptions	-	-	29,657	29,657	5,699
Repairs and maintenance	-	-	96,959	96,959	42,756
COVID expenses including PPE	-	-	5,296	5,296	5,600
Carers wellbeing COVID support	-	-	3,658	3,658	76,786
Dementia and Falls Service	-	-	39,784	39,784	-
	-	-	2,295,094	2,295,094	1,838,730
<b>SUPPORT COSTS ALLOCATED TO ACTIVITIES</b>					
Staff costs (see note 8)	-	15,461	139,145	154,606	129,797
Human resources	-	-	4,769	4,769	2,680
Rent and rates	-	3,460	111,887	115,347	102,946
Insurance	-	-	15,782	15,782	11,934
Telephone	-	1,282	41,456	42,738	33,835
Printing, postage and stationery	134	806	25,920	26,860	25,183
Computer costs	346	2,075	66,739	69,160	4,232
Audit and accountancy fees	-	-	7,110	7,110	4,843
Bookkeeping and payroll fees	-	-	13,110	13,110	9,540
Trustee expenses	-	-	7,990	7,990	18,217
Legal and professional	-	-	13,546	13,546	14,713
Bank charges	-	-	324	324	266
Depreciation	-	-	13,108	13,108	4,014
	480	23,084	460,886	484,450	362,200
<b>TOTAL EXPENDITURE</b>	<b>480</b>	<b>23,084</b>	<b>2,755,980</b>	<b>2,779,544</b>	<b>2,200,930</b>

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

#### 7 NET INCOME/(EXPENDITURE) FOR THE YEAR

This is stated after charging:	2023 £	2022 £
Depreciation	13,108	4,014
Auditors' remuneration:		
- audit	3,500	3,000
- other services	16,720	11,383
	<u>16,720</u>	<u>11,383</u>

#### 8 EMPLOYED STAFF COSTS AND NUMBERS

Employed staff costs were as follows:	2023 £	2022 £
Salaries and wages	1,964,096	1,621,412
Social security costs	147,225	105,781
Pension	39,083	31,649
	<u>2,150,404</u>	<u>1,758,842</u>

No employee earned more than £60,000 during this or the prior year.

At the year end there were outstanding pension contributions payable of £8,692 (2022: £8,104). Total pension contributions of £39,083 (2022: £31,649) were paid by the charity and are included in the SOFA.

Key management comprises nine individuals who were paid a total of £292,037 (2022: £212,325 to seven individuals).

The average weekly number of employees during the year was as follows:

	2023 No.	2022 No.
Direct charitable work	108	94
Administration	7	7
	<u>115</u>	<u>101</u>

#### 9 TAXATION

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023**

## 10 TANGIBLE FIXED ASSETS

	Leasehold improvements £	Furniture & equipment £	Computer equipment £	Total £
<b>COST OR VALUATION</b>				
At 1 April 2022	68,593	18,965	12,041	99,599
Additions in year	<u>22,995</u>	-	<u>10,039</u>	<u>33,034</u>
At 31 March 2023	<u>91,588</u>	<u>18,965</u>	<u>22,080</u>	<u>132,633</u>
<b>DEPRECIATION</b>				
At 1 April 2022	68,593	18,965	4,014	91,572
Charge for the year	<u>5,749</u>	-	<u>7,359</u>	<u>13,108</u>
At 31 March 2023	<u>74,342</u>	<u>18,965</u>	<u>11,373</u>	<u>104,680</u>
<b>NET BOOK VALUE</b>				
At 31 March 2023	<u>17,246</u>	-	<u>10,707</u>	<u>27,953</u>
At 1 April 2022	<u>-</u>	-	<u>8,027</u>	<u>8,027</u>

## 11 DEBTORS

	2023 £	2022 £
Trade debtors	209,060	429,326
Prepayments and accrued income	17,679	12,737
Other debtors	<u>83,627</u>	<u>9,107</u>
	<u>310,366</u>	<u>451,170</u>

## 12 CREDITORS: amounts falling due within one year

	2023 £	2022 £
Trade creditors	27,424	20,116
Other taxation and social security	36,876	39,765
Other creditors	9,058	8,807
Accruals and deferred income	<u>137,110</u>	<u>469,098</u>
	<u>210,468</u>	<u>537,786</u>

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

#### 13 DEFERRED INCOME

An element of grant income received by the charity during the year has been deferred as it relates to later accounting periods. The movement in the year is detailed below:

	£
Income deferred in year to 31 March 2023	111,508
Amounts released from previous years	<u>(440,837)</u>
Net movement to income	<u>(329,329)</u>

#### 14 RESTRICTED FUNDS

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Carer Support and Dementia Advice - North Hants	40,057	255,100	(254,488)	(21,224)	19,445
Carer Support and Dementia Advice - West & South West Hants	65,606	406,334	(395,188)	(33,810)	42,942
Carer Support and Dementia Advice - South East Hants	40,735	329,031	(319,471)	(27,335)	22,960
Well Being Test Valley	49,520	75,619	(117,263)	(6,050)	1,826
Well Being Basingstoke	78,104	102,755	(86,982)	(8,544)	85,333
Well Being Hart and Rushmoor	93,572	115,935	(108,735)	(9,402)	91,370
Wellbeing Romsey and North Baddesley	-	29,093	(12,567)	(3,325)	13,201
Wellbeing Hub North Hants Farnborough	-	134,843	(109,330)	(15,392)	10,121
Wellbeing Hub Mid Hants (Andover)	-	87,369	(75,267)	(9,973)	2,129
Wellbeing Hub North Hants (Basingstoke)	-	124,552	(97,151)	(14,026)	13,375
Ugly Duckling	-	14,413	(7,339)	(7,074)	-
Be You (formerly Youth Counselling)	8,972	7,189	(18,091)	10,364	8,434
Repair café	4,330	923	(10)	-	5,243
Safe Haven - Aldershot and Farnborough	8,556	72,123	(69,934)	(6,000)	4,745
Safe Haven - Mid-Hants	13,935	183,010	(152,791)	(15,226)	28,928
Safe Haven - extra funding	-	135,750	(22,496)	(11,294)	101,960
Springboard	11,671	-	-	(11,671)	-
Garden Project	1,855	-	(119)	-	1,736
Basingstoke Primary Care	12,685	18,965	(19,992)	(1,579)	10,079
Andover Primary Care	28,435	56,966	(52,332)	(1,961)	31,108
White Water Loddon Primary Care	7,081	10,517	(10,497)	(875)	6,226
Fleet Primary Care	-	7,550	(6,824)	(726)	-
Andover Primary Care - Pears Foundation	497	-	-	-	497
Community Connectors - Aldershot and Farnborough	43,508	151,998	(104,197)	(12,647)	78,662
Carers Wellbeing	10,860	-	(8,660)	-	2,200
Mind - Influence and Participation	1,800	-	-	-	1,800
Mind - Equality Improvement	1,800	-	-	-	1,800
<i>Balance to next page</i>	<u>523,579</u>	<u>2,320,035</u>	<u>(2,049,724)</u>	<u>(207,770)</u>	<u>586,120</u>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023**

## 14 RESTRICTED FUNDS (continued)

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
<i>Balance from previous page</i>	523,579	2,320,035	(2,049,724)	(207,770)	586,120
Wellbeing service users	9,900	-	(2,842)	-	7,058
Get Going Again - Covid Isolation	21,309	-	(6,611)	-	14,698
SMI Funding Test Valley	9,021	-	(6,348)	-	2,673
SMI Funding Basingstoke	9,588	-	(7,277)	-	2,311
SMI Outreach PCN	6,620	-	(5,716)	-	904
ICTF Funding Test Valley	7,455	-	(7,408)	-	47
ICTF Funding Basingstoke	18,120	-	(16,565)	-	1,555
ICTF Funding Hart and Rushmoor	20,824	-	(16,521)	-	4,303
CSDA Life Coaching	7,700	-	(4,000)	-	3,700
PCN Basingstoke Transformation	69,829	373,839	(141,188)	(43,309)	259,171
PCN Andover Transformation	43,344	106,145	(66,407)	(12,274)	70,808
Webchat	6,160	-	(1,440)	-	4,720
PCN Romsey and North Baddesley	-	63,583	(13,738)	(7,280)	42,565
Yateley MHICS	-	41,153	(35,752)	(3,744)	1,657
Winchester Rural North and East PCN	-	21,194	(7,697)	(2,421)	11,076
Fleet MHICS	-	18,750	(15,113)	(1,560)	2,077
Vivid Housing	-	3,778	(3,446)	-	332
Advancing Mental Health Equalities	-	7,500	(1,422)	(364)	5,714
SMI Facilitators	-	40,788	(31,836)	(3,393)	5,559
Be You Peer Champions	-	7,499	-	-	7,499
	<u>753,449</u>	<u>3,004,264</u>	<u>(2,441,051)</u>	<u>(282,115)</u>	<u>1,034,547</u>

Transfers between funds relate to management charges which were attributed to certain restricted funds, for premises, governance, administration and other office costs paid through the unrestricted general funds.

The board of trustees at Andover Mind are acutely aware of the unspent balances in restricted funds which are largely as a result of the covid-19 pandemic with key contributors being decreased staff travel, a challenging external recruitment market and a focus on digital service delivery. The board of trustees endeavour to review this regularly and ensure the funds are invested in Andover Mind so that the charity is best placed to deliver quality, sustainable and covid-19 secure services.

*Purposes of restricted funds***Carer Support and Dementia Advice - North Hants****Carer Support and Dementia Advice - West & South West Hants****Carer Support and Dementia Advice - South East Hants**

A contract for this area was awarded subsequent to a successful pilot project in Andover, funded by Hampshire County Council. The project aims to provide advice, support and information to those affected by dementia, carers, their families and friends.

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023**

#### **14 RESTRICTED FUNDS (continued)**

##### **Well-Being**

This service is funded by Hampshire County Council to deliver mental health support and well-being services across Andover, Romsey, Basingstoke, Test Valley and Hart and Rushmoor.

##### **Ugly Duckling**

To run a therapeutic group for service users that also provides a furniture renovation and recycling project which benefits the local community. The project was closed during the pandemic.

##### **Be You (formally Youth Counselling)**

This service supports young people aged 11-17 in Andover to access advice, information, signposting/bridging, to help build resilience and coping skills and to learn and maintain wellbeing.

##### **Repair Café**

The Repair cafe is a free community-centred workshop where people can bring along their items that need fixing and then work alongside skilled volunteers to repair them. They can also get help upcycling items or modifying things such as clothing. The Repair Cafe was closed throughout the pandemic.

##### **Safe Haven**

Andover Mind has been a part of the Aldershot Safe Haven since September 2017. This is one of a number of Safe Havens run by Surrey and Borders Partnership Trust across North East Hampshire and Surrey. The aim of the Safe Haven, which is an evening and weekend service run out of the Aldershot Well-being Centre, is to provide a place for those in mental health crisis to have somewhere to go to seek support. Each shift is covered by a CPN (from SABP) and two support workers (one from Andover Mind and one from Catalyst) The Safe Haven has achieved its aim to keep people from attending A&E departments. There are close links with SABP crisis services, inpatient units and partner organisations.

##### **Springboard**

During 2017/18, the Springboard project, funded by Hampshire County Council, helped to support young people and their families across the Test Valley to build emotional resilience. The programme delivers early intervention to children aged 9 to 11 years-old, to help to prevent or reduce childhood anxiety, and improve children's ability to cope in challenging situations. Emotional resilience and coping skills are taught through a variety of activities, with the sessions being based on the Friends for Life programme. The Springboard project also offers Well-being workshops for parents, to support their own mental health. HCC have confirmed that the unspent funds can be used for our Be You project and the balance has therefore been transferred to this fund.

##### **Garden Project**

The grant was awarded to support the 'Flower Garden Project' which encourages service users in the Andover area to come together to grow and tend the plants and Andover Mind's flower garden. The grant is to be used to purchase any items that may be required by this project

##### **Basingstoke Primary Care**

Working within the primary care setting, Well-being workers provide assessment, advice and information and signposting to services through a GP appointment system. The Basingstoke service runs a day time service staffed by a primary care lead. Funding for this was a result of a successful pilot carried out in one practice in 2019.

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023**

#### 14 RESTRICTED FUNDS (continued)

##### **Andover Primary Care**

In Andover working in a primary care setting, Well-being practitioners provide assessment, advice and information and signposting to services through a GP appointment system. There is also an out of hour service which has a similar focus and the outcomes for which helped to secure funding for the day service which started in April 2020 and consists of a full multi-disciplinary team.

##### **White Water Loddon Primary Care**

Following a successful pilot in Chineham surgery, we secured funding for a 2 day post carrying out a triage and assessment service. This post works closely with surgery staff, and, if successful, will be rolled out to the rest of the PCN.

##### **Fleet Primary Care**

After gathering feedback from a pilot at Fleet Medical Centre, we commenced a 2 day post again carrying out a successful triage and assessment service. Most appointments are booked via the GP, and on some occasions, the GP receptionist. The service covers 4 surgeries within the PCN.

##### **Andover Primary Care - Pears Foundation**

During this period, we secured 3 month funding from the Pears Foundation (via national Mind) to support the delivery of the existing Andover Primary Care Mental Health Service (PCN). This was in response to increased demand due to Covid.

##### **Community Connectors**

Our Community Connectors work within the Mental Health Integrated Community Service (MHICS) in Aldershot and Farnborough. The team consists of psychiatry, nursing and pharmacy input. Our workers carry out an initial assessment and then up to 4 sessions with the patient to address their mental health or social care issues.

##### **Carers Wellbeing**

The Carer Support and Dementia Advice Service distributed direct funds to carers to support their well-being on behalf of Hampshire County Council

##### **Mind - Influence and Participation**

Grant received from national Mind to strengthen our approach to service user involvement in preparation for our MQM (Mind Quality Mark) assessment.

##### **Mind - Equality Improvement**

Grant received by National Mind to strengthen our approach to equality and diversity

##### **Wellbeing Service Users**

Mind organisations would, as part of regular support planning with their clients, ask about their physical health. Where they are confident a patient would be on the Serious Mental Illness register, Mind staff would ask whether they have heard of the Annual Health Check and have a conversation promoting the uptake. They would also mention that a follow up intervention can be provided by Mind through a Wellbeing Offer to take up an activity class, a club membership fee, or buy a piece of equipment for example.

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023**

#### **14 RESTRICTED FUNDS (continued)**

##### **Get Going Again - Covid Isolation**

These funds were awarded to support Hampshire residents who were struggling to cope with their mental health and wellbeing due to COVID-19 or self isolating. The service provided a range of emotional and practical advice, information, sign posting and support.

##### **SMI Funding Test Valley**

##### **SMI Funding Basingstoke**

We were provided with this grant to support service users who are on the SMI (serious mental illness) register to attend their health checks and improve their physical health. The money was to be used as direct payment to service users as an incentive for them to continue to make healthy choices such as purchasing gym equipment, memberships or healthy food boxes.

##### **SMI Outreach PCN/SMI Facilitators**

Funds received to support Primary Care Networks engage with those on the Serious Mental Illness register to increase uptake of annual physical health checks and also provide some further support for these patients in improving their mental health. Historical uptake of these health checks has been poor and these patients have poorer life expectancies, so we are funded for a year to see if these roles can improve the statistics and make an impact.

##### **ICTF Funding Test Valley**

##### **ICTF Funding Basingstoke**

##### **ICTF Funding Hart and Rushmoor**

These grants were from the Adult Social Care Infection Control and Testing Funds. The grants were awarded to support adult social care providers to reduce the rate of COVID-19 transmission within and between care settings through effective infection prevention and control practices and to increase COVID-19 and flu vaccination uptake among staff.

##### **CDSA Life Coaching**

The purpose of these funds was to deliver an Informal Carers Wellbeing and Mindset Workshop programme to enhance balance and focus in their life.

##### **PCN Basingstoke Transformation**

This is an expansion of our existing Primary Care Network services in line with the new Hampshire Wellbeing Services contract. They provide mental health triage and assessment.

##### **PCN Andover Transformation**

This is an existing service building on the success of the original Andover PCN work, which started during COVID. Our wellbeing practitioners deliver one hour appointments as part of a mental health team.

##### **Webchat**

The online webchat service via our website makes accessing information faster and provides another way to get in touch without the need to call. It also makes communication easier for people who do not speak English as their first language, allowing the use of programmes like google translate to chat.

##### **PCN Romsey and North Baddesley**

Part of the Wellbeing Services contract to provide short-term recovery focussed intervention, and peer support to patients referred by their GP surgery. They work as part of a multidisciplinary team in partnership with PCNs and Southern Health.

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

#### 14 RESTRICTED FUNDS (continued)

##### Winchester Rural North and East PCN

Part of the Wellbeing Services contract to provide short-term recovery focussed intervention, and peer support to patients referred by their GP surgery. They work as part of a multidisciplinary team in partnership with PCNs and Southern Health.

##### Fleet MHICS

An extension of the Community Connectors project. Our Community Connectors work within the Mental Health Integrated Community Service (MHICS) in Fleet. The team consists of psychiatry, nursing and pharmacy input. Our workers carry out an initial assessment and then up to 4 sessions with the patient to address their mental health or social care issues.

##### Yateley MHICS

An extension of the Community Connectors project. Our Community Connectors work within the Mental Health Integrated Community Service (MHICS) in Fleet. The team consists of psychiatry, nursing and pharmacy input. Our workers carry out an initial assessment and then up to 4 sessions with the patient to address their mental health or social care issues.

##### Vivid Housing

A one year contract, working on behalf of Vivid Housing to provide a wellbeing service to their customers, working with their Tenancy Sustainment team. Covering their North Area, e.g Test Valley, Basingstoke & Deane, Hart & Rushmoor.

