

ISLINGTON MIND

England & Wales · Charity number 294535

Details

Status	Registered
Legal form	Charitable company
Company number	02002508
Registered	1986-07-14
Register	View on the Charity Commission register

Contact

Address	Islington Mind Unit 4 Archway Business Centre 19-23 Wedmore Street Islington London N19 4RU
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Website	www.islingtonmind.org.uk

Activities

Objects: TO PROMOTE THE PRESERVATION AND SAFE GUARDING OF MENTAL HEALTH AND THE RELIEF OF PERSONS WHO ARE, MAY OR HAVE BEEN SUFFERING FROM MENTAL DISORDER OR ILL HEALTH.

Activities: providing day services, employment training, counselling and advocacy to people with mental health problems; campaigning on mental health issues

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** People With Disabilities, Other Defined Groups

Geography

- **Area of benefit:** LONDON BOROUGH OF ISLINGTON
- Islington

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,853,130	£1,675,479	£980,440	46
2024-03-31	£1,691,729	£1,602,788	£802,789	36
2023-03-31	£1,487,365	£1,520,830	£713,848	23
2022-03-31	£1,538,643	£1,465,286	£747,313	36
2021-03-31	£1,659,844	£1,407,492	£673,956	23

Trustees

Name	Role	Appointed
GWENDOLYN SYLVIA WILLIAMS	Chair	
ANNA MCGILLIVRAY		
Brenda Kabaseke		2022-09-01
FELICITY HAYWOOD		2021-06-09
Oliver Bond		2025-02-28
P J Samuels		2019-01-25
ROMAN PODOLCZUK		2021-04-28

Accounts



Charity Number: 294535

Company number: 02002508

Islington Mind

Report and financial statements

For the year ended 31 March 2025

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For the year ended 31 March 2025

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For the year ended 31 March 2025

Charity Information

Company number: 02002508

Charity Number: 294535

Trustees: Trustees who are also directors under company law, who served during the year and up to the date of this report were as follows:

Gwen Williams – Chair

Anna Macgillivray – Secretary

Oliver Bond – Treasurer – Appointed February 2025

PJ Samuels

Roman Podolczuk

Lisa Haywood

Brenda Kabaseke

Rob Jessett – Resigned February 2025

Annette Verebelyi – Resigned February 2025

Key management personnel:

Sigal Avni – CEO

Gemma Watts – Head of Service and Quality

Gerry Turley – Head of Finance, HR and Resources – Resigned January 2025

Bindu Karnany – Finance and Resources Manager – Appointed December 2024

Pat O'Driscoll – Integrated Community Support Manager – Appointed Early Intervention and Prevention Manager in November 2024

Ossi Ron – Structured Intervention Support Manager – Appointed Structured Intervention and Specialist Services Manager in November 2024

Bankers: Lloyds Bank
273-275 Kentish Town
London
NW5 2LP

Auditor: Sayer Vincent LLP
Chartered Accountants and Statutory Auditors
110 Golden Lane
London
EC1Y 0TG

The trustees present their report and the audited financial statements for the year ended 31 March 2025.

Reference and administrative information set out on Page 1-2 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association, the requirement of a directors' report as required under company law, and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Objectives and Activities

The trustees review the charity's vision, purpose, values, objectives and activities every year, referring to the Charity Commission's general guidance on public benefit. The trustees consider how planned activities contribute to the aims and objectives.

Our Vision

We are Islington Mind, an independent charitable organisation, part of the Mind network. We want everyone in Islington to get the respect and support they need to improve their mental health and wellbeing.

Our Purpose

Islington Mind provides early, proactive mental health support in the community, focusing on people's strengths rather than diagnoses. We help individuals build strong connections with themselves, others, and their communities, be empowered to grow and live more independently. Co-production and collaboration are at the heart of our work, promoting a more integrated and supportive community.

Our Values

- **Respect** - We listen with care, respect and offer reassurance.
- **Equality** - We are committed to ensuring equal access to mental health support for everyone in Islington.
- **Strength orientated** – We amplify people's voices, and we focus on skills and assets.
- **Lived experience and Co-Production** – We develop and deliver services with the people we support.
- **Challenging Stigma and Discrimination** - We work to influence and improve mental health services, challenging stigma and discrimination in Islington.
- **Community Cohesion** - We actively seek opportunities for collaboration, working together with stakeholders within the community.

Our Objectives

We believe that everyone has a right to good mental health. We are here to safeguard and promote the mental health and wellbeing of all adults (18+) Islington residents.