##### Advancing Mental Health Equalities

We secured funding from The NHS Hampshire, Southampton and Isle of Wight CCG No Wrong Door programme to support us with the work we are doing collaboratively with AMHE. We will employ a commissioned project researcher to work with the LGBTQ+ community. The aim is to bring the voice back to inform future service design and development.

##### Be You Peer Champions

We received funding from Sovereign #iwill fund (which supports youth social action projects), to set up a project called "Be You" Peer Champions which will recruit young volunteers to help shape and lead our young person offering along with gaining the skills and knowledge to become peer mental health champions. Unfortunately we were unable to deliver the project within the funds timeframe.

#### 15 UNRESTRICTED FUNDS

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
DESIGNATED FUNDS:					
Development fund	20,000	-	(5,522)	15,522	30,000
Communications and Marketing	25,000	-	(6,000)	(9,000)	10,000
Young Persons Services	20,000	-	-	(10,000)	10,000
Ugly Duckling	15,000	-	(4,413)	(5,587)	5,000
Building development fund	15,000	-	(10,830)	10,830	15,000
Farnborough property fund	50,000	-	-	(50,000)	-
EDI	-	-	-	10,000	10,000
Total designated funds	145,000	-	(26,765)	(38,235)	80,000
General funds	183,495	57,146	(311,728)	320,350	249,263
Total unrestricted funds	328,495	57,146	(338,493)	282,115	329,263

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023**

#### 15 UNRESTRICTED FUNDS (continued)

##### *Purposes of designated funds*

##### **Development Fund**

The purpose of the development fund is to cover costs associated with matched funding tender applications and other initial expenditure for future planned projects.

##### **Communications and Marketing**

The aim of this fund is to invest more resources in the Marketing and Communications department to support and enhance Andover Mind's digital transformation and marketing strategy.

##### **Young Persons Services**

The partial purpose of this fund is to recruit a youth development lead within the organisation to oversee and evolve the expanding young persons offer. Part of this fund will go directly to supporting young people.

##### **Ugly Duckling**

This fund will help develop the programme offer under The Ugly Duckling Project and will be utilised should alternate workshop premises be required.

##### **Building development fund**

The purpose of this fund will link to Andover Mind's proposed workforce well-being strategy and will be used to carry out any necessary building renovations or adaptations in order to best meet the needs of service users, carers and staff.

##### **Farnborough property fund**

This fund is to maintain the use of our Farnborough Wellbeing centre and to improve the building's energy efficiency and accessibility.

##### **EDI**

To provide training to increase awareness and understanding for staff, trustees and volunteers to help promote a more inclusive service and workplace culture so as to be able to appropriately support service users. This includes LGB and Trans awareness, further autism and neurodiversity training. This includes recruiting via job boards that focus on particular protected characteristics as part of positive action to increase representation of underrepresented or disadvantaged groups of people in the workforce. We will make improvements to our premises include a self-opening front door and signage to show we are an inclusive and welcoming space for all communities.

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

#### 16 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
<i>Year ended 31 March 2023</i>				
Tangible fixed assets	-	-	27,953	27,953
Debtors	289,935	-	20,431	310,366
Cash at bank and in hand	856,120	80,000	299,839	1,235,959
Creditors	(111,508)	-	(98,960)	(210,468)
NET ASSETS	<u>1,034,547</u>	<u>80,000</u>	<u>249,263</u>	<u>1,363,810</u>
	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
<i>Year ended 31 March 2022</i>				
Tangible fixed assets	-	-	8,027	8,027
Debtors	440,835	-	10,335	451,170
Cash at bank and in hand	753,451	145,000	262,082	1,160,533
Creditors	(440,837)	-	(96,949)	(537,786)
NET ASSETS	<u>753,449</u>	<u>145,000</u>	<u>183,495</u>	<u>1,081,944</u>

#### 17. TRUSTEE EXPENSES

Trustees were reimbursed expenses during this year of £315 (2022: £395). No trustee received any remuneration in the current or prior year.

During the year, trustee professional indemnity insurance of £2,970 (2022: £1,788) was paid by the charity.

#### 18. OPERATING LEASE COMMITMENTS

At 31 March 2023, the charity had total commitments under non-cancellable operating leases, due as follows:

	2023 £	2022 £
Within one year	39,990	59,650
Between one to two years	30,000	30,000
Between two and five years	20,000	50,000
	<u>89,990</u>	<u>139,650</u>

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023**

#### **19 RELATED PARTY TRANSACTIONS**

Hampshire Mind CIC (company number 10871821) was formed by Solent Mind, Andover Mind and Havant Mind to facilitate the provision of certain Hampshire County Council Contracts. During the year, A Phillips, trustee, also served as a director of Hampshire Mind CIC until her resignation on 31 December 2022.

Andover Mind received contract funding totalling £974,038 during the year. At the balance sheet date, Andover Mind were owed £119,941 by Hampshire Mind CIC, which is included in trade debtors. Andover Mind also owed Hampshire Mind CIC £53, which is shown within trade creditors.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023**

## 20 PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

	Restricted funds £	Unrestricted funds £	2022 Total funds £
<b>INCOME</b>			
Donations and legacies	2,952	9,704	12,656
Charitable activities	2,404,319	5,645	2,409,964
Fundraising income	1,179	11,246	12,425
Trading income	13,353	13,532	26,885
	<u>2,421,803</u>	<u>40,127</u>	<u>2,461,930</u>
Investment income	-	3	3
	<u>2,421,803</u>	<u>40,130</u>	<u>2,461,933</u>
<b>TOTAL INCOME</b>			
<b>EXPENDITURE</b>			
Voluntary income costs	-	147	147
Trading costs	-	17,966	17,966
	<u>-</u>	<u>18,113</u>	<u>18,113</u>
Charitable activities	1,966,266	216,551	2,182,817
	<u>1,966,266</u>	<u>234,664</u>	<u>2,200,930</u>
<b>TOTAL EXPENDITURE</b>			
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>	<b>455,537</b>	<b>(194,534)</b>	<b>261,003</b>
Transfers between funds	(253,918)	253,918	-
	<u>201,619</u>	<u>59,384</u>	<u>261,003</u>
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>			
<b>FUNDS AT 1 APRIL 2021</b>	<b>551,830</b>	<b>269,111</b>	<b>820,941</b>
<b>FUNDS AT 31 MARCH 2022</b>	<b>753,449</b>	<b>328,495</b>	<b>1,081,944</b>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023**

## 21 PRIOR YEAR FUND MOVEMENTS

<b>RESTRICTED FUNDS</b>	<b>At 1 April 2021 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Transfers £</b>	<b>At 31 March 2022 £</b>
Carer Support and Dementia Advice - North Hants	36,249	242,356	(228,018)	(10,530)	40,057
Carer Support and Dementia Advice - West & South West Hants	85,419	381,945	(336,017)	(65,741)	65,606
Carer Support and Dementia Advice - South East Hants	34,605	308,991	(281,519)	(21,342)	40,735
Well Being Test Valley	64,321	175,743	(163,965)	(26,579)	49,520
Well Being Basingstoke	69,240	245,612	(214,136)	(22,612)	78,104
Well Being Hart and Rushmoor	115,372	271,212	(250,890)	(42,122)	93,572
Ugly Duckling	1,318	16,210	(14,928)	(2,600)	-
Be You (formely Youth Counselling)	34,888	-	(20,963)	(4,953)	8,972
Repair café	4,155	175	-	-	4,330
Safe Haven - Aldershot and Hampshire	10,322	65,400	(61,243)	(5,923)	8,556
Safe Haven - Mid-Hants	-	118,000	(92,731)	(11,334)	13,935
Springboard	11,671	-	-	-	11,671
Garden Project	2,130	-	(275)	-	1,855
Time Banking	2,000	-	(2,000)	-	-
Basingstoke Primary Care	9,496	32,510	(27,321)	(2,000)	12,685
Andover Primary Care	28,677	56,568	(51,060)	(5,750)	28,435
White Water Loddon Primary Care	3,101	18,029	(11,634)	(2,415)	7,081
Fleet Primary Care	833	13,014	(11,747)	(2,100)	-
Tadley Primary Care	-	2,722	(2,422)	(300)	-
Andover Primary Care - Pears Foundation	497	-	-	-	497
Community Connectors - Aldershot and Farnborough	33,936	90,000	(69,928)	(10,500)	43,508
Carers Wellbeing	-	93,847	(82,987)	-	10,860
Mind - Influence and Participation	1,800	-	-	-	1,800
Mind - Equality Improvement	1,800	-	-	-	1,800
Wellbeing service users	-	10,000	(100)	-	9,900
Get Going Again - Covid Isolation	-	21,309	-	-	21,309
SMI Funding Test Valley	-	12,371	(2,000)	(1,350)	9,021
SMI Funding Basingstoke	-	12,788	(1,850)	(1,350)	9,588
SMI Outreach PCN	-	8,550	(930)	(1,000)	6,620
ICTF Funding Test Valley	-	17,256	(8,074)	(1,727)	7,455
ICTF Funding Basingstoke	-	21,491	(1,222)	(2,149)	18,120
ICTF Funding Hart and Rushmoor	-	24,599	(1,315)	(2,460)	20,824
CSDA Life Coaching	-	9,700	(2,000)	-	7,700
PCN Basingstoke Transformation	-	78,260	(5,431)	(3,000)	69,829
PCN Andover Transformation	-	61,551	(14,126)	(4,081)	43,344
Webchat	-	10,600	(4,440)	-	6,160
Afghan Evacuee Support	-	994	(994)	-	-
	<b>551,830</b>	<b>2,421,803</b>	<b>(1,966,266)</b>	<b>(253,918)</b>	<b>753,449</b>

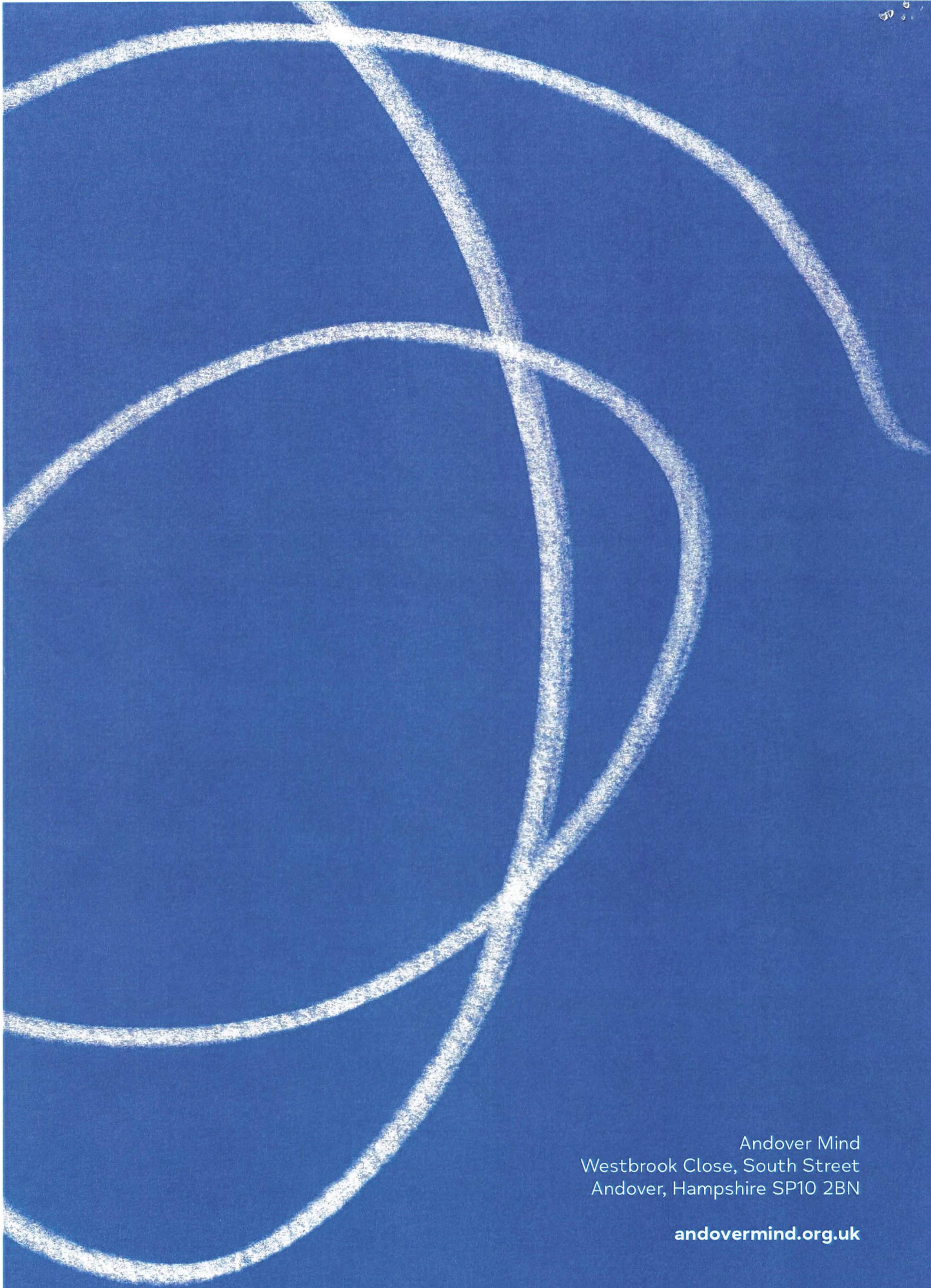
**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023**

## 21 PRIOR YEAR FUND MOVEMENTS (continued)

<b>UNRESTRICTED FUNDS</b>	<b>At 1 April 2021 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Transfers £</b>	<b>At 31 March 2022 £</b>
<b>DESIGNATED FUNDS:</b>					
Development fund	50,000	-	(15,067)	(14,933)	20,000
Communications and Marketing	35,000	-	(5,525)	(4,475)	25,000
Young Persons Services	30,000	-	(8,896)	(1,104)	20,000
Ugly Duckling	15,000	-	(12,960)	12,960	15,000
Building Development Fund	15,000	-	(11,369)	11,369	15,000
Farnborough Property Fund	-	-	-	50,000	50,000
Total designated funds	<u>145,000</u>	<u>-</u>	<u>(53,817)</u>	<u>53,817</u>	<u>145,000</u>
General funds	<u>124,111</u>	<u>40,130</u>	<u>(180,847)</u>	<u>200,101</u>	<u>183,495</u>
Total unrestricted funds	<u><u>269,111</u></u>	<u><u>40,130</u></u>	<u><u>(234,664)</u></u>	<u><u>253,918</u></u>	<u><u>328,495</u></u>



Andover Mind  
Westbrook Close, South Street  
Andover, Hampshire SP10 2BN

[andovermind.org.uk](http://andovermind.org.uk)

**ANDOVER MIND**

England & Wales - Charity number 1039094

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# Accounts

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**Annual Accounts  
2021-22**

**ANDOVER MIND**  
**(A company limited by guarantee)**

**Report of the Executive Committee for the year ended 31st March 2022**

The Executive Committee, who are trustees of the charity for the purposes of the Charities Act and directors of the charity for the purposes of the Companies Act (throughout the accounts collectively referred to as the executive committee); present their report and the audited financial statements for the year ended 31<sup>st</sup> March 2022.

**Reference and Administrative Information**

Charity Name:	Andover Mind
Charity Registration number:	1039094
Company Registration number:	2935549
Operational Address:	Arcade House Westbrook Close South Street Andover SP10 2BN
Web:	<a href="http://www.andovermind.org.uk">www.andovermind.org.uk</a>
Registered Office	c/o Knight Goodhead Chartered Accountants 7 Bournemouth Road Chandler's Ford Eastleigh SO53 3DA

**Executive Committee**

Anne Phillips	Chair
Maria Cussell	Deputy Chair (appointed March 2022)
Tim Foy	Treasurer
Lara Pletcher	Trustee (appointed January 2022)
James Brown	Trustee (appointed March 2022)
Robin Taylor	Trustee (appointed March 2022)
Rebecca Perrin	Trustee (appointed March 2022)
Sarah Oakley	Trustee (appointed March 2022)
Iris Stevens	Trustee
Tom Rawcliffe	Trustee
Sandra Buckley	Trustee
Wendy Eley	Trustee (appointed March 2022)
Paul Crossman	Trustee (resigned 29.1.2022)
Mrs J Abdollahzadeh	Trustee (resigned 9.4.2021)

## **ANDOVER MIND**

**(A company limited by guarantee)**

### **Management Team**

Jody Phelvin	Chief Executive Officer
Helen Mothersole	Head of Wellbeing Services
Barbara Allen	Head of ICS Transformation and Development
Francesca May	Senior HR Coordinator
Lisa Langman	Head of Business Development and Resources
Louise Ellison	Marketing and Communications Manager
Laura Mouzouris-Lodge	Head of Countywide Operations
Katie Dutton	Primary Care Manager
Nicky Graham	Finance Manager

### **Auditors**

Knight Goodhead Limited  
7 Bournemouth Road  
Chandler's Ford  
Eastleigh  
SO53 3DA

### **Bankers**

NatWest Bank Plc, 21 Chantry Way, Andover, Hampshire SP10 1LL  
Santander, Bridle Road, Bootle, Merseyside, L30 4GB

### **Structure, Governance and Management**

#### Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 3rd June 1994 and registered as a charity on 3rd October 1986. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.00 per member.

#### Recruitment and Appointment of Executive Committee

The directors of the company are also charity trustees for the purposes of charity law and under the company's articles are known as members of the committee. Under the requirements of the Memorandum and Articles of Association the members of the committee are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

All members of the Executive Committee retire by rotation and, being eligible, may offer themselves for re-election.

It is a requirement of our Articles of Association that at least two members of the committee should be, or have been, users of mental health services. The Executive Committee is keen to ensure that this requirement is met and that the views and ideas of service users are represented on the committee.

## **ANDOVER MIND**

### **(A company limited by guarantee)**

Business experience, HR and leadership skills are represented on the committee. In an effort to maintain this broad skill mix, members of the committee are requested to provide a list of their skills and in the event of particular skills being lost due to retirements, we will then advertise locally for new members. We also approach suitable individuals to offer themselves for election to the committee, which has proved successful. There is a formal interview process.

#### Trustee Induction and Training

Trustees may already be familiar with the practical work of the charity as they are encouraged to shadow in various capacities.

There is a robust onboarding process including a National Mind induction and internal induction, allowing time for prospective trustees to cover all aspects of Andover Mind services.

A pack is available drawn from the various Charity Commission publications signposted through the Commission's guide "The Essential Trustee". This is distributed to all new trustees along with the Memorandum and Articles, the latest financial statements, recent executive meeting minutes and relevant policies and procedures etc.

Additionally, all trustees are encouraged to attend training sessions, to familiarise themselves with the charity and the context within which it operates. Training opportunities are selected to meet the needs of individuals, for example, accounts, finances and budgeting, recruitment and training.

The recruitment and induction process has been revised however it is important that we continue to review it to ensure we encompass feedback and meet the charity's requirements.

#### Risk & Crisis Management

The Executive Committee has further reviewed the major risks to which the charity is exposed and the trustees have an approved Risk-Register that includes Crisis-Management, which is regularly updated. To further protect the integrity of Andover Mind a 'Business Continuity Management' plan is documented. An Executive sub Committee focussing on Finance, Risk and Audit takes the lead in monitoring potential risks to the organisation.

Where appropriate, systems and procedures have been established to mitigate the risks that the charity faces.

External risks to funding continue to be monitored by an executive committee sub-group and the management team. They aim to identify a wide range of sources of sustainable funding from public and corporate sectors; they also explore the viability of fundraising events in order to bring together a strategic funding plan. Internal procedures are in place to minimise risk in relation to the handling of financial matters and the authorisation of transactions and contracts.

Procedures are in place to ensure compliance with Health and Safety regulations relating to the safety of service users, staff, volunteers and visitors to the centres.

The service contracts currently in place specify standards in all areas of work which are designed to minimise risk and provide safe professional services to clients and a safe working environment for staff and volunteers.

We endeavour to keep ourselves abreast of all current and future government guidelines and standards.

## **ANDOVER MIND**

### **(A company limited by guarantee)**

Mind has its own Quality Standards, "Mind Quality Mark", against which it judges all aspects of services. Services are submitted to external scrutiny against these standards every three years, in order to retain affiliation.

#### Organisational Structure

Andover Mind can have an Executive Committee of up to 15 members who meet bi-monthly and are responsible for the strategic direction and governance of the Charity. The committee ideally has members from a variety of professional backgrounds relevant to the work of the charity. The Chief Executive attends the committee but has no voting rights.

The Chief Executive, who reports to the Chairperson, is responsible for delivering the vision and strategy of the charity. Additionally, the Chief Executive undertakes supervision of the Senior Leadership Team staff, ensuring that the team continues to develop their skills and work in line with good practice.

There are designated senior staff given authority to deputise the day-to-day management, in the absence of the Chief Executive, coordinating closely with the trustees on any urgent matters.

Andover Mind had an increase in staff numbers to 106 staff as of 31st March 2022. The charity had 64 dedicated volunteers, including Trustees.

#### Related Parties and Communication

The charity endeavours to review and update its Business Plan every three years; this plan sets out the mission statement, aims & objectives of the charity. The plan identifies the need to work in partnership across local stakeholders.

The Chief Executive officer and Senior Leadership Team of the charity attends key strategic meetings across all service areas.

Our contract monitoring meetings report back to Hampshire County Council and the Integrated Care Board, reviewing progress of work agreed in the various service contracts.

We continue to promote our work across local communities in Hampshire raising the profile of the charity, recognising the importance of strengthening relationships with potential corporate funders.

#### Objectives and Activities

The charity's mission as set out in the Business Plan is:

To empower anyone with or at risk of experiencing a mental health issue and all carers to access the right advice, information and support. We campaign to improve services, raise awareness and promote understanding.

In reviewing our objectives and activities, the trustees have kept in mind the Charity Commission's guidance on public benefit. The benefit we aim to provide to our service users is the focus of our Mission above.

## **ANDOVER MIND**

**(A company limited by guarantee)**

### **Our Strategic Objectives are:**

- To be at the forefront in educating and influencing communities and partners about Mental Health through collaboration and co-production.
- To understand the mental health needs of our communities and how we can best support them.
- To apply the principles of continuous improvement in everything we do.
- To develop and maintain the necessary infrastructure to deliver innovative and effective services.
- To increase unrestricted income from trading, fundraising, legacies and donations.

### **Our values are:**

**Open** – We reach out to anyone who needs us.

**Responsive** - We listen, we act.

**Together** - We're stronger in partnerships.

**Independent** - We speak out fearlessly.

**Unstoppable** - We never give up.

### Achievements and Performance

The main activities of the charity are the provision of Wellbeing and Primary Care Services, the provision of the Safe Haven services to support those in mental health crisis, and the Carer Support and Dementia Advice service for Hampshire, which supports all adult carers caring for another adult and people with dementia. We also provide Adult Counselling services and the 'Be You' service for young people aged 11-17. We continue with our promotional activity to reduce the stigma to mental health and raise mental health awareness within our communities. We also run a furniture recycling project 'Ugly Duckling' which provides support to those who volunteer within the project which includes through its peer support help with combating loneliness and isolation.

To maintain our affiliation to Mind, we are part of the accreditation process quality standards. This affiliation ensures that each local organisation meets Mind's quality standards of governance and service delivery. Andover Mind successfully achieved MQM (Mind Quality Mark) status in 2019 and our next accreditation is due in 2023.

Service user and carer feedback is a requirement within all our commissioned contracts. This is achieved by means of focus groups, service user audits, face-to-face interviews, as appropriate to each service user group. We also conduct audits on feedback and satisfaction from stakeholder groups.

The contact management system Charity Log has proven to be a very successful tool for the charity. We are able to measure our outcomes against the service specification report on service data and activity. It is very much embedded within our services in measuring our activity and recording contacts.

During the reporting period the organisation had an increase in the number of Service users and Carers accessing our services due to new contracted services and an increase in demand.

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### **(A company limited by guarantee)**

The reporting data on numbers of service users and Carers accessing the following services:

Carer Support and Dementia Advice – 6,738

Wellbeing services – 2,235

Safe Haven - 87

Youth counselling - 140 (service ceased end July 2022)

Be You - 9 (new service Jan 2022)

Primary care mental health service - total number of appointments - 10,056

### **The Well-being Service**

In 2017, following a competitive tendering exercise we were awarded Well-being service contracts across Test Valley, the Basingstoke and Deane area and also the Hart and Rushmoor area. During the tendering exercise we worked with other local Mind's in Hampshire and formed a Community Interest Company (CIC) Hampshire Mind CIC. The CIC supported the bids and service delivery in certain areas for Andover Mind - we formed a CIC bid for the lot area of Test Valley and New Forest, in which we partner with Solent Mind to deliver across the Lot area with Solent Mind taking the lead for New Forest and Andover Mind leading on Test Valley. However, for the Hart Rushmoor and Basingstoke area contract this is not under the CIC arrangement and is solely delivered by Andover Mind.

The Well-being services staff provide support to people with varying degrees of mental-health illness. The referral pathway to access Well-being services are through several routes:- self referral, primary care, specialist mental health services as well as Andover Mind's Referrals and Enquiries team. Our aim is to support people to achieve recovery according to their own individual needs via 1-1 Support, group work and Peer support. We help them maintain their successes and build on them, so that they can fulfil their hopes and achieve their potential.

Andover Mind has three wellbeing centres in Andover, Basingstoke and Farnborough.

### **Covid-19**

The past year has seen Andover Mind's service delivery picture transform and evolve as we take on lessons learnt during the pandemic. As we emerged from the pandemic the staff teams implemented a hybrid offer ensuring our service users and carers felt comfortable and able to access the right services and support both digitally and in person. We continue to review our offer to ensure it best meets the needs of our beneficiaries in such a rapidly changing external environment.

### **Be You service**

Our young persons service launched in Andover in September 2021 and aims to provide advice, information and support to young people aged 11-17 in a safe and trusted environment. The service aims to build resilience and coping skills and to learn, support, and maintain their well-being. Sessions, drop ins and our music therapy group take place after school hours and at weekends.

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### **Primary Care services**

Working within the primary care setting, our staff provide assessment, triage, advice and information, signposting and referral appointments to patients referred through their GP surgery. Our staff include Well-being Practitioners/Community Connectors and Peer Practitioners. Day-time and out-of-hours appointments are offered in Andover, Basingstoke, Fleet, Aldershot and Farnborough. The focus of this support is early intervention and support in preventing more serious mental health issues, with the opportunity for short-term interventions when this is indicated. Some staff are part of a wider PCN (Primary Care Network) mental health team which includes input from GP clinical leads, psychologists, psychiatrists, nurses, OT's, and young person's workers. Other staff provide more stand-alone services. Discussions have also taken place with Hampshire County Council and the CCG's/ICS's to develop these services further under the auspices of transformation. The Well-being contract is expected to go out to tender shortly and we anticipate that new roles will emerge under that banner.

### **Safe Haven Crisis Services**

The aim of our Safe Haven's is to provide an alternative to attending busy hospital emergency departments & instead offer a calmer & non-clinical environment to adults over 18 experiencing an emotional or mental health crisis enabling them to feel safe & receive confidential & compassionate support from the teams.

Andover Mind has been a part of the Aldershot Safe Haven since September 2017. This is one of a number of Safe Havens run by Surrey & Borders NHS Partnership Trust (SABP) across NE Hampshire and Surrey. The Aldershot Safe Haven is open every evening, 6-11pm and weekends from 12pm, 365 days a year. Service users can visit the Safe Haven in person without an appointment or can access via the 'Attend Anywhere' link on our website to access an instant virtual appointment.

In September 2021 in partnership with Southern Health NHS foundation Trust we launched the North & Mid Hampshire Safe Haven situated at our Wellbeing centre in Basingstoke, open every evening 6-10pm, 365 days a year operating with a Manager/Team Lead, Practitioner & Peer Practitioner at each shift. Service Users can access the Safe Haven in person, via telephone or virtually using 'Attend Anywhere'.

### **Carer Support and Dementia Advice Service for Hampshire**

The service is commissioned by Hampshire County Council and the Hampshire, Southampton and Isle of Wight Clinical Commissioning Group from September 2019 to September 2022 (we previously held the Dementia Advice Service contract since 2009) This service provides tailored information, advice and signposting/bridging for people with a mild cognitive impairment or a dementia diagnosis and their carers. We also support unpaid/informal adult carers (including young carers 16+) caring for another adult with any condition/illness. This service can be accessed through a self-referral or through a formal referral process and our Andover based referrals and enquiries team who provide the robust admin support and triage element required to process referrals to the wider outreach staff team ensuring service users and carers are supported on the appropriate pathway. The aim of this service is to prevent carer crisis, hospital and care home admissions and prevent further burden on the statutory sector.

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### **Adult Counselling**

This is a well-established service; we are an approved placement by several training centres and we always have a waiting list of counsellors who want to work with us. During part of 2021/22 we offered an online 1-1 service for people to talk about their thoughts and feelings. Emerging from Covid we plan to reintroduce a face to face service.

### **Youth Counselling**

Corporate funding for our youth counselling service ceased in July 2021 which instigated the launch of the 'Be You' service.

### **Repair Cafe**

The Repair cafe is a free community-centred workshop where people can bring along their items that need fixing and then work alongside skilled volunteers to repair them. They can also get help upcycling items or modifying things such as clothing. The Repair Cafe was originally held in the Community Space at Andover Mind and we also ran sessions in our pop-up shop based at the Chantry Centre in Andover. Our forward plans are to seek a venue in the Community that is easily accessible to the public with the space to accommodate visitors.

### **Ugly Duckling**

Ugly Duckling is a furniture repair and renovation service run by Andover Mind, for the local community. Ugly Duckling aims to help the environment by repairing and recycling donated furniture that would otherwise have gone to landfill, whilst at the same time providing work experience, social networks, and occupation and training opportunities to disadvantaged people who are involved in upcycling work.

### **Flower Garden Project**

Andover Mind received a small grant for 'The Flower garden project' that sits beside the Ugly Duckling workshop premises. The project encourages service users and carers to come together to grow and tend Andover Mind's flower garden. Funding has enabled the project to purchase items for the project.

### **Marketing**

We have adopted the national Mind brand guidelines and centralised our communications process to ensure we're promoting a consistent message across all channels. Activity on social media has increased and we now have a page for Andover Mind, Ugly Duckling and Carer Support and Dementia Advice. We are using a cloud-based platform to deliver our newsletters to ensure GDPR compliance. We are developing our comms strategy to expand our reach across the whole region in which we operate. We are beginning to work more collaboratively with the Mind network in terms of creating content. In the near future, we plan to expand the department, enabling us to develop our digital strategy and increase our output.

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### **(A company limited by guarantee)**

#### **Financial Review**

The Trustees endeavour to keep a tight control on limited resources and continue to look for and explore new sources of sustainable, ethical funding, alongside the uncertain income from statutory funders.

During the year, the charity achieved an overall surplus of £261,003 (2021: £348,731), which has been added to reserves; £59,384 relating to unrestricted funds and £201,619 on restricted funds. At 31 March 2022 total funds stand at a balance of £1,081,944, which include restricted funds of £753,449 (see note 14).

The board of trustees at Andover Mind are acutely aware of the unspent balances in restricted funds, which are largely as a result of the covid-19 pandemic with key contributors being decreased staff travel, a challenging external recruitment market and a focus on digital service delivery. The board of trustees endeavour to review this regularly and ensure the funds are invested in Andover Mind so that the charity is best placed to deliver quality, sustainable and covid-19 secure services.

#### **Principal Funding Sources**

The principal funding source for the charity is by contract income from Hampshire County Council and the NHS. As a result of increasing constraints on local authority expenditure, the charity has to seek funding from a much broader group of agencies, i.e., from grant applications to such groups as TVBC and Mind, from charitable trusts and corporate partnerships and by means of a wide variety of fundraising events.

#### **Investment Policy**

Aside from retaining a prudent amount in reserves each year, most of the charity's funds are to be spent in the short term so there are few opportunities for long term investment. Grants received in advance may be placed on short-term deposit, where they are available for drawdown.

#### **Reserves Policy**

In conjunction with service contracts, the charity has realigned its policy on reserves. In the event of loss of income, the Trustees seek to hold sufficient reserves to cover operating costs for a period of three months and termination payments for staff members and lease commitments. The Trustees seek to have between £170,000 to £220,000 in unrestricted funds. Restricted funds are excluded, as any such amounts held are for defined purposes.

At 31 March 2022, general funds totalled £183,495, which is in line with the reserves policy, however this will be kept under review especially given the uncertainty surrounding any further impact of the pandemic.

## **ANDOVER MIND**

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### **Plans for Future Periods**

1. To continue to invest in business development to enable us to tender for our current services and other commissioning opportunities in line with our vision and funding strategy
2. To invest resources in our services to bring added value to the service specification set out our main contracts
3. To review our back-office support and management structure to ensure it is aligned to the demands and size of the charity
4. To monitor and develop our fundraising plan with particular focus on legacy and digital fundraising.
5. To develop our service offer for young people
6. To develop and implement an organisational Communications and Marketing strategy with a focus on digital transformation
7. To continue to recruit new trustees to the board of Andover Mind
8. Developing our experience and learning from the pandemic and offering services virtually, digitally and face to face
9. To ensure we uphold lived experience and proactively co-produce and engage with service users and carers
10. To develop a staff led workforce wellbeing strategy
11. To continue to work with a sense of collaboration and cohesiveness with our local mind partners and VCSE colleagues to ensure quality and continuity of services

### **Responsibilities of the Executive Committee**

The Trustees are responsible for preparing the Executive Committee's report and the financial statements in accordance with applicable laws and regulations.

Company law requires the Executive Committee to prepare financial statements for the charity for each financial year. The financial statements must be prepared in accordance with the United Kingdom generally Accepted Accounting practice (United Kingdom Accounting Standards and applicable law) and are required to give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure for the financial year. In preparing those financial statements, the Executive Committee are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue on that basis.

The Executive Committee is responsible for keeping accounting records which disclose with reasonable accuracy at any time, the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities Act 2011 and regulations made there under. The Executive Committee is also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**ANDOVER MIND**  
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The Executive Committee have confirmed that so far as they are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and that they have taken all steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

**Auditors**

Knight Goodhead Ltd were appointed following a selection process in 2014: they have continued to provide auditing services to Andover Mind for 21/22

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the Executive Committee on 21 November 2022 and signed on its behalf by:

A handwritten signature in black ink, appearing to read 'Anne Phillips', written over a horizontal line.

Mrs Anne Phillips – Chair  
**Trustee**

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **Opinion**

We have audited the financial statements of Andover Mind for the year ended 31 March 2022, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the related notes. 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 to the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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

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 2022, and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis of opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the 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.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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.

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

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

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

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

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

### **Responsibilities of the trustees**

As explained more fully in the trustees' responsibilities statement, the trustees 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 they 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**

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations.