We support people experiencing mental distress to lead fulfilling, empowered lives by:

- Improving self-esteem and confidence.
- Progressing towards living independently in their communities.
- Reducing the need to access secondary mental health services, so that mental health crisis and hospital admissions are reduced.
- Increasing social inclusion.
- Improving their capacity to represent their own needs and making their voices heard.
- Improving interdependence, financial security, and resilience.

We also aim to build a more cohesive community and raise awareness of mental health issues, contributing to local integrated care. This report outlines our achievements, key outcomes, and the impact of our work during the reporting period.

In the 2024–2025 reporting period, the charity delivered the priorities set out in our 2022–2025 strategy, as outlined below:

1. Equity, Diversity and Inclusion (EDI)

We focused on identifying and addressing the needs of the most disadvantaged and underrepresented residents, advancing equity and inclusion in Islington and across London.

Our EDI Champion finalised the LGBTQI+ chapter of the Islington Progressing Equalities Toolkit in collaboration with Healthwatch Islington. This chapter was presented across the borough to statutory, LBI, and VCFSE partners, helping shape best practices in LGBTQI+ inclusion. We also co-delivered borough-wide EDI Pledges events.

To strengthen workforce diversity and inclusion, we:

1. Amended our recruitment processes, resulting in successful appointments of staff and trustees from global majority backgrounds—including a senior leadership role previously held only by white staff.
2. Updated our Equal Opportunities, Diversity, and Inclusion Policy with input from Experts by Experience, particularly enhancing trans inclusion content.
3. Invited staff to apply to be Neurodiversity Champions and to form staff-led EDI working groups.
4. Reviewed our Wellbeing at Work policies and conducted an EDI Impact Assessment. As a result, one staff member felt confident to share their mental health challenges with the full team, reflecting our supportive culture.

In 2024–2025, we expanded our reach to marginalised communities:

- 814 clients (46%) were from ethnically diverse communities
- 496 clients (28%) identified as LGBTQ+
- 33% were under 35

2. Strength-Based Approach and Co-Production

Our strategic Co-Production Group (CPG) continued to grow. This year the group have been involved in some large projects this included:

- Supported Islington Mind with shaping elements of the Mental Health Recovery Pathway tender
- Contributed to the London Borough of Islington strategic co production standards
- Contributed to Islington Mind 5-year strategy
- Supported the implementation of new Mental Health Recovery Pathway – listening to SU and raising concerns at the CPG, discussing solutions such as partnership work to increase hot meals which was implemented.
- 2 CPG members took a lead role in the LBI project group- creating a vision for mental health services in Islington. The whole group supported and contributed to the process. This project included facilitating 4 workshops, analysing feedback, creating feedback, co-chairing borough wide meetings and 2 workshops.

Other co-production practices included:

- 50% of trustees have lived experience of mental health service use
- 70% of trustees, staff, and volunteers have lived experience
- Co-production is a standing item on all Board agendas
- Regular service user meetings for every project
- Peer volunteering, tailored to individuals' needs
- Suggestion boxes, feedback forms, and an Open Door Policy
- A clear Complaints and Compliments Policy
- An Annual Survey

3. Quality of Services

We used a 'Test and Learn' approach, drawing on data about service outcomes, KPIs, achievements, and challenges to identify lessons and inform improvements. Reports and improvement plans were reviewed quarterly and annually by management and the Board. We monitored a three-year implementation plan for our co-produced strategy.

We maintained and reviewed our policies under Mind's Quality Mark Framework and ensured staff and volunteer voices were heard through team meetings, supervision, and client feedback mechanisms.

Our core service remained the Mental Health Recovery Pathway, commissioned by Islington Borough Council, delivered from three council buildings and supported by additional wrap-around specialist services.

In October, our Team Leader established a Task and Finish group to review and strengthen our risk and assessment processes. As part of this work, we introduced the DIALOG+ outcome tool in November. This evidence-based tool enables structured, person-centred conversations, helping clients to set goals, track progress, and shape their own recovery journeys.

4. Financial Sustainability in Uncertain Times

Senior management and the Board conducted quarterly risk reviews and updated mitigation plans. We automated key financial processes to improve efficiency.

Collaboration remained key - we worked with VCFSE partners to enhance service delivery and access specialist support. We adapted our fundraising priorities to respond to emerging needs and service gaps while actively managing our Live Funding Risk Log, ensuring continued delivery of vital services.

We have now completed our 2025–2029 strategy, co-designed with service users, staff, trustees, volunteers, and partners. This will be a live document, guiding our operational decisions in the coming years.