We identified the laws and regulations applicable to the charitable company through discussions with trustees and other management and we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

To address the risk of fraud through management bias and override of controls, we performed analytical procedures to identify any unusual or unexpected relationships, tested journal entries to identify unusual transactions and investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance; and
- enquiring of management as to actual and potential litigation and claims;

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

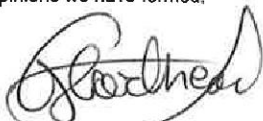
Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Knight Goodhead Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

### **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's members as a body, for our audit work, for this report, or for the opinions we have formed.



**CJ GOODHEAD FCA**

**Senior Statutory Auditor**

**Knight Goodhead Limited**

Chartered Accountants and Statutory Auditors

7 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA

Dated: 19 December 2022

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022****(including Income and expenditure account)**

	Notes	Restricted funds £	Unrestricted funds £	2022 Total funds £	2021 Total funds £
<b>INCOME</b>					
Donations and legacies	3	2,952	9,704	12,656	26,812
Charitable activities	4	2,404,319	5,645	2,409,964	2,172,269
Fundraising income		1,179	11,246	12,425	15,161
Trading income	5	13,353	13,532	26,885	25,473
		<u>2,421,803</u>	<u>40,127</u>	<u>2,461,930</u>	<u>2,239,715</u>
Investment income		-	3	3	14
<b>TOTAL INCOME</b>		<u><b>2,421,803</b></u>	<u><b>40,130</b></u>	<u><b>2,461,933</b></u>	<u><b>2,239,729</b></u>
<b>EXPENDITURE</b>					
Voluntary income costs	6	-	147	147	182
Trading costs	6	-	17,966	17,966	16,740
		<u>-</u>	<u>18,113</u>	<u>18,113</u>	<u>16,922</u>
Charitable activities	6	1,966,266	216,551	2,182,817	1,874,076
<b>TOTAL EXPENDITURE</b>		<u><b>1,966,266</b></u>	<u><b>234,664</b></u>	<u><b>2,200,930</b></u>	<u><b>1,890,998</b></u>
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>	7	<b>455,537</b>	<b>(194,534)</b>	<b>261,003</b>	<b>348,731</b>
Transfers between funds	14,15	(253,918)	253,918	-	-
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>		<u><b>201,619</b></u>	<u><b>59,384</b></u>	<u><b>261,003</b></u>	<u><b>348,731</b></u>
<b>FUNDS AT 1 APRIL 2021</b>		<u>551,830</u>	<u>269,111</u>	<u>820,941</u>	<u>472,210</u>
<b>FUNDS AT 31 MARCH 2022</b>		<u><u><b>753,449</b></u></u>	<u><u><b>328,495</b></u></u>	<u><u><b>1,081,944</b></u></u>	<u><u><b>820,941</b></u></u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in notes 14 and 15 to the financial statements.

**ANDOVER MIND**

COMPANY NUMBER: 2935549

(Company limited by guarantee and not having a share capital)

**BALANCE SHEET AS AT 31 MARCH 2022**

		2022		2021	
	Notes	£	£	£	£
<b>FIXED ASSETS</b>					
Tangible assets	10		8,027		-
<b>CURRENT ASSETS</b>					
Debtors	11	451,170		126,389	
Cash at bank and in hand		<u>1,160,533</u>		<u>857,951</u>	
		1,611,703		984,340	
<b>CREDITORS: amounts falling due within one year</b>	12	<u>(537,786)</u>		<u>(163,399)</u>	
<b>NET CURRENT ASSETS</b>			1,073,917		820,941
<b>NET ASSETS</b>	16		<u>1,081,944</u>		<u>820,941</u>
<b>FUNDS</b>					
Restricted funds	14		753,449		551,830
Unrestricted funds					
General funds	15		183,495		124,111
Designated funds	15		<u>145,000</u>		<u>145,000</u>
<b>TOTAL FUNDS</b>			<u>1,081,944</u>		<u>820,941</u>

These accounts have been prepared in accordance with the special provisions of the Companies Act 2006 and FRS 102 relating to small entities.

Approved by the board of trustees on 21 NOVEMBER 2022  
and signed on its behalf by



Mrs I Stevens  
Trustee

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	2022 £	2021 £
NET CASH FLOW PROVIDED BY OPERATING ACTIVITIES	1	314,620	317,706
CASH FLOWS FROM INVESTING ACTIVITIES			
Interest received		3	14
CASH FLOWS FROM FINANCING ACTIVITIES			
Fixed asset additions		(12,041)	-
NET CASH FLOW		<u>302,582</u>	<u>317,720</u>
Change in cash and cash equivalents in the period		302,582	317,720
Cash and cash equivalent at start of the period		<u>857,951</u>	<u>540,231</u>
Cash and cash equivalents at the end of the period	2	<u>1,160,533</u>	<u>857,951</u>

**NOTES TO THE CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2022****1 RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2022 £	2021 £
Net movement in funds for the period	261,003	348,731
Interest received	(3)	(14)
Depreciation	4,014	-
(Increase)/decrease in debtors	(324,781)	(32,815)
(Decrease)/increase in creditors	374,387	1,804
Net cash flow from operating activities	<u>314,620</u>	<u>317,706</u>

**2 ANALYSIS OF CASH AND CASH EQUIVALENTS**

	2022 £	2021 £
Cash at bank and in hand	<u>1,160,533</u>	<u>857,951</u>

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

#### **1 ACCOUNTING POLICIES**

##### **a) Accounting convention**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102 and the Companies Act 2006.

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

The accounts have been prepared on the going concern basis. There are no material uncertainties about the charity's ability to continue.

##### **b) Income**

Donations and legacies are received by way of donations and gifts and is included in full in the statement of financial activities when received.

Revenue grants are shown in the Statement of Financial Activities in the year to which they relate and when the conditions of receipt have been complied with. Where the grant has to be matched to a different period the deferred element is deducted from incoming resources and carried forward in creditors.

Legacies are accounted for in the Statement of Financial Activities when receipt is probable, and their value can be measured with sufficient reliability.

##### **c) Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred.

Voluntary income costs and trading costs comprise the costs associated with attracting voluntary income and the costs of fundraising and trading.

All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Cost related to a particular activity are allocated directly, others are apportioned on an appropriate basis.

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

#### 1 ACCOUNTING POLICIES (CONTINUED)

##### d) Operating leases

Rentals paid under operating leases are taken to the Statement of Financial Activities on a straight line basis over the lease term.

##### e) Tangible fixed assets

Assets that cost more than £500 are capitalised at cost price. Depreciation is provided using the following rates and bases to reduce by annual instalments the cost, less estimated residual value of the tangible assets over their estimated useful lives:

Leasehold improvements	Over the length of the lease
Motor vehicles	25% straight line
Office equipment	20-50% straight line
Computer equipment	33% straight line

##### f) Funds

Unrestricted funds are donations and other incoming resources receivable or generated for charitable purposes.

Restricted funds represent grants and donations which are allocated by the donor for specific purposes. Expenditure which meets these criteria is charged to the appropriate fund.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

#### 2 LEGAL STATUS

The charity is a company limited by guarantee and has no share capital. The charitable company was incorporated on 3 June 1994 in the United Kingdom and was registered on 1 July 1994 with the Charity Commission in England and Wales. The charity is a public benefit entity.

The registered office of the charitable company is 7 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022****3 DONATIONS AND LEGACIES**

	Restricted funds £	Unrestricted funds £	2022 Total £	2021 Total £
<i>Donations and similar income</i>				
General donations	2,952	9,704	12,656	26,812
	<u>2,952</u>	<u>9,704</u>	<u>12,656</u>	<u>26,812</u>

**4 CHARITABLE ACTIVITIES INCOME**

<i>Grants and Contracts</i>				
Hampshire CC Social Services	1,694,005	-	1,694,005	1,593,788
Hampshire County Council	175,146	-	175,146	111,386
NHS Surrey & Borders Partnership Foundation Trust	155,400	-	155,400	162,000
Central Government - CJRS income	-	650	650	21,907
Simply Health	-	-	-	55,795
West Hants CCG	34,753	-	34,753	68,646
Hampshire CIC	135,375	-	135,375	56,568
National Mind	-	-	-	21,834
Tri-Locality Care (TLC) Limited	-	4,995	4,995	5,649
Mid Hampshire Health Care Ltd	118,000	-	118,000	3,151
Solent Mind	25,159	-	25,159	-
Schroder Charity Trust	-	-	-	4,000
Walter Guinness Trust	-	-	-	3,000
Test Valley Borough Council	13,172	-	13,172	33,706
Edward Gostlin	-	-	-	5,000
The Saintbury Trust	-	-	-	5,000
Chine Medical Practice	18,029	-	18,029	14,009
Fleet Medical Centre	13,014	-	13,014	6,830
Rural West PCN	2,722	-	2,722	-
NHS Hants, Southampton and Isle of Wight	994	-	994	-
NHS Frimley	8,550	-	8,550	-
NHS Portsmouth	10,000	-	10,000	-
	<u>2,404,319</u>	<u>5,645</u>	<u>2,409,964</u>	<u>2,172,269</u>

**5 TRADING INCOME**

Shop income	10,189	-	10,189	5,433
Restaurant income	-	-	-	35
Counselling income	-	1,300	1,300	2,185
Training income	-	280	280	6,283
Placements income	-	2,800	2,800	2,240
Rental income	1,664	5,440	7,104	7,218
Sundry income	1,500	3,712	5,212	2,079
	<u>13,353</u>	<u>13,532</u>	<u>26,885</u>	<u>25,473</u>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

6 EXPENDITURE	Voluntary income	Fundraising and trading	Charitable activities	Total 2022	Total 2021
	£	£	£	£	£
<b>COSTS DIRECTLY ALLOCATED TO ACTIVITIES</b>					
Employed staff costs (see note 8)	-	-	1,629,045	1,629,045	1,369,356
Consultancy and resources	-	-	9,477	9,477	15,840
Travelling expenses	-	-	39,482	39,482	14,726
Volunteer and student expenses	-	-	7,037	7,037	5,679
Training and recruitment	-	-	20,462	20,462	3,576
Canteen and Ugly Duckling consumables	-	-	2,035	2,035	1,129
Advertising and promotion	-	-	351	351	898
Subscriptions	-	-	5,699	5,699	3,725
Repairs and maintenance	-	-	42,756	42,756	29,067
COVID expenses including PPE	-	-	5,600	5,600	9,235
Carers wellbeing COVID support	-	-	76,786	76,786	103,636
	-	-	<u>1,838,730</u>	<u>1,838,730</u>	<u>1,555,867</u>
<b>SUPPORT COSTS ALLOCATED TO ACTIVITIES</b>					
Staff costs (see note 8)	-	12,980	116,817	129,797	112,573
Human resources	-	-	2,680	2,680	1,377
Rent and rates	-	3,088	99,858	102,946	111,192
Insurance	-	-	11,934	11,934	10,431
Telephone	-	1,015	32,820	33,835	35,234
Printing, postage and stationery	147	882	28,385	29,415	36,333
Audit and accountancy fees	-	-	4,843	4,843	4,873
Bookkeeping and payroll fees	-	-	9,540	9,540	9,935
Trustee expenses	-	-	18,217	18,217	462
Legal and professional	-	-	14,713	14,713	11,511
Bank charges	-	-	266	266	210
Depreciation	-	-	4,014	4,014	-
	<u>147</u>	<u>17,966</u>	<u>344,087</u>	<u>362,200</u>	<u>334,131</u>
<b>TOTAL EXPENDITURE</b>	<u><u>147</u></u>	<u><u>17,966</u></u>	<u><u>2,182,817</u></u>	<u><u>2,200,930</u></u>	<u><u>1,890,998</u></u>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022****7 NET INCOME FOR THE YEAR**

This is stated after charging:

	2022	2021
	£	£
Depreciation	4,014	-
Auditors' remuneration:		
- audit	3,000	3,000
- other services	11,383	11,808
	<u>11,383</u>	<u>11,808</u>

**8 EMPLOYED STAFF COSTS AND NUMBERS**

	2022	2021
	£	£
Employed staff costs were as follows:		
Salaries and wages	1,621,412	1,368,823
Social security costs	105,781	86,486
Pension	31,649	26,620
	<u>1,758,842</u>	<u>1,481,929</u>

No employee earned more than £60,000 during this or the prior year.

At the year end there were outstanding pension contributions payable of £8,104 (2021: £5,049). Total pension contributions of £31,649 (2021: £26,620) were paid by the charity and are included in the SOFA.

Key management comprises seven individuals who were paid a total of £212,325 (2021: £155,488 to four individuals).

The average weekly number of employees during the year was as follows:

	2022	2021
	No.	No.
Direct charitable work	94	81
Administration	7	7
	<u>101</u>	<u>88</u>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

## 9 TAXATION

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

## 10 TANGIBLE FIXED ASSETS

	Leasehold improvements £	Furniture & equipment £	Computer equipment £	Total £
<b>COST OR VALUATION</b>				
At 1 April 2021	68,593	18,965	-	87,558
Additions in year	-	-	12,041	12,041
Disposals	-	-	-	-
At 31 March 2022	<u>68,593</u>	<u>18,965</u>	<u>12,041</u>	<u>99,599</u>
<b>DEPRECIATION</b>				
At 1 April 2021	68,593	18,965	-	87,558
Charge for the year	-	-	4,014	4,014
Disposals	-	-	-	-
At 31 March 2022	<u>68,593</u>	<u>18,965</u>	<u>4,014</u>	<u>91,572</u>
<b>NET BOOK VALUE</b>				
At 31 March 2022	<u>-</u>	<u>-</u>	<u>8,027</u>	<u>8,027</u>
At 1 April 2021	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

## 11 DEBTORS

	2022 £	2021 £
Trade debtors	429,326	105,012
Prepayments and accrued income	12,737	17,086
Other debtors	<u>9,107</u>	<u>4,291</u>
	<u>451,170</u>	<u>126,389</u>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

## 12 CREDITORS: amounts falling due within one year

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Trade creditors	20,116	9,747
Other taxation and social security	39,765	23,221
Other creditors	8,807	6,641
Accruals and deferred income	<u>469,098</u>	<u>123,790</u>
	<u><u>537,786</u></u>	<u><u>163,399</u></u>

## 13 DEFERRED INCOME

An element of grant income received by the charity during the year has been deferred as it relates to later accounting periods. The movement in the year is detailed below:

	<b>£</b>
Income deferred in year to 31 March 2022	440,837
Amounts released from previous years	<u>(82,591)</u>
Net movement to income	<u><u>358,246</u></u>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

## 14 RESTRICTED FUNDS

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Carer Support and Dementia Advice - North Hants	36,249	242,356	(228,018)	(10,530)	40,057
Carer Support and Dementia Advice - West & South West Hants	85,419	381,945	(336,017)	(65,741)	65,606
Carer Support and Dementia Advice - South East Hants	34,605	308,991	(281,519)	(21,342)	40,735
Well Being Test Valley	64,321	175,743	(163,965)	(26,579)	49,520
Well Being Basingstoke	69,240	245,612	(214,136)	(22,612)	78,104
Well Being Hart and Rushmoor	115,372	271,212	(250,890)	(42,122)	93,572
Ugly Duckling	1,318	16,210	(14,928)	(2,600)	-
Be You (formerly Youth Counselling)	34,888	-	(20,963)	(4,953)	8,972
Repair café	4,155	175	-	-	4,330
Safe Haven - Aldershot and Farnborough	10,322	65,400	(61,243)	(5,923)	8,556
Safe Haven - Mid-Hants	-	118,000	(92,731)	(11,334)	13,935
Springboard	11,671	-	-	-	11,671
Garden Project	2,130	-	(275)	-	1,855
Time Banking	2,000	-	(2,000)	-	-
Basingstoke Primary Care	9,496	32,510	(27,321)	(2,000)	12,685
Andover Primary Care	28,677	56,568	(51,060)	(5,750)	28,435
White Water Loddon Primary Care	3,101	18,029	(11,634)	(2,415)	7,081
Fleet Primary Care	833	13,014	(11,747)	(2,100)	-
Tadley Primary Care	-	2,722	(2,422)	(300)	-
Andover Primary Care - Pears Foundation	497	-	-	-	497
Community Connectors - Aldershot and Farnborough	33,936	90,000	(69,928)	(10,500)	43,508
Carers Wellbeing	-	93,847	(82,987)	-	10,860
Mind - Influence and Participation	1,800	-	-	-	1,800
Mind - Equality Improvement	1,800	-	-	-	1,800
Wellbeing service users	-	10,000	(100)	-	9,900
Get Going Again - Covid Isolation	-	21,309	-	-	21,309
SMI Funding Test Valley	-	12,371	(2,000)	(1,350)	9,021
SMI Funding Basingstoke	-	12,788	(1,850)	(1,350)	9,588
SMI Outreach PCN	-	8,550	(930)	(1,000)	6,620
ICTF Funding Test Valley	-	17,256	(8,074)	(1,727)	7,455
ICTF Funding Basingstoke	-	21,491	(1,222)	(2,149)	18,120
ICTF Funding Hart and Rushmoor	-	24,599	(1,315)	(2,460)	20,824
CSDA Life Coaching	-	9,700	(2,000)	-	7,700
PCN Basingstoke Transformation	-	78,260	(5,431)	(3,000)	69,829
PCN Andover Transformation	-	61,551	(14,126)	(4,081)	43,344
Webchat	-	10,600	(4,440)	-	6,160
Afghan Evacuee Support	-	994	(994)	-	-
	<b>551,830</b>	<b>2,421,803</b>	<b>(1,966,266)</b>	<b>(253,918)</b>	<b>753,449</b>

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

#### **14 RESTRICTED FUNDS (continued)**

Transfers between funds relate to management charges which were attributed to certain restricted funds, for premises, governance, administration and other office costs paid through the unrestricted general funds.

The board of trustees at Andover Mind are acutely aware of the unspent balances in restricted funds which are largely as a result of the covid-19 pandemic with key contributors being decreased staff travel, a challenging external recruitment market and a focus on digital service delivery. The board of trustees endeavour to review this regularly and ensure the funds are invested in Andover Mind so that the charity is best placed to deliver quality, sustainable and covid-19 secure services.

#### *Purposes of restricted funds*

##### **Carer Support and Dementia Advice - North Hants**

##### **Carer Support and Dementia Advice - West & South West Hants**

##### **Carer Support and Dementia Advice - South East Hants**

A contract for this area was awarded subsequent to a successful pilot project in Andover, funded by Hampshire County Council. The project aims to provide advice, support and information to those affected by dementia, carers, their families and friends.

##### **Well-Being**

This service is funded by Hampshire County Council to deliver mental health support and well-being services across Andover, Romsey, Basingstoke, Test Valley and Hart and Rushmoor.

##### **Ugly Duckling**

To run a therapeutic group for service users that also provides a furniture renovation and recycling project which benefits the local community. The project was closed during the pandemic.

##### **Be You (formally**

This service supports young people aged 11-17 in Andover to access advice, information, signposting/bridging, to help build resilience and coping skills and to learn and maintain wellbeing.

##### **Repair Café**

The Repair cafe is a free community-centred workshop where people can bring along their items that need fixing and then work alongside skilled volunteers to repair them. They can also get help upcycling items or modifying things such as clothing. The Repair Cafe was closed throughout the pandemic.

##### **Safe Haven**

Andover Mind has been a part of the Aldershot Safe Haven since September 2017. This is one of a number of Safe Havens run by Surrey and Borders Partnership Trust across North East Hampshire and Surrey. The aim of the Safe Haven, which is an evening and weekend service run out of the Aldershot Well-being Centre, is to provide a place for those in mental health crisis to have somewhere to go to seek support. Each shift is covered by a CPN (from SABP) and two support workers (one from Andover Mind and one from Catalyst) The Safe Haven has achieved its aim to keep people from attending A&E departments. There are close links with SABP crisis services, inpatient units and partner organisations.

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

#### **Springboard**

During 2017/18, the Springboard project, funded by Hampshire County Council, helped to support young people and their families across the Test Valley to build emotional resilience. The programme delivers early intervention to children aged 9 to 11 years-old, to help to prevent or reduce childhood anxiety, and improve children's ability to cope in challenging situations. Emotional resilience and coping skills are taught through a variety of activities, with the sessions being based on the Friends for Life programme. The Springboard project also offers Well-being workshops for parents, to support their own mental health. Since the year end HCC have confirmed that the unspent funds can be used for our Be You project.

#### **Garden Project**

The grant was awarded to support the 'Flower Garden Project' which encourages service users in the Andover area to come together to grow and tend the plants and Andover Mind's flower garden. The grant is to be used to purchase any items that may be required by this project

#### **Time Banking**

Timebank is a way for people to help each other, share their skills and experience and earn time that can in turn be exchanged for some help they may need from somebody else. We have received funding and are looking for further funding to set an Andover timebank up.

#### **Basingstoke Primary Care**

Working within the primary care setting, Well-being workers provide assessment, advice and information and signposting to services through a GP appointment system. The Basingstoke service runs a day time service staffed by a primary care lead. Funding for this was a result of a successful pilot carried out in one practice in 2019.

#### **Andover Primary Care**

In Andover working in a primary care setting, Well-being practitioners provide assessment, advice and information and signposting to services through a GP appointment system. There is also an out of hour service which has a similar focus and the outcomes for which helped to secure funding for the day service which started in April 2020 and consists of a full multi-disciplinary team.

#### **White Water Loddon Primary Care**

Following a successful pilot in Chineham surgery, we secured funding for a 2 day post carrying out a triage and assessment service. This post works closely with surgery staff, and, if successful, will be rolled out to the rest of the PCN.

#### **Fleet Primary Care**

After gathering feedback from a pilot at Fleet Medical Centre, we commenced a 2 day post again carrying out a successful triage and assessment service. Most appointments are booked via the GP, and on some occasions, the GP receptionist. The service covers 4 surgeries within the PCN.

#### **Andover Primary Care - Pears Foundation**

During this period, we secured 3 month funding from the Pears Foundation (via national Mind) to support the delivery of the existing Andover Primary Care Mental Health Service (PCN). This was in response to increased demand due to Covid.

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

#### **14 RESTRICTED FUNDS (continued)**

##### **Blue Light**

Blue light is a national Mind initiative comprising resilience, line manager, peer support and trauma awareness training. Andover Mind has been part of phases 1-3. The final phase was due to commence in July 2020 but was delayed due to Covid. During the reporting period we secured licensing to deliver taster sessions of all of the different packages and also hosted a virtual networking event.

##### **COVID-19 grants**

Grants received from National Mind and Hampshire, Southampton and Isle of Wight Clinical Commissioning Group to strengthen our practical approach to Covid-19. The purpose of the grants was to equip us to protect staff and service users and minimise the disruption to any service provision.

##### **Community Connectors**

Our Community Connectors work within the Mental Health Integrated Community Service (MHICS) in Aldershot and Farnborough. The team consists of psychiatry, nursing and pharmacy input. Our workers carry out an initial assessment and then up to 4 sessions with the patient to address their mental health or social care issues.

##### **Carers Wellbeing**

The Carer Support and Dementia Advice Service distributed direct funds to carers to support their well-being on behalf of Hampshire County Council

##### **Mind - Influence and Participation**

Grant received from national Mind to strengthen our approach to service user involvement in preparation for our MQM (Mind Quality Mark) assessment.

##### **Mind - Equality Improvement**

Grant received by National Mind to strengthen our approach to equality and diversity

##### **Wellbeing Service Users**

Mind organisations would, as part of regular support planning with their clients, ask about their physical health. Where they are confident a patient would be on the Serious Mental Illness register, Mind staff would ask whether they have heard of the Annual Health Check and have a conversation promoting the uptake. They would also mention that a follow up intervention can be provided by Mind through a Wellbeing Offer to take up an activity class, a club membership fee, or buy a piece of equipment for example.

##### **Get Going Again - Covid Isolation**

These funds were awarded to support Hampshire residents who were struggling to cope with their mental health and wellbeing due to COVID-19 or self isolating. The service provided a range of emotional and practical advice, information, sign posting and support.

##### **SMI Funding Test Valley**

##### **SMI Funding Basingstoke**

We were provided with this grant to support service users who are on the SMI (serious mental illness) register to attend their health checks and improve their physical health. The money was to be used as direct payment to service users as an incentive for them to continue to make healthy choices such as purchasing gym equipment, memberships or healthy food boxes.

## **ANDOVER MIND**

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### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

#### **14 RESTRICTED FUNDS (continued)**

##### **SMI Outreach PCN**

Funds received to support Primary Care Networks engage with those on the Serious Mental Illness register to increase uptake of annual physical health checks and also provide some further support for these patients in improving their mental health. Historical uptake of these health checks has been poor and these patients have poorer life expectancies, so we are funded for a year to see if these roles can improve the statistics and make an impact.

##### **ICTF Funding Test Valley**

##### **ICTF Funding Basingstoke**

##### **ICTF Funding Hart and Rushmoor**

These grants were from the Adult Social Care Infection Control and Testing Funds. The grants were awarded to support adult social care providers to reduce the rate of COVID-19 transmission within and between care settings through effective infection prevention and control practices and to increase COVID-19 and flu vaccination uptake among staff.

##### **CDSA Life Coaching**

The purpose of these funds was to deliver an Informal Carers Wellbeing and Mindset Workshop programme to enhance balance and focus in their life.

##### **PCN Basingstoke Transformation**

This is an expansion of our existing Primary Care Network services in line with the new Hampshire Wellbeing Services contract. They provide mental health triage and assessment.

##### **PCN Andover Transformation**

This is an existing service building on the success of the original Andover PCN work, which started during COVID. Our wellbeing practitioners deliver one hour appointments as part of a mental health team.

##### **Webchat**

The online webchat service via our website makes accessing information faster and provides another way to get in touch without the need to call. It also makes communication easier for people who do not speak English as their first language, allowing the use of programmes like google translate to chat.

##### **Afghan Evacuee**

This project provided delivery of therapeutic wellbeing activities within the mental health assistance programme, offered as part of the Afghan Evacuee relocation. Wellbeing staff delivered activities like art, craft, embroidery, beading etc and provided information and support on wellbeing, stress, emotions, anxiety and sleep problems.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

## 15 UNRESTRICTED FUNDS

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
DESIGNATED FUNDS:					
Development fund	50,000	-	(15,067)	(14,933)	20,000
Communications and Marketing	35,000	-	(5,525)	(4,475)	25,000
Young Persons Services	30,000	-	(8,896)	(1,104)	20,000
Ugly Duckling	15,000	-	(12,960)	12,960	15,000
Building development fund	15,000	-	(11,369)	11,369	15,000
Farnborough property fund	-	-	-	50,000	50,000
Total designated funds	<u>145,000</u>	<u>-</u>	<u>(53,817)</u>	<u>53,817</u>	<u>145,000</u>
General funds	<u>124,111</u>	<u>40,130</u>	<u>(180,847)</u>	<u>200,101</u>	<u>183,495</u>
Total unrestricted funds	<u><u>269,111</u></u>	<u><u>40,130</u></u>	<u><u>(234,664)</u></u>	<u><u>253,918</u></u>	<u><u>328,495</u></u>

*Purposes of designated funds***Development Fund**

The purpose of the development fund is to cover costs associated with matched funding tender applications and other initial expenditure for future planned projects.

**Communications and Marketing**

The aim of this fund is to invest more resources in the Marketing and Communications department to support and enhance Andover Mind's digital transformation and marketing strategy.

**Young Persons Services**

The partial purpose of this fund is to recruit a youth development lead within the organisation to oversee and evolve the expanding young persons offer. Part of this fund will go directly to supporting young people.

**Ugly Duckling**

This fund will help develop the programme offer under The Ugly Duckling Project and will be utilised should alternate workshop premises be required.

**Building development fund**

The purpose of this fund will link to Andover Mind's proposed workforce well-being strategy and will be used to carry out any necessary building renovations or adaptations in order to best meet the needs of service users, carers and staff.

**Farnborough property fund**

This fund is to maintain the use of our Farnborough Wellbeing centre and to improve the building's energy efficiency and accessibility.

**ANDOVER MIND**

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

## 16 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	<b>Restricted funds</b>	<b>Designated funds</b>	<b>General funds</b>	<b>Total funds</b>
<i>Year ended 31 March 2022</i>	£	£	£	£
Tangible fixed assets	-	-	8,027	8,027
Debtors	440,835	-	10,335	451,170
Cash at bank and in hand	753,451	145,000	262,082	1,160,533
Creditors	<u>(440,837)</u>	-	<u>(96,949)</u>	<u>(537,786)</u>
<b>NET ASSETS</b>	<u><b>753,449</b></u>	<u><b>145,000</b></u>	<u><b>183,495</b></u>	<u><b>1,081,944</b></u>

	<b>Restricted funds</b>	<b>Designated funds</b>	<b>General funds</b>	<b>Total funds</b>
<i>Year ended 31 March 2021</i>	£	£	£	£
Debtors	100,450	-	25,939	126,389
Cash at bank and in hand	523,371	145,000	189,580	857,951
Creditors	<u>(71,991)</u>	-	<u>(91,408)</u>	<u>(163,399)</u>
<b>NET ASSETS</b>	<u><b>551,830</b></u>	<u><b>145,000</b></u>	<u><b>124,111</b></u>	<u><b>820,941</b></u>

## 17. TRUSTEE EXPENSES

Trustees were reimbursed expenses during this year of £395 (2021: £123). No trustee received any remuneration in the current or prior year.

During the year, trustee professional indemnity insurance of £1,788 (2021: £1,788) was paid by the charity.

## 18. OPERATING LEASE COMMITMENTS

At 31 March 2022, the charity had total commitments under non-cancellable operating leases, due as follows:

	<b>2022</b>	<b>2021</b>
	£	£
Within one year	59,650	58,986
Between one to two years	30,000	29,650
Between two and five years	<u>50,000</u>	<u>-</u>
	<u><b>139,650</b></u>	<u><b>88,636</b></u>

## 19 RELATED PARTY TRANSACTIONS

There were no related party transactions during the year.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

## 20 PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

	Restricted funds £	Unrestricted funds £	2021 Total funds £
<b>INCOME</b>			
Donations and legacies	13,661	13,151	26,812
Charitable activities	2,127,162	45,107	2,172,269
Fundraising income	1,552	13,609	15,161
Trading income	12,737	12,736	25,473
	<u>2,155,112</u>	<u>84,603</u>	<u>2,239,715</u>
Investment income	-	14	14
<b>TOTAL INCOME</b>	<u><b>2,155,112</b></u>	<u><b>84,617</b></u>	<u><b>2,239,729</b></u>
<b>EXPENDITURE</b>			
Voluntary income costs	-	182	182
Trading costs	-	16,740	16,740
	<u>-</u>	<u>16,922</u>	<u>16,922</u>
Charitable activities	1,697,054	177,022	1,874,076
<b>TOTAL EXPENDITURE</b>	<u><b>1,697,054</b></u>	<u><b>193,944</b></u>	<u><b>1,890,998</b></u>
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>	<b>458,058</b>	<b>(109,327)</b>	<b>348,731</b>
Transfers between funds	(224,076)	224,076	-
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>	<u><b>233,982</b></u>	<u><b>114,749</b></u>	<u><b>348,731</b></u>
<b>FUNDS AT 1 APRIL 2020</b>	<u>317,848</u>	<u>154,362</u>	<u>472,210</u>
<b>FUNDS AT 31 MARCH 2021</b>	<u><b>551,830</b></u>	<u><b>269,111</b></u>	<u><b>820,941</b></u>

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

## 21 PRIOR YEAR FUND MOVEMENTS

RESTRICTED FUNDS	At	Income	Expenditure	Transfers	At
	1 April 2020 £				£
Dementia Advice - Test Valley and Eastleigh	17,791	-	(17,791)	-	-
Dementia Advice - Basingstoke and Deane	2,390	-	(2,390)	-	-
Dementia Advice - Hart and Rushmoor	4,400	-	(4,400)	-	-
Dementia Advice - Winchester	2,511	-	(2,511)	-	-
Carer Support and Dementia Advice - North Hants	8,885	239,581	(189,514)	(22,703)	36,249
Carer Support and Dementia Advice - West & South West Hants	24,752	382,542	(270,778)	(51,097)	85,419
Carer Support and Dementia Advice - South East Hants	4,265	308,110	(249,302)	(28,468)	34,605
Well Being Test Valley	41,231	182,716	(136,506)	(23,120)	64,321
Well Being Basingstoke	58,525	240,879	(195,568)	(34,596)	69,240
Well Being Hart and Rushmoor	83,087	274,370	(217,613)	(24,472)	115,372
Ugly Duckling	-	29,947	(26,029)	(2,600)	1,318
Youth Counselling	26,273	55,357	(39,891)	(6,851)	34,888
Repair café	4,155	-	-	-	4,155
Safe Haven	5,973	72,035	(61,950)	(5,736)	10,322
Springboard	6,374	13,674	(2,972)	(5,405)	11,671
Garden Project	2,356	-	(226)	-	2,130
Time Banking	2,000	-	-	-	2,000
Basingstoke Primary Care	2,648	32,511	(23,663)	(2,000)	9,496
Andover Primary Care	10,788	56,568	(35,629)	(3,050)	28,677
Aldershot and Farnborough Primary Care	3,091	-	-	(3,091)	-
White Water Loddon Primary Care	-	14,009	(9,090)	(1,818)	3,101
Fleet Primary Care	-	6,830	(4,997)	(1,000)	833
Andover Primary Care - Pears Foundation	-	9,856	(8,699)	(660)	497
Blue Light	6,353	-	(6,353)	-	-
COVID-19 grants	-	38,892	(38,892)	-	-
Community Connectors - Aldershot and Farnborough	-	90,000	(48,655)	(7,409)	33,936
Carers Wellbeing	-	103,635	(103,635)	-	-
Mind - Influence and Participation	-	1,800	-	-	1,800
Mind - Equality Improvement	-	1,800	-	-	1,800
	<b>317,848</b>	<b>2,155,112</b>	<b>(1,697,054)</b>	<b>(224,076)</b>	<b>551,830</b>

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(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

## 21 PRIOR YEAR FUND MOVEMENTS (continued)

<b>UNRESTRICTED FUNDS</b>	<b>At 1 April 2020 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Transfers £</b>	<b>At 31 March 2021 £</b>
<b>DESIGNATED FUNDS:</b>					
Development fund	45,000	-	(15,840)	20,840	50,000
Communications and Marketing	-	-	-	35,000	35,000
Young Persons Services	-	-	-	30,000	30,000
Ugly Duckling	-	-	-	15,000	15,000
Building Development Fund	-	-	-	15,000	15,000
Total designated funds	<u>45,000</u>	<u>-</u>	<u>(15,840)</u>	<u>115,840</u>	<u>145,000</u>
General funds	<u>109,362</u>	<u>84,617</u>	<u>(178,104)</u>	<u>108,236</u>	<u>124,111</u>
Total unrestricted funds	<u>154,362</u>	<u>84,617</u>	<u>(193,944)</u>	<u>224,076</u>	<u>269,111</u>

**ANDOVER MIND**

England & Wales - Charity number 1039094

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# Accounts

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**ANDOVER MIND**  
**COMPANY NUMBER: 2935549**

**REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**ANDOVER MIND**  
**(A company limited by guarantee)**

**Report of the Executive Committee for the year ended 31st March 2021**

The Executive Committee, who are trustees of the charity for the purposes of the Charities Act and directors of the charity for the purposes of the Companies Act (throughout the accounts collectively referred to as the executive committee); present their report and the audited financial statements for the year ended 31<sup>st</sup> March 2021.