Performance and Achievements

In 2024–2025, we processed and welcomed 1,369 referrals, a slight increase from (1,362 referrals) the previous year. Between April 2024 and March 2025, we supported a total of 1,774 individuals.

We provided in-person services across four sites: Isledon Road and Ashley Road centres in central Islington, and Despard Road and Wedmore Street in the north of the borough.

The Mental Health Recovery Pathway (MHRP)

The MHRP contract with the London Borough of Islington remains our core service and primary income source.

During the 2024–2025 reporting period, the MHRP was retendered and relaunched in November 2024 with updated specifications, focus, and priorities. We are pleased to have secured the new contract and to continue delivering this vital service under the revised model.

The previous contract (June 2019 to October 2024) combined four key elements: Day Opportunities, Crisis Café, Reablement, and Psychosocial Support. The renewed service reflects a redesigned structure, scope, focus and budget, with a stronger emphasis on group-based activities, reduced - up to six weekly - one-to-one support, and limited lunch provision integrated into training programmes.

Following retendering, the Crisis Café became an independent service, novated to the Integrated Care Board. Unfortunately, Islington Mind was unsuccessful in its retendering bid for the Crisis Café, which was awarded to Hestia in November 2024.

Day Opportunities

Our daily programme offers a consistent, inclusive, and welcoming space for therapeutic, social, and skills-based activities that promote mental health and wellbeing. Activities include:

- **Creative and Therapeutic Activities:**
Music therapy (one to one therapy sessions, group drop-ins, jamming, drumming), visual arts workshops, jewellery making, drama therapy, and access to art, music, and computer rooms.
- **Movement and Mindfulness:**
Yoga, meditation, Qi Gong, men's gentle exercise group, gardening, and herb growing projects.
- **Recreational and Social Activities:**
Film club, bingo, board games, computer gaming, and community outings to encourage social engagement.
- **Skills Development:**
IT and computer lessons, cooking classes.
- **Peer Support and Group Work:**
Hearing Voices group, Paranoia and Unusual Beliefs group, peer-led psychosis group, bereavement group, Men's Resilience project, anxiety and coping skills group.

Additional offerings included subsidised communal lunches, mental health support and advice from experienced staff, and regular trips to local green spaces, the seaside, and community venues to reduce isolation and boost connection.

To better meet the needs of our diverse community, we offered specialist support to specific groups, including:

- **LGBTQI+ Programme:** Inclusive activities and support for LGBTQI+ individuals (see below).
- **Young People's Project:** Creative, social, and therapeutic activities for ages 18–35.
- **Women-Only Space:** A safe, supportive environment with resources and groups exclusively for women.

A total of 960 individuals benefitted from these activities.

Client feedback:

"Islington mind really helps me personally to be more comfortable, confident, independent and really gave me the time I required to express myself"

"Music therapy has brought me a lot of joy and healing"

"The welfare benefits advisors are amazing"

"The volunteers are very supportive and understanding"

Implementing the New MHRP: Current State and Evolving Practice

Partnership and collaboration are central to the new MHRP model.

We work with six subcontracted partners:

- The Maya Centre: Co-delivering the Women Only Space, now at Despard Road.
- The Stuart Low Trust: Leading nature and cultural outings.
- Key Changes: Providing music sessions.
- Nafsiyat Intercultural Therapy Centre: Delivering Women Arabic Speakers and Men Refugee groups.
- Manor Gardens Welfare Trust: Conducting outreach to minoritised communities, especially refugees.
- Jannaty: Delivering outreach to women from minoritised communities.

We also collaborate closely with primary and secondary health providers (e.g., North London NHS Foundation Trust, Public Health), the Integrated Care Board (ICB) (e.g., Recovery College), and various VCFSE organisations including Hillside Clubhouse, Help on Your Doorstep, and Age UK Islington.

Policies, including referral and assessment procedures, have been reviewed to align with the new service specification.

As part of the new MHRP we have also integrated the client-led outcome tool, DIALOG+, into our needs assessment process.

The new service was rolled out in phases, with full delivery beginning January 2025. Since then, the MHRP has supported 565 individuals - 225 attended drop-in and group activities, and 49 received one-to-one support.

Structured Intervention Support Services

The Reablement Service - April and November 2024

This service helped 229 individuals resettlement in their homes and reconnect with their communities between April and November 2024.

The Structured Psychosocial Support (PSS) Programme - April and November 2024

This service provided regular one-to-one key working sessions for up to 12 months, supporting 57 clients in managing challenges such as housing, finances, food security, family relationships, employment, and antisocial behaviour while helping them achieve emotional, social, and practical goals.