**Reference and Administrative Information**

Charity Name:	Andover Mind
Charity Registration number:	1039094
Company Registration number:	2935549
Operational Address:	Arcade House Westbrook Close South Street Andover SP10 2BN
Web:	<a href="http://www.andovermind.org.uk">www.andovermind.org.uk</a>
Registered Office	c/o Knight Goodhead Chartered Accountants 7 Bournemouth Road Chandler's Ford Eastleigh SO53 3DA

**Executive Committee**

Dr J C T Verity	Chair (retired 2.12.2020)
Mrs A Phillips	Trustee/Chair (appointed 19.5.2020, appointed as Chair 2.12.2020)
Ms S Buckley	Treasurer
Mr P Crossman	Trustee
Mrs I Stevens	Trustee
Mr T Rawcliffe	Trustee
Mrs J Abdollahzadeh	Trustee (resigned 9.4.2021)

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**Management Team**

Mrs Debra Ramchurn	Chief Executive Officer (until May 2021)
Miss Jody Phelvin	Director of Advice and Information services, Chief Executive Officer (from May 2021)
Ms Barbara Allen	Director for Training and Development (Deputy CEO)
Mrs Kim Francis	Director of Well-being Services
Mrs Lisa Langman	Community Fundraising Manager
Mrs Nicky Graham	Finance Manager

**Auditors**

Knight Goodhead Limited  
7 Bournemouth Road  
Chandler's Ford  
Eastleigh  
SO53 3DA

**Bankers**

NatWest Bank Plc, 21 Chantry Way, Andover, Hants SP10 1LL  
Santander, Bridle Road, Bootle, Merseyside, L30 4GB

**Structure, Governance and Management**

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 3rd June 1994 and registered as a charity on 3rd October 1986. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.00 per member.

Recruitment and Appointment of Executive Committee

The directors of the company are also charity trustees for the purposes of charity law and under the company's articles are known as members of the committee. Under the requirements of the Memorandum and Articles of Association the members of the committee are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

All members of the Executive Committee retire by rotation and, being eligible, may offer themselves for re-election.

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It is a requirement of our Articles of Association that at least two members of the committee should be, or have been, users of mental health services. The Executive Committee is keen to ensure that this requirement is met and that the views and ideas of service users are represented on the committee.

Business experience, social work and medical skills are represented on the committee. In an effort to maintain this broad skill mix, members of the committee are requested to provide a list of their skills and in the event of particular skills being lost due to retirements, we will then advertise locally for new members. We also approach suitable individuals to offer themselves for election to the committee; which has proved successful. There is a formal interview process.

#### Trustee Induction and Training

Trustees may already be familiar with the practical work of the charity as they are encouraged to work as volunteers in various capacities, and some have become trustees after volunteering for the charity in other roles.

A three-month induction programme is mandatory, allowing time for prospective trustees to cover all aspects of Andover Mind services.

A pack is available drawn from the various Charity Commission publications signposted through the Commission's guide "The Essential Trustee". This is distributed to all new trustees along with the Memorandum and Articles, the latest financial statements, recent executive meeting minutes and relevant policies and procedures etc.

Additionally, all trustees are encouraged to attend training sessions, to familiarise themselves with the charity and the context within which it operates. Training opportunities are selected to meet the needs of individuals, for example, accounts, finances and budgeting, recruitment and training.

The recruitment and induction process are currently under review to ensure we encompass feedback and meet the charity's requirements.

#### Risk & Crisis Management

The Executive Committee has further reviewed the major risks to which the charity is exposed and the trustees have an approved Risk-Register that includes Crisis-Management, which is regularly updated. To further protect the integrity of Andover Mind a 'Business Continuity Management' plan is documented. An Executive Committee Sub-group takes the lead in monitoring potential risks to the organisation.

Where appropriate, systems and procedures have been established to mitigate the risks that the charity faces.

External risks to funding continue to be monitored by an executive committee sub-group and the management team. They aim to identify a wide range of sources of sustainable funding from public and corporate sectors; they also explore the viability of fundraising events in order to bring together a strategic funding plan. Internal procedures are in place to minimise risk in relation to the handling of financial matters and the authorisation of transactions and contracts.

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Procedures are in place to ensure compliance with Health and Safety regulations relating to the safety of service users, staff, volunteers and visitors to the centres.

The service contracts currently in place specify standards in all areas of work which are designed to minimise risk and provide safe professional services to clients and a safe working environment for staff and volunteers.

We endeavour to keep ourselves abreast of all current and future government guidelines and standards.

Mind has its own Quality Standards, "Mind Quality Mark", against which it judges all aspects of services. Services are submitted to external scrutiny against these standards every three years, in order to retain affiliation.

### Organisational Structure

Andover Mind can have an Executive Committee of up to 15 members who meet six weekly and are responsible for the strategic direction and policy of the Charity. The committee ideally has members from a variety of professional backgrounds relevant to the work of the charity. The Chief Executive attends the committee but has no voting rights.

The Chief Executive, who reports to the Chairperson, is responsible for the day-to-day operational management of the organisation, to ensure that the charity delivers the specified services and that key performance indicators are met. Additionally, the Chief Executive undertakes supervision of the management staff, ensuring that the team continues to develop their skills and work in line with good practice. The organisation has a Staffing & Training sub-group that reviews staffing issues.

There are designated senior staff given authority to deputise the day-to-day management, in the absence of the Chief Executive, coordinating closely with the trustees on any urgent matters.

Andover Mind had an increase in staff numbers to 88 staff working on 31st March 2021.  
The charity has 52 dedicated volunteers and student placements.

### Related Parties and Communication

The charity endeavours to review and update its Business Plan bi-annually; this plan sets out the mission statement, aims & objectives of the charity. The plan identifies the need to work in partnership across local stakeholders.

The Chief Executive officer of the charity attends key strategic meetings across all service areas.

Our contract monitoring meetings report back to Hampshire County Council, Test Valley Borough Council and the relevant Clinical Commissioning Groups, reviewing progress of work agreed in the various service contracts.

We continue to promote our work across local communities in Hampshire raising the profile of the charity, recognising the importance of strengthening relationships with potential corporate funders.

## **ANDOVER MIND (A company limited by guarantee)**

### Objectives and Activities

The charity's mission statement as set out in the Business Plan is:

We aim to maximise individual and community well-being. We do this by offering effective local support to everyone with, or at risk of, mental ill-health including dementia and by engaging the wider community in talking about mental health.

In reviewing our objectives and activities, the trustees have kept in mind the Charity Commission's guidance on public benefit. The benefit we aim to provide to our service users is the focus of our Mission Statement above.

#### **Our aims are:**

- To ensure that we maintain our position as one of the leading mental health providers in Hampshire.
- To understand who our consumers are, both current and potential; what their needs are and how best we can fulfil them.
- To apply the principles of continuous improvement in everything we do.
- To develop a diverse funding mix to decrease dependence on any one funder or funding source.
- To develop the necessary infrastructure to support the long term sustainability of the organisation.

#### **Our values are:**

**Respect** – We respect all individuals, we encourage service users to respect each other and we behave in a way which makes Andover Mind a respected organisation.

**Knowledge** – We keep up to date with information relating to mental health; our policies and actions are based on our knowledge and we share our knowledge with all stakeholders.

**Participation** – We encourage clients, volunteers and the wider community to participate in the work of Andover Mind and we participate in joint working in pursuit of our vision.

**Innovation** – We continue to look for new ways to deliver our services to bring maximum benefits to service users.

**Empowerment** – The information, support and services we offer are designed to enable service users to play a significant role in the management of their own care.

#### **Vision**

***A society which promotes, protects and maintains well-being for all and which treats people with experience of mental distress, fairly, positively and with respect.***

## **ANDOVER MIND**

**(A company limited by guarantee)**

### Achievements and Performance

The main activities of the charity are the provision of Well-being Services, the provision of the Safe Haven service to support those in mental health crisis, and the Carer Support and Dementia Advice service for Hampshire which supports all adult carers caring for another adult and people with dementia. We also provide Adult and Youth Counselling services. We have a variety of Primary Care mental health services working out of GP surgeries and community hospitals. We continue with our promotional activity to reduce the stigma to mental health and raise mental health awareness within our community. We also run a furniture recycling project 'Ugly Duckling' which also provides support to those who volunteer within the project which includes through its peer support help with combating loneliness and isolation. Our community space within our main building we run with the support of volunteers (fixers) a monthly Repair Cafe encouraging the reuse of household equipment and promotes recycling.

To maintain our affiliation to Mind, we are part of the accreditation process quality standards. This affiliation ensures that each local organisation meets Mind's quality standards of governance and service delivery. During the period of this report we compiled a set of documentation for review by National Mind which resulted in a visit on 19th June 2019. This resulted in us successfully achieving MQM (Mind Quality Mark) status. We envisage that our next accreditation is due in 2022.

Service user and carer feedback is a requirement within all our commissioned contracts. This is achieved by means of focus groups, service user audits, face-to-face interviews, as appropriate to each service user group. We also conduct audits on feedback and satisfaction from stakeholder groups.

The contact management system Charity Log has proven to be a very successful tool for the charity. We are able to measure our outcomes against the service specification report on service data and activity. It is very much embedded within our services in measuring our activity and recording contacts.

During the reporting period the organisation had an increase in the number of Service users and Carers accessing our services due to new contracted services and an increase in demand.

The reporting data on numbers of service users and Carers accessing the following services:  
Carer Support and Dementia Advice 6201  
Well-being services 1851  
Youth counselling 176  
Primary care mental health service 3457

### The Well-being Service

In 2017 following a competitive tendering exercise we were awarded Well-being service contracts across Test Valley, the Basingstoke and Deane area and also the Hart and Rushmoor area. During the tendering exercise we worked with other local Mind's in Hampshire and formed a Community Interest Company (CIC) Hampshire Mind CIC. The CIC supported the bids and service delivery in certain areas for Andover Mind - we formed a CIC bid for the lot area of Test Valley and New Forest, in which we partner with Solent Mind to deliver across the Lot area with Solent Mind taking the lead for New Forest and Andover Mind leading on Test Valley. However, for the Hart Rushmoor and Basingstoke area contract this is not under the CIC arrangement and is solely delivered by Andover Mind.

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The Well-being services staff provide support to people with varying degrees of mental-health illness. The referral pathway to access Well-being services are through several routes: - self referral, primary care, specialist mental health services as well as Andover Mind's Referrals and Enquiries team. Our aim is to support people to achieve recovery according to their own individual needs via 1-1 Support, group work and Peer support. We help them maintain their successes and build on them, so that they can fulfil their hopes and achieve their potential.

During 2019 we reviewed our current premises in the North East of Hampshire and moved to our new premises in Farnborough in October 2020.

### **Covid-19**

The past year has seen the Andover Mind team work tirelessly to continue its delivery of vital services during the Coronavirus pandemic. The staff teams promptly implemented a predominantly virtual offer ensuring our service users and carers were safe and able to access the right partner services and support. At further stages in the pandemic we were able to review and risk assess our buildings and workspaces and put in place any measures and equipment to ensure we were Covid-19 safe for both staff and service users. Examples of the support we provided include;

1. The delivery of extended hours telephone support across both Wellbeing and Carer Support and Dementia Advice Services including bank holiday and weekends
2. Welfare telephone checks to our known shielding and clinically vulnerable service users
3. Well-being information packs sent to service users which included specialist practical and emotional information and toolkits
4. The delivery of online groups and workshops such as Covid Anxiety Recovery, Mindfulness and Virtual Cafes
5. Doorstep visits and delivery of cream teas to service users and carers to celebrate events such as Carers Rights Day
6. The sourcing of online training courses for service users and carers to support their well-being and resilience
7. The direct distribution of funds to support carers and service users during the pandemic on behalf of the local and county authorities

Covid-19 impacted other services differently such as The Ugly Duckling Project and the Repair Cafe which closed during the pandemic.

### **Primary Care services**

Working within the primary care setting, well-being practitioners provide assessment, advice and information and signposting to services through a GP appointment system for day-time and out-of-hours appointments in Andover, Basingstoke, and Fleet. The focus of this support is early intervention and support in preventing more serious mental health issues. The outcomes of this model of service have been hugely encouraging to GPs and CCGs with Andover Mind being part of working groups in developing Primary care mental health services across Hampshire. During Covid sessions were remote, and services are gradually starting to move back into surgeries and community venues. Since June 2020, funding has also been secured for a number of Community Connector posts in Aldershot and Farnborough as part of the wider Frimley Transformation project. Discussions have also taken place with Hampshire's CCGs to develop these services further under the auspices of transformation with funding coming down from NHS England. We expect these roles to be emerging during the next financial year.

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### **Safehaven**

Andover Mind has been a part of the Aldershot Safe Haven since September 2017. This is one of a number of Safe Havens run by Surrey & Borders NHS Partnership Trust (SABP) across NE Hampshire and Surrey. The aim of the Safe Haven, which is an evening and weekend service run out of the Aldershot Well-being Centre, is to provide a place for those in mental health crisis to have somewhere to go to seek support. Each shift is covered by a CPN (from SABP) and two support workers (one from Andover Mind and one from Catalyst). The Safe Haven has achieved its aim to keep people from attending hospital emergency departments. There are close links with SABP crisis services, inpatient units and partner organisations.

### **Carer Support and Dementia Advice Service**

During 2018 it was decided by Hampshire County Council that the Dementia Advice Service was to be aligned with the Carer Support Service to form one county wide contract. Following a competitive tender process Andover Mind was awarded the contract in Spring 2019. The service is commissioned by Hampshire County Council and the Hampshire, Southampton and Isle of Wight Clinical Commissioning Group for an initial period of three years. This service provides tailored information, advice and signposting throughout memory impairment and the dementia journey and supports all adult carers caring for another adult through one-to-one sessions and peer support group work. Dementia Advisors support the person with dementia, carer, and the family unit whilst Carer Support Workers work predominantly with the carer on a one-to-one basis. This service can be accessed through self-referral or through a formal referral process and our Andover based Referrals and Enquiries team provide the robust admin support and triage element required to process referrals to the wider outreach staff team ensuring clients and carers are supported on the appropriate pathway. The aim of this service is to prevent carer crisis, hospital and care home admissions and prevent further burden on the statutory sector.

### **Adult Counselling**

This is a well-established service; we are an approved placement by several training centres and we always have a waiting list of counsellors who want to work with us. During 2020/21 the service has continued to offer sessions for people to talk about their thoughts and feelings.

### **Youth Counselling**

We received funding to set up a pilot for Youth counselling in the Test valley area which commenced in September 2015 and since this time we have delivered counselling sessions on a 1:1 basis for those aged 11-23. During 2020/21 the service has continued with the support of funding via corporate partnerships, with Andover Mind staff delivering counselling to young people across schools in the Andover and Winchester City area. Young people's mental health remains high on our service delivery priorities, and as an organisation we are looking at how we can better meet the needs of young people especially in the context of increased demand during and post Covid.

### **Repair Cafe**

The Repair Cafe is a free community-centred workshop where people can bring along their items that need fixing and then work alongside skilled volunteers to repair them. They can also get help upcycling items or modifying things such as clothing. The Repair Cafe was originally held in the Community Space at Andover Mind and we

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also ran sessions in our pop-up shop based at the Chantry Centre in Andover. Our forward plans are to seek a venue in the Community that is easily accessible to the public with the space to accommodate visitors.

### **Ugly Duckling**

Ugly Duckling is a furniture repair and renovation service run by Andover Mind, for the local community. Ugly Duckling aims to help the environment by repairing and recycling donated furniture that would otherwise have gone to landfill, whilst at the same time providing work experience, social networks, and occupation and training opportunities to disadvantaged people who are involved in upcycling work.

### **Flower Garden Project**

Andover Mind received a small grant for 'The Flower Garden project' that sits beside the Ugly Duckling workshop premises. The project encourages service users and carers to come together to grow and tend Andover Mind's flower garden. Funding has enabled the project to purchase items for the project.

### **Marketing**

Our Marketing Assistant started in November 2019 and since then we have focused on centralising the communications process to ensure we're promoting a consistent message across all channels. We have increased our activity on social media with regular posting across both Andover Mind and Ugly Duckling accounts and have started to see a steady increase in our number of followers and people we're reaching. We have also introduced an internal and external newsletter. Going forward we are looking to increase our reach further and target areas such as Farnborough and Basingstoke, where we have seen less engagement up until now. We will also look to use our communications to increase our presence in the Mind network.

### **Timebanking**

Timebank is a way for people to help each other, share their skills and experience and earn time that can in turn be exchanged for some help they may need from somebody else. We have received funding and are looking for further funding to set an Andover Timebank up working together with Test Valley Borough Council and other local partners involved in this development

### **Blue Light Training**

Blue Light training is a national Mind initiative comprising resilience, line manager, peer support and trauma awareness training. We were part of Phases 1-3 of the Line Manager training delivering mental health in the workplace training for emergency services personnel. We worked with Police, Fire, Ambulance and Search & Rescue personnel and received good feedback. During 2018/19 we were not part of the Blue Light Programme, but following the submission of an Expression of Interest we were given licences to deliver all of the current Blue Light packages to the Emergency services. This final phase was due to last for a year period having commenced in July 2019. This was however extended to the end of 2020 in response to delays caused by

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Covid-19. During this reporting period, we held a virtual session to re-engage with Blue Light personnel and delivered a number of virtual taster sessions for each of the different licences. We chose not to continue with the purchase of further licences after this period.