The Psychosis Therapy Project (PTP) - April and November 2024

PTP provided 35 individuals with access to psychotherapeutic treatment from a team of psychoanalytically trained practitioners specializing in psychosis.

The Out of Hours Crisis Café - April and November 2024

The Crisis Café operated weekday evenings and weekends from our Despard Road Centre until the contract ended in November 2024. During this time, it supported 179 Islington residents at risk of crisis, helping to prevent hospitalisation by offering an out-of-hours drop-in space. The team worked closely with the North London Mental Health NHS Partnership's Crisis Team.

Activities included:

- Creative sessions, including visual arts and specialist art therapy
- Music listening sessions
- Board games, quizzes, and the Living Well group
- A Sensory Room for relaxation and refocusing
- Therapeutic support from five placement psychotherapists

Key Performance and Achievements – Additional Services

The Enablement Service

Supported by the National Lottery, the Enablement Service assisted 246 clients in re-engaging with community resources, treatments, training, education, and voluntary or employment opportunities. It helps clients better manage daily life and develop self-reliance.

Following an initial assessment, clients are offered a personalised 8-week support programme designed to be flexible, holistic and aligned with their individual goals. Trained supervised volunteer mentors provide both practical assistance and emotional support, helping clients reconnect with local services, access treatment, explore education or volunteering opportunities, manage everyday tasks and build sustainable coping skills.

The Enablement Service also addresses cost-of-living challenges, helping Islington residents solve immediate problems while building long-term resilience.

Additional funding from Islington Giving supported housing-specific services, including:

- Tackling homelessness risk factors such as debt and gambling
- Referrals to specialist support services
- Assistance settling into new accommodation, including utility setup, grant applications, health registration, and accessing local resources
- Addressing clutter, hoarding, repairs, and decorating needs
- Support with emergency cost-of-living grants and financial guidance

Client Support Breakdown:

- **Housing:** 31% received support with tenancy sustainment, housing options, hoarding/cluttering, and signposting; some were indirectly supported to maintain tenancies.
- **Welfare & Finance:** 66% explored welfare benefits and poverty-related issues; 25% accessed emergency grants; 55% received financial support, including budgeting assistance.
- **Essential Goods:** 20 clients obtained clothing and furniture through a partnership with Cloudesley.
- **Health & Wellbeing:** 27% were supported to access health services, including health checks and accompaniment to medical appointments.

Counselling Service/Talking Therapies Clinic (TTC)

Supported by Cloudesley, the Counselling Service offers 10- and 20-week one-to-one, face-to-face therapy sessions. These help clients explore memories and emotions while developing strategies to manage challenges such as low mood, anxiety, trauma, bereavement, loneliness, isolation, and family difficulties. The service supports Islington residents from diverse backgrounds who face barriers to mainstream mental health care due to cost or discrimination. In the past year, 103 clients accessed the service.

Our dedicated team includes nine accredited or final-year trainee volunteer counsellors, consistently supporting around 100 clients annually. Thanks to new partnerships with Age UK, Outcome, and funding from Islington Giving, the service has expanded access to vulnerable groups including Age UK's Carer's Hub, the LGBTQIA+ community, and generic carers. An additional nine volunteer counsellors now support an estimated 80+ extra clients per year.

Client feedback:

"I've found these sessions incredibly helpful. Having a regular space to talk and reflect has made a real difference in managing day to day life. The support has helped me feel grounded and better equipped emotionally and practically. My counsellor's attentive and gentle guidance has given me insight and tools I use beyond therapy. Consistent support has reduced my anxiety and overwhelm. This service is invaluable, and I hope it continues to be funded as it provides care that's hard to find elsewhere."

Core team Central – VCSE key-working

Subcontracted by Age UK Islington we provided the VCSE key working element in Core Team Central. Our two keyworkers in the Core Team Central supported approximately 65 clients with their psychosocial needs alongside clinical team, including support with housing, finance/grants, and integration into community services across the borough, with several clients linked into Islington Mind groups and activities for ongoing open access support, e.g. specifically drop-in, creative therapies, specialist services.

Supported Self Help (SSH)

Supported Self Help is a Mind initiative designed as an early intervention model and entry point for those seeking mental health support - particularly individuals interested in therapy and counselling. The programme offers timely, accessible support to people across the UK and our local community.

It empowers individuals to build personal coping strategies, boost confidence, and gain greater autonomy in managing their mental health. Over the past year, we supported 80 individuals with tailored interventions.