#### **Financial Review**

The Trustees endeavour to keep a tight control on limited resources and continue to look for and explore new sources of sustainable, ethical funding, alongside the uncertain income from statutory funders.

During the year, the charity achieved an overall surplus of £348,731 (2020: £90,428), which has been added to reserves; £114,749 relating to unrestricted funds and £233,982 on restricted funds. At 31 March 2021 total funds stand at a balance of £820,941, which include restricted funds of £551,830 (see note 14).

The board of trustees at Andover Mind are acutely aware of the unspent balances in restricted funds which are largely as a result of the covid-19 pandemic with key contributors being decreased staff travel, a challenging external recruitment market and a focus on digital service delivery. The board of trustees endeavour to review this regularly and ensure the funds are invested in Andover Mind so that the charity is best placed to deliver quality, sustainable and covid-19 secure services.

#### **Principal Funding Sources**

The principal funding source for the charity is by contract income from Hampshire County Council and Clinical commissioning groups. Local authorities also run a number of smaller grant programmes.

As a result of increasing constraints on local authority expenditure, the charity has to seek funding from a much broader group of agencies, i.e. from grant applications to such groups as TVBC and Mind, from charitable trusts and corporate partnerships and by means of a wide variety of fundraising events. We are also working towards the development of income through a training resource across wider sectors in the community. During 2019 we recruited a Community Fundraising manager, following a review of our fundraising strategy to widen opportunities across a wider geographical area.

#### **Investment Policy**

Aside from retaining a prudent amount in reserves each year, most of the charity's funds are to be spent in the short term so there are few opportunities for long term investment. Grants received in advance may be placed on short-term deposit, where they are available for drawdown.

#### **Reserves Policy**

In conjunction with service contracts, the charity has realigned its policy on reserves. In the event of loss of income, the Trustees seek to hold sufficient reserves to cover operating costs for a period of three months and termination payments for staff members and lease commitments. The Trustees seek to have between £125,000 to £160,000 in unrestricted funds. Restricted funds are excluded, as any such amounts held are for defined purposes.

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At 31 March 2021, general funds totalled £124,111 which is slightly below the reserves policy, however this will be kept under review especially given the uncertainty surrounding any further impact of the pandemic.

#### **Plans for Future Periods**

1. To continue to invest in business development to enable us to tender for our current services and other commissioning opportunities in line with our vision and funding strategy.
2. To invest resources in our services to bring added value to the service specification set out our main contracts.
3. To review our back office support and management structure to ensure it is aligned to the demands and size of the charity
4. To monitor and develop our fundraising plan with particular focus on legacy and digital fundraising.
5. To develop a young persons services offer
6. To further develop the Ugly Duckling project increasing operating days and selling platforms.
7. To develop and implement an organisational Marketing plan.
8. To recruit new trustees to the board of Andover Mind following a review of recruitment, selection and induction training of new trustees.
9. To understand the changing needs of our beneficiaries in light of COVID19 setting priority to the most affected.
10. Developing our experience and learning from the pandemic and offering services virtually, digitally and face to face.
11. To continue to invest in and develop our digital access and offer

#### **Responsibilities of the Executive Committee**

The Trustees are responsible for preparing the Executive Committee's report and the financial statements in accordance with applicable laws and regulations.

Company law requires the Executive Committee to prepare financial statements for the charity for each financial year. The financial statements must be prepared in accordance with the United Kingdom generally Accepted Accounting practice (United Kingdom Accounting Standards and applicable law) and are required to give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure for the financial year. In preparing those financial statements, the Executive Committee are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue on that basis.

**ANDOVER MIND**  
**(A company limited by guarantee)**

The Executive Committee is responsible for keeping accounting records which disclose with reasonable accuracy at any time, the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities Act 2011 and regulations made there under. The Executive Committee is also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Executive Committee have confirmed that so far as they are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and that they have taken all steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

**Auditors**

Knight Goodhead Ltd are the appointed auditors and a resolution proposing they continue in office will be proposed at the AGM.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the Executive Committee on 22 December 2021 and signed on its behalf by:



Mrs Anne Phillips  
**Chair of the Trustees**

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **Opinion**

We have audited the financial statements of Andover Mind for the year ended 31 March 2021, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the related notes. 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 to the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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

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 2021, and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis of opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the 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.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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.

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

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

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

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

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

### **Responsibilities of the trustees**

As explained more fully in the trustees' responsibilities statement, the trustees 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 they 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**

We have been appointed as auditor under the Company's Act and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations.

We identified the laws and regulations applicable to the charitable company through discussions with trustees and other management and we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

To address the risk of fraud through management bias and override of controls, we performed analytical procedures to identify any unusual or unexpected relationships, tested journal entries to identify unusual transactions and investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance; and
- enquiring of management as to actual and potential litigation and claims;

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

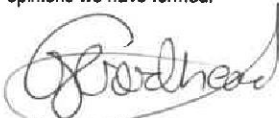
Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Knight Goodhead Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

### **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's members as a body, for our audit work, for this report, or for the opinions we have formed.



**C.J GOODHEAD FCA**

**Senior Statutory Auditor**

**Knight Goodhead Limited**

Chartered Accountants and Statutory Auditors

7 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA

Dated: 23 December 2021

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021  
(including Income and expenditure account)**

	Notes	Restricted funds £	Unrestricted funds £	2021 Total funds £	2020 Total funds £
<b>INCOME</b>					
Donations and legacies	3	13,661	13,151	26,812	22,881
Charitable activities	4	2,127,162	45,107	2,172,269	1,577,830
Fundraising income		1,552	13,609	15,161	15,688
Trading income	5	12,737	12,736	25,473	45,113
		<u>2,155,112</u>	<u>84,603</u>	<u>2,239,715</u>	<u>1,661,512</u>
Investment income		-	14	14	68
<b>TOTAL INCOME</b>		<u><b>2,155,112</b></u>	<u><b>84,617</b></u>	<u><b>2,239,729</b></u>	<u><b>1,661,580</b></u>
<b>EXPENDITURE</b>					
Voluntary income costs	6	-	182	182	194
Trading costs	6	-	16,740	16,740	12,552
		<u>-</u>	<u>16,922</u>	<u>16,922</u>	<u>12,746</u>
Charitable activities	6	1,697,054	177,022	1,874,076	1,558,406
<b>TOTAL EXPENDITURE</b>		<u><b>1,697,054</b></u>	<u><b>193,944</b></u>	<u><b>1,890,998</b></u>	<u><b>1,571,152</b></u>
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>	7	<b>458,058</b>	<b>(109,327)</b>	<b>348,731</b>	<b>90,428</b>
Transfers between funds	14,15	(224,076)	224,076	-	-
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>		<u><b>233,982</b></u>	<u><b>114,749</b></u>	<u><b>348,731</b></u>	<u><b>90,428</b></u>
<b>FUNDS AT 1 APRIL 2020</b>		<u><b>317,848</b></u>	<u><b>154,362</b></u>	<u><b>472,210</b></u>	<u><b>381,782</b></u>
<b>FUNDS AT 31 MARCH 2021</b>		<u><u><b>551,830</b></u></u>	<u><u><b>269,111</b></u></u>	<u><u><b>820,941</b></u></u>	<u><u><b>472,210</b></u></u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in notes 14 and 15 to the financial statements.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

COMPANY NUMBER: 2935549

**BALANCE SHEET AS AT 31 MARCH 2021**

		2021		2020	
	Notes	£	£	£	£
<b>FIXED ASSETS</b>					
Tangible assets	10		-		-
<b>CURRENT ASSETS</b>					
Debtors	11	126,389		93,574	
Cash at bank and in hand		<u>857,951</u>		<u>540,231</u>	
		984,340		633,805	
<b>CREDITORS: amounts falling due within one year</b>	12	<u>(163,399)</u>		<u>(161,595)</u>	
<b>NET CURRENT ASSETS</b>			820,941		472,210
<b>NET ASSETS</b>	16		<u>820,941</u>		<u>472,210</u>
<b>FUNDS</b>					
Restricted funds	14		551,830		317,848
Unrestricted funds					
General funds	15		124,111		109,362
Designated funds	15		<u>145,000</u>		<u>45,000</u>
<b>TOTAL FUNDS</b>			<u>820,941</u>		<u>472,210</u>

These accounts have been prepared in accordance with the special provisions of the Companies Act 2006 and FRS 102 relating to small entities.

Approved by the board of trustees on 22 December 2021  
and signed on its behalf by



Mrs I Stevens  
Trustee

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	2021 £	2020 £
NET CASH FLOW PROVIDED BY OPERATING ACTIVITIES	1	317,706	70,931
CASH FLOWS FROM INVESTING ACTIVITIES			
Interest received		14	68
NET CASH FLOW		<u>317,720</u>	<u>70,999</u>
Change in cash and cash equivalents in the period		317,720	70,999
Cash and cash equivalent at start of the period		<u>540,231</u>	<u>469,232</u>
Cash and cash equivalents at the end of the period	2	<u>857,951</u>	<u>540,231</u>

**NOTES TO THE CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2021****1 RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2021 £	2020 £
Net movement in funds for the period	348,731	90,428
Interest received	(14)	(68)
Depreciation	-	4,340
(Increase)/decrease in debtors	(32,815)	(33,473)
(Decrease)/increase in creditors	1,804	9,704
Net cash flow from operating activities	<u>317,706</u>	<u>70,931</u>

**2 ANALYSIS OF CASH AND CASH EQUIVALENTS**

	2021 £	2020 £
Cash at bank and in hand	<u>857,951</u>	<u>540,231</u>

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021**

#### **1 ACCOUNTING POLICIES**

##### **a) Accounting convention**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102 and the Companies Act 2006.

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

The accounts have been prepared on the going concern basis. There are no material uncertainties about the charity's ability to continue.

##### **b) Income**

Donations and legacies are received by way of donations and gifts and is included in full in the statement of financial activities when received.

Revenue grants are shown in the Statement of Financial Activities in the year to which they relate and when the conditions of receipt have been complied with. Where the grant has to be matched to a different period the deferred element is deducted from incoming resources and carried forward in creditors.

Legacies are accounted for in the Statement of Financial Activities when receipt is probable, and their value can be measured with sufficient reliability.

##### **c) Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred.

Voluntary income costs and trading costs comprise the costs associated with attracting voluntary income and the costs of fundraising and trading.

All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Cost related to a particular activity are allocated directly, others are apportioned on an appropriate basis.

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021**

#### **1 ACCOUNTING POLICIES (CONTINUED)**

##### **d) Operating leases**

Rentals paid under operating leases are taken to the Statement of Financial Activities on a straight line basis over the lease term.

##### **e) Tangible fixed assets**

Assets that cost more than £500 are capitalised at cost price. Depreciation is provided using the following rates and bases to reduce by annual instalments the cost, less estimated residual value of the tangible assets over their estimated useful lives:

Leasehold improvements	Over the length of the lease
Motor vehicles	25% straight line
Office equipment	20-50% straight line
Computer equipment	33% straight line

##### **f) Funds**

Unrestricted funds are donations and other incoming resources receivable or generated for charitable purposes.

Restricted funds represent grants and donations which are allocated by the donor for specific purposes. Expenditure which meets these criteria is charged to the appropriate fund.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

#### **2 LEGAL STATUS**

The charity is a company limited by guarantee and has no share capital. The charitable company was incorporated on 3 June 1994 in the United Kingdom and was registered on 1 July 1994 with the Charity Commission in England and Wales. The charity is a public benefit entity.

The registered office of the charitable company is 7 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021****3 DONATIONS AND LEGACIES**

	Restricted funds £	Unrestricted funds £	2021 Total £	2020 Total £
<i>Donations and similar income</i>				
General donations	13,661	13,151	26,812	15,165
Legacies	-	-	-	7,716
	<u>13,661</u>	<u>13,151</u>	<u>26,812</u>	<u>22,881</u>

**4 CHARITABLE ACTIVITIES INCOME**

<i>Grants and Contracts</i>				
Hampshire CC Social Services	1,593,788	-	1,593,788	1,329,697
Hampshire County Council	111,386	-	111,386	-
NHS Surrey & Borders Partnership Foundation Trust	162,000	-	162,000	78,884
Central Government - CJRS income	-	21,907	21,907	-
Simply Health	55,795	-	55,795	63,841
West Hants CCG	68,646	-	68,646	36,123
Hampshire CIC	56,568	-	56,568	20,082
National Mind	21,834	-	21,834	13,000
Tri-Locality Care (TLC) Limited	-	5,649	5,649	8,081
Mid Hampshire Health Care Ltd	-	3,151	3,151	7,599
RCS Ltd	-	-	-	6,250
Schroder Charity Trust	4,000	-	4,000	5,000
PHL Integrated care	-	-	-	4,137
Walter Guinness Trust	3,000	-	3,000	2,000
Test Valley Borough Council	19,306	14,400	33,706	2,636
Co-op	-	-	-	500
Edward Gostlin	5,000	-	5,000	-
The Saintbury Trust	5,000	-	5,000	-
Chine Medical Practice	14,009	-	14,009	-
Fleet Medical Centre	6,830	-	6,830	-
	<u>2,127,162</u>	<u>45,107</u>	<u>2,172,269</u>	<u>1,577,830</u>

**5 TRADING INCOME**

Shop income	5,433	-	5,433	14,134
Restaurant income	35	-	35	1,118
Counselling income	-	2,185	2,185	10,269
Training income	4,750	1,533	6,283	4,321
Placements income	-	2,240	2,240	1,320
Rental income	1,083	6,135	7,218	10,475
Sundry income	1,436	643	2,079	3,476
	<u>12,737</u>	<u>12,736</u>	<u>25,473</u>	<u>45,113</u>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021**

6 EXPENDITURE	Voluntary income	Fundraising and trading	Charitable activities	Total 2021	Total 2020
	£	£	£	£	£
<b>COSTS DIRECTLY ALLOCATED TO ACTIVITIES</b>					
Employed staff costs (see note 8)	-	-	1,369,356	1,369,356	1,162,189
Consultancy and resources	-	-	15,840	15,840	21,547
Travelling expenses	-	-	14,726	14,726	46,158
Volunteer and student expenses	-	-	5,679	5,679	6,162
Training and recruitment	-	-	3,576	3,576	2,484
Canteen and Ugly Duckling consumables	-	-	1,129	1,129	3,125
Advertising and promotion	-	-	898	898	2,707
Subscriptions	-	-	3,725	3,725	6,261
Repairs and maintenance	-	-	29,067	29,067	17,486
COVID expenses including PPE	-	-	9,235	9,235	-
Carers wellbeing COVID support	-	-	103,636	103,636	-
	-	-	1,556,867	1,556,867	1,268,119
<b>SUPPORT COSTS ALLOCATED TO ACTIVITIES</b>					
Staff costs (see note 8)	-	11,257	101,316	112,573	72,694
Human resources	-	-	1,377	1,377	2,888
Rent and rates	-	3,336	107,856	111,192	107,837
Insurance	-	-	10,431	10,431	8,651
Telephone	-	1,057	34,177	35,234	29,357
Printing, postage and stationery	182	1,090	35,061	36,333	38,876
Audit and accountancy fees	-	-	4,873	4,873	3,913
Bookkeeping and payroll fees	-	-	9,935	9,935	10,849
Trustee expenses	-	-	462	462	1,992
Legal and professional	-	-	11,511	11,511	8,042
Bank charges	-	-	210	210	485
Depreciation	-	-	-	-	4,340
Dilapidations	-	-	-	-	13,109
	182	16,740	317,209	334,131	303,033
<b>TOTAL EXPENDITURE</b>	<b>182</b>	<b>16,740</b>	<b>1,874,076</b>	<b>1,890,998</b>	<b>1,571,152</b>

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

#### 7 NET INCOME FOR THE YEAR

This is stated after charging:	<b>2021</b>	<b>2020</b>
	£	£
Depreciation	-	4,340
Auditors' remuneration:		
- audit	3,000	2,900
- other services	11,808	11,862
	<u>11,808</u>	<u>11,862</u>

#### 8 EMPLOYED STAFF COSTS AND NUMBERS

Employed staff costs were as follows:	<b>2021</b>	<b>2020</b>
	£	£
Salaries and wages	1,368,823	1,151,104
Social security costs	86,486	64,704
Pension	26,620	19,075
	<u>1,481,929</u>	<u>1,234,883</u>

No employee earned more than £60,000 during this or the prior year.

At the year end there were outstanding pension contributions payable of £5,049 (2020: £4,352). Total pension contributions of £26,620 (2020: £19,075) were paid by the charity and are included in the SOFA.

Key management comprises four individuals who were paid a total of £155,488 (2020: £163,042).

The average weekly number of employees during the year was as follows:

	<b>2021</b>	<b>2020</b>
	No.	No.
Direct charitable work	81	75
Administration	7	7
	<u>88</u>	<u>82</u>

#### 9 TAXATION

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021**

## 10 TANGIBLE FIXED ASSETS

	Leasehold improvements £	Furniture & equipment £	Total £
<b>COST OR VALUATION</b>			
At 1 April 2020 and 31 March 2021	<u>68,593</u>	<u>18,965</u>	<u>87,558</u>
<b>DEPRECIATION</b>			
At 1 April 2020 and 31 March 2021	<u>68,593</u>	<u>18,965</u>	<u>87,558</u>
<b>NET BOOK VALUE</b>			
At 31 March 2021	<u>-</u>	<u>-</u>	<u>-</u>
At 1 April 2020	<u>-</u>	<u>-</u>	<u>-</u>

## 11 DEBTORS

	2021 £	2020 £
Trade debtors	105,012	71,365
Prepayments and accrued income	17,086	18,802
Other debtors	<u>4,291</u>	<u>3,407</u>
	<u>126,389</u>	<u>93,574</u>

## 12 CREDITORS: amounts falling due within one year

	2021 £	2020 £
Trade creditors	9,747	11,242
Other taxation and social security	23,221	20,283
Other creditors	6,641	4,422
Accruals and deferred income	<u>123,790</u>	<u>125,648</u>
	<u>163,399</u>	<u>161,595</u>

## 13 DEFERRED INCOME

An element of grant income received by the charity during the year has been deferred as it relates to later accounting periods. The movement in the year is detailed below:

	£
Income deferred in year to 31 March 2021	82,591
Amounts released from previous years	<u>(84,700)</u>
Net movement to income	<u>(2,109)</u>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021****14 RESTRICTED FUNDS**

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Dementia Advice - Test Valley and Eastleigh	17,791	-	(17,791)	-	-
Dementia Advice - Basingstoke and Deane	2,390	-	(2,390)	-	-
Dementia Advice - Hart and Rushmoor	4,400	-	(4,400)	-	-
Dementia Advice - Winchester	2,511	-	(2,511)	-	-
Carer Support and Dementia Advice - North Hants	8,885	239,581	(189,514)	(22,703)	36,249
Carer Support and Dementia Advice - West & South West Hants	24,752	382,542	(270,778)	(51,097)	85,419
Carer Support and Dementia Advice - South East Hants	4,265	308,110	(249,302)	(28,468)	34,605
Well Being Test Valley	41,231	182,716	(136,506)	(23,120)	64,321
Well Being Basingstoke	58,525	240,879	(195,568)	(34,596)	69,240
Well Being Hart and Rushmoor	83,087	274,370	(217,613)	(24,472)	115,372
Ugly Duckling	-	29,947	(26,029)	(2,600)	1,318
Youth Counselling	26,273	55,357	(39,891)	(6,851)	34,888
Repair café	4,155	-	-	-	4,155
Safe Haven	5,973	72,035	(61,950)	(5,736)	10,322
Springboard	6,374	13,674	(2,972)	(5,405)	11,671
Garden Project	2,356	-	(226)	-	2,130
Time Banking	2,000	-	-	-	2,000
Basingstoke Primary Care	2,648	32,511	(23,663)	(2,000)	9,496
Andover Primary Care	10,788	56,568	(35,629)	(3,050)	28,677
Aldershot and Farnborough Primary Care	3,091	-	-	(3,091)	-
White Water Loddon Primary Care	-	14,009	(9,090)	(1,818)	3,101
Fleet Primary Care	-	6,830	(4,997)	(1,000)	833
Andover Primary Care - Pears Foundation	-	9,856	(8,699)	(660)	497
Blue Light	6,353	-	(6,353)	-	-
COVID-19 grants	-	38,892	(38,892)	-	-
Community Connectors - Aldershot and Farnborough	-	90,000	(48,655)	(7,409)	33,936
Carers Wellbeing	-	103,635	(103,635)	-	-
Mind - Influence and Participation	-	1,800	-	-	1,800
Mind - Equality Improvement	-	1,800	-	-	1,800
	<u>317,848</u>	<u>2,155,112</u>	<u>(1,697,054)</u>	<u>(224,076)</u>	<u>551,830</u>

Transfers between funds relate to management charges which were attributed to certain restricted funds, for premises, governance, administration and other office costs paid through the unrestricted general funds.

The board of trustees at Andover Mind are acutely aware of the unspent balances in restricted funds which are largely as a result of the covid-19 pandemic with key contributors being decreased staff travel, a challenging external recruitment market and a focus on digital service delivery. The board of trustees endeavour to review this regularly and ensure the funds are invested in Andover Mind so that the charity is best placed to deliver quality, sustainable and covid-19 secure services.

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021**

#### 14 RESTRICTED FUNDS (continued)

##### *Purposes of restricted funds*

##### **Dementia Advice - Andover, Test Valley and Eastleigh**

**Dementia Advice - Basingstoke and Deane**

**Dementia Advice - Hart and Rushmoor**

**Dementia Advice - Winchester**

**Carer Support and Dementia Advice - North Hants**

**Carer Support and Dementia Advice - West & South West Hants**

**Carer Support and Dementia Advice - South East Hants**

A contract for this area was awarded subsequent to a successful pilot project in Andover, funded by Hampshire County Council. The project aims to provide advice, support and information to those affected by dementia, carers, their families and friends.

##### **Well-Being**

This service is funded by Hampshire County Council to deliver mental health support and well-being services across Andover, Romsey, Basingstoke, Test Valley and Hart and Rushmoor.

##### **Ugly Duckling**

To run a therapeutic group for service users that also provides a furniture renovation and recycling project which benefits the local community. The project was closed during the pandemic.

##### **Youth Counselling**

A counselling service supporting young people between the age of 11-23 years with 1:1 sessions. delivered across the Andover and Winchester areas in schools, and community venues.

##### **Repair Café**

The Repair cafe is a free community-centred workshop where people can bring along their items that need fixing and then work alongside skilled volunteers to repair them. They can also get help upcycling items or modifying things such as clothing. The Repair Cafe was closed throughout the pandemic.

##### **Safe Haven**

Andover Mind has been a part of the Aldershot Safe Haven since September 2017. This is one of a number of Safe Havens run by Surrey and Borders Partnership Trust across North East Hampshire and Surrey. The aim of the Safe Haven, which is an evening and weekend service run out of the Aldershot Well-being Centre, is to provide a place for those in mental health crisis to have somewhere to go to seek support. Each shift is covered by a CPN (from SABP) and two support workers (one from Andover Mind and one from Catalyst) The Safe Haven has achieved its aim to keep people from attending A&E departments. There are close links with SABP crisis services, inpatient units and partner organisations.

##### **Springboard**

During 2017/18, the Springboard project, funded by Hampshire County Council, helped to support young people and their families across the Test Valley to build emotional resilience. The programme delivers early intervention to children aged 9 to 11 years-old, to help to prevent or reduce childhood anxiety, and improve children's ability to cope in challenging situations. Emotional resilience and coping skills are taught through a variety of activities, with the sessions being based on the Friends for Life programme. The Springboard project also offers Well-being workshops for parents, to support their own mental health.

##### **Garden Project**

The grant was awarded to support the 'Flower Garden Project' which encourages service users in the Andover area to come together to grow and tend the plants and Andover Mind's flower garden. The grant is to be used to purchase any items that may be required by this project

## **ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021**

#### **14 RESTRICTED FUNDS (continued)**

##### **Time Banking**

Timebank is a way for people to help each other, share their skills and experience and earn time that can in turn be exchanged for some help they may need from somebody else. We have received funding and are looking for further funding to set an Andover timebank up.

##### **Basingstoke Primary Care**

Working within the primary care setting, Well-being workers provide assessment, advice and information and signposting to services through a GP appointment system. The Basingstoke service runs a day time service staffed by a primary care lead. Funding for this was a result of a successful pilot carried out in one practice in 2019.

##### **Andover Primary Care**

In Andover working in a primary care setting, Well-being practitioners provide assessment, advice and information and signposting to services through a GP appointment system. There is also an out of hour service which has a similar focus and the outcomes for which helped to secure funding for the day service which started in April 2020 and consists of a full multi-disciplinary team.

##### **Aldershot and Farnborough Primary Care**

In Aldershot and Farnborough funding continues for a number of Community Connector roles as part of the Frimley Community Mental Health Transformation project. This started in June 2020 and is set to continue into the next phase which may include recruitment of peer support workers.

##### **White Water Loddon Primary Care**

Following a successful pilot in Chineham surgery, we secured funding for a 2 day post carrying out a triage and assessment service. This post works closely with surgery staff, and, if successful, will be rolled out to the rest of the PCN.

##### **Fleet Primary Care**

After gathering feedback from a pilot at Fleet Medical Centre, we commenced a 2 day post again carrying out a successful triage and assessment service. Most appointments are booked via the GP, and on some occasions, the GP receptionist. The service covers 4 surgeries within the PCN.

##### **Andover Primary Care - Pears Foundation**

During this period, we secured 3 month funding from the Pears Foundation (via national Mind) to support the delivery of the existing Andover Primary Care Mental Health Service (PCN). This was in response to increased demand due to Covid.

##### **Blue Light**

Blue light is a national Mind initiative comprising resilience, line manager, peer support and trauma awareness training. Andover Mind has been part of phases 1-3. The final phase was due to commence in July 2020 but was delayed due to Covid. During the reporting period we secured licensing to deliver taster sessions of all of the different packages and also hosted a virtual networking event.

##### **COVID-19 grants**

Grants received from National Mind and Hampshire, Southampton and Isle of Wight Clinical Commissioning Group to strengthen our practical approach to Covid-19. The purpose of the grants was to equip us to protect staff and service users and minimise the disruption to any service provision.

##### **Community Connectors**

Our Community Connectors work within the Mental Health Integrated Community Service (MHICS) in Aldershot and Farnborough. The team consists of psychiatry, nursing and pharmacy input. Our workers carry out an initial assessment and then up to 4 sessions with the patient to address their mental health or social care issues.

## ANDOVER MIND

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

#### 14 RESTRICTED FUNDS (continued)

##### Carers Wellbeing

The Carer Support and Dementia Advice Service distributed direct funds to carers to support their well-being on behalf of Hampshire County Council

##### Mind - Influence and Participation

Grant received from national Mind to strengthen our approach to service user involvement in preparation for our MQM (Mind Quality Mark) assessment.

##### Mind - Equality Improvement

Grant received by National Mind to strengthen our approach to equality and diversity

#### 15 UNRESTRICTED FUNDS

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
DESIGNATED FUNDS:					
Development fund	45,000	-	(15,840)	20,840	50,000
Communications and Marketing	-	-	-	35,000	35,000
Young Persons Services	-	-	-	30,000	30,000
Ugly Duckling	-	-	-	15,000	15,000
Building development fund	-	-	-	15,000	15,000
Total designated funds	45,000	-	(15,840)	115,840	145,000
General funds	109,362	84,617	(178,104)	108,236	124,111
Total unrestricted funds	154,362	84,617	(193,944)	224,076	269,111

##### *Purposes of designated funds*

##### Development Fund

The purpose of the development fund is to cover costs associated with matched funding tender applications and other initial expenditure for future planned projects.

##### Communications and Marketing

The aim of this fund is to invest more resources in the Marketing and Communications department to support and enhance Andover Mind's digital transformation and marketing strategy.

##### Young Persons Services

The partial purpose of this fund is to recruit a youth development lead within the organisation to oversee and evolve the expanding young persons offer. Part of this fund will go directly to supporting young people.

##### Ugly Duckling

This fund will help develop the programme offer under The Ugly Duckling Project and will be utilised should alternate workshop premises be required.

##### Building development fund

The purpose of this fund will link to Andover Mind's proposed workforce well-being strategy and will be used to carry out any necessary building renovations or adaptations in order to best meet the needs of service users, carers and staff.

**ANDOVER MIND**

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021****16 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Restricted funds £	Designated funds £	General funds £	Total funds £
<i>Year ended 31 March 2021</i>				
Debtors	100,450	-	25,939	126,389
Cash at bank and in hand	523,371	145,000	189,580	857,951
Creditors	<u>(71,991)</u>	-	<u>(91,408)</u>	<u>(163,399)</u>
NET ASSETS	<u>551,830</u>	<u>145,000</u>	<u>124,111</u>	<u>820,941</u>

	Restricted funds £	Designated funds £	General funds £	Total funds £
<i>Year ended 31 March 2020</i>				
Debtors	82,326	-	11,248	93,574
Cash at bank and in hand	320,222	45,000	175,009	540,231
Creditors	<u>(84,700)</u>	-	<u>(76,895)</u>	<u>(161,595)</u>
NET ASSETS	<u>317,848</u>	<u>45,000</u>	<u>109,362</u>	<u>472,210</u>

**17. TRUSTEE EXPENSES**

Trustees were reimbursed expenses during this year of £123 (2020: £102). No trustee received any remuneration in the current or prior year.

During the year, trustee professional indemnity insurance of £1,788 (2020: £1,788) was paid by the charity.

**18. OPERATING LEASE COMMITMENTS**

At 31 March 2021, the charity had total commitments under non-cancellable operating leases, due as follows:

	2021 £	2020 £
Within one year	58,986	50,279
Between one to two years	29,650	33,723
Between two and five years	-	20,292
	<u>88,636</u>	<u>104,294</u>

**19 RELATED PARTY TRANSACTIONS**

There were no related party transactions during the year.

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021****20 POST BALANCE SHEET EVENT - COVID 19**

The Board of Trustees at Andover Mind are acutely aware of the impact Covid-19 has had over the last 21 months and may continue to have in the short, medium and long term on the UK as a whole as well as locally and at Andover Mind. The Charity remains a going concern and the Trustees continue to assess the solvency and liquidity risks facing the company in light of Covid-19 and other factors. The Charity has seen no significant decrease in funding as a result of Covid-19, with considerable support given by the Government and County Council- we see the services we provide as critical in support of our existing and new service users in light of the mental health impact of a global pandemic. It is acknowledged by the Trustees, that face to face fundraising on a corporate and public level will remain challenging for some time, and fundraising activities continue to be planned in a Covid-secure fashion.

**21 PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES**

	<b>Restricted funds</b>	<b>Unrestricted funds</b>	<b>2020 Total funds</b>
	£	£	£
<b>INCOME</b>			
Donations and legacies	11,104	11,777	22,881
Charitable activities	1,558,013	19,817	1,577,830
Fundraising income	2,068	13,620	15,688
Trading income	19,572	25,541	45,113
	<u>1,590,757</u>	<u>70,755</u>	<u>1,661,512</u>
Investment income	-	68	68
<b>TOTAL INCOME</b>	<u><b>1,590,757</b></u>	<u><b>70,823</b></u>	<u><b>1,661,580</b></u>
<b>EXPENDITURE</b>			
Voluntary income costs	-	194	194
Trading costs	-	12,552	12,552
	<u>-</u>	<u>12,746</u>	<u>12,746</u>
Charitable activities	1,355,531	202,875	1,558,406
<b>TOTAL EXPENDITURE</b>	<u><b>1,355,531</b></u>	<u><b>215,621</b></u>	<u><b>1,571,152</b></u>
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>	<b>235,226</b>	<b>(144,798)</b>	<b>90,428</b>
Transfers between funds	(166,389)	166,389	-
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>	<u><b>68,837</b></u>	<u><b>21,591</b></u>	<u><b>90,428</b></u>
<b>FUNDS AT 1 APRIL 2019</b>	<u>249,011</u>	<u>132,771</u>	<u>381,782</u>
<b>FUNDS AT 31 MARCH 2020</b>	<u><b>317,848</b></u>	<u><b>154,362</b></u>	<u><b>472,210</b></u>

**ANDOVER MIND**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021**

## 22 PRIOR YEAR FUND MOVEMENTS

RESTRICTED FUNDS	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Dementia Advice - Test Valley and Eastleigh	28,356	39,697	(40,751)	(27,302)	-
Dementia Advice - Basingstoke and Deane	3,128	34,794	(31,998)	(3,534)	2,390
Dementia Advice - Hart and Rushmoor	3,739	27,559	(25,853)	(1,045)	4,400
Dementia Advice - Winchester	7,293	26,718	(21,665)	(9,835)	2,511
Carer Support and Dementia Advice - North Hants	-	141,582	(124,231)	(8,466)	8,885
Carer Support and Dementia Advice - West & South West Hants	-	223,194	(187,915)	7,264	42,543
Carer Support and Dementia Advice - South East Hants	-	179,478	(166,600)	(8,613)	4,265
Well Being Test Valley	29,775	171,068	(139,706)	(19,906)	41,231
Well Being Basingstoke	55,222	237,803	(205,024)	(29,476)	58,525
Well Being Hart and Rushmoor	71,798	266,204	(217,886)	(37,029)	83,087
Ugly Duckling	-	31,295	(28,830)	(2,465)	-
Youth Counselling	16,991	65,844	(50,938)	(5,624)	26,273
Repair café	4,919	375	(1,139)	-	4,155
Safe Haven	3,278	73,126	(64,695)	(5,736)	5,973
Springboard	19,959	27,113	(28,968)	(11,730)	6,374
Garden Project	2,553	-	(197)	-	2,356
Time Banking	2,000	-	-	-	2,000
Basingstoke Primary Care	-	16,881	(13,233)	(1,000)	2,648
Andover Primary Care	-	14,142	(2,337)	(1,017)	10,788
Aldershot and Farnborough Primary Care	-	6,884	(2,918)	(875)	3,091
Blue Light	-	7,000	(647)	-	6,353
	<u>249,011</u>	<u>1,590,757</u>	<u>(1,355,531)</u>	<u>(166,389)</u>	<u>317,848</u>

UNRESTRICTED FUNDS	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
DESIGNATED FUNDS:					
Development fund	37,500	-	(9,356)	16,856	45,000
Capital fund	4,340	-	(4,340)	-	-
Total designated funds	<u>41,840</u>	<u>-</u>	<u>(13,696)</u>	<u>16,856</u>	<u>45,000</u>
General funds	90,931	70,823	(201,925)	149,533	109,362
Total unrestricted funds	<u>132,771</u>	<u>70,823</u>	<u>(215,621)</u>	<u>166,389</u>	<u>154,362</u>