By adapting our approach to individual needs - including specialised support for neurodiverse participants – we have created a more responsive, person-centred environment. Many participants not only benefited personally but also shared tools and techniques with friends and family, extending the programme's impact.

Service user feedback:

"The service was helpful and gave me tools and strategies I'll use in the future."

"I'd definitely recommend it to anyone needing mental health support. [The practitioner] was kind, understanding, and non-judgemental. He helped me explore and positively channel my emotions. He reminded me that I'm human, and to love myself."

Outcome LGBTQI+ Support

Our Outcome service is a London-wide specialist LGBTQI+ mental health provision, run by LGBTQI+ staff and volunteers. Open every Tuesday and Wednesday, it provides a safe, inclusive space for LGBTQI+ individuals to socialise, access support, and take part in holistic activities. Outcome is client-led, with clients involved in daily operations and long-term planning through peer-volunteering and regular house meetings.

In 2024, Outcome supported 325 individuals to overcome challenges such as social exclusion, domestic abuse, homelessness, and destitution.

Activities included: creative writing, singing and walking groups, peer-led trans-inclusive sessions, signposting. Short term one to one support with practical issues like housing and benefits is also offered to clients. Events and outing included: LGBTQI+ Women's Day and a cultural outing to Kenwood House, Migrant Queer Fest, celebrating LGBTQI+ migrant identity, Refugee Week cultural food sharing event, led by clients, Live theatre visits, ecology walks, and kitchen volunteering placements, and participation in Islington Mind's EDI Pledges event, with clients sharing lived experiences directly with decision makers

In the reporting period, Outcome also published four feature articles in *Diva Magazine*, showcasing client experiences and the service's impact. Three LGBTQI+ clients were supported in gaining asylum, and others received bikes through The Bike Project, improving mobility and social inclusion.

New initiatives included therapy sessions, group discussions, and a six-month art therapy programme. Outcome continues its partnerships with NHS CLASH (monthly in-house sexual health advice) and Solace Women's Aid (domestic abuse support and referrals for all genders).

In October, Outcome was delighted to welcomed Islington Council's Chief Executive, Victoria Lawson.

Funding from the Rayne Foundation and Sir Halley Stewart Trusts support Outcome's next phase - integrating LGBTQI+ best practice campaigning, training and education at regional and national levels alongside our existing specialist service delivery.

The Freedom From Fear to Love (FFFTL)

FFFTL, a core project within Outcome, supports LGBTQI+ people seeking asylum and refugees through the trauma of persecution and the challenges of the UK asylum system. The project focuses on two critical transitions:

1. Navigating the asylum process
2. Adjusting to life post-status (Move-On period)

Support includes emotional and practical help - therapy, basic goods, housing advice, employment support, welfare guidance, and social/cultural inclusion.

In 2024, FFFTL supported 419 individuals, ran over 180 peer-led groups and activities (e.g. women's asylum seeker group, yoga, therapy), and offered one-off or ongoing one to one support to 144 individuals.

Initially funded by City Bridge, FFFTL secured five years of National Lottery funding in October 2024, with further support from the Rayne Foundation and Sir Halley Stewart Trust for campaigning and education efforts.

The Rainbow Suicide Prevention Program

Over the past year, the RSPL programme - funded by the Department of Health and Social Care - provided talking therapies and an outreach and education programme focused on suicide prevention within LGBTQI+ communities.

The RSPL clinic delivered up to 20 one to one counselling sessions to 280 LGBTQI+ individuals, focusing on three key groups:

- Trans and non-binary people
- LGBTQI+ people seeking asylum and refugees
- Young LGBTQI+ adults (ages 18–25)

In addition to therapy, the programme ran targeted campaign work, including outreach, training, workshops, and resource sharing. The RSPL Influencing Coordinator trained 252 participants across 80 organisations - far exceeding the original goal of 15. This expansion reflects the quality of the training, Islington Mind's strong reputation, and the urgent need for suicide prevention support in LGBTQI+ communities.

ArtSpace and WE Heal @ Outcome

ArtSpace was a six-month programme of weekly creative sessions for LGBTQI+ women who are asylum seekers or refugees. Funded by the *WE Heal Islington Women's Arts, Health and Wellbeing Grants Fund*, the project responded to client-identified needs for informal, emotionally supportive community spaces tailored to this highly marginalised group.

Participants often face multiple barriers to support, including trauma, gender inequality, care responsibilities, and financial hardship. The group was led by an LGBTQI+ woman with lived experience of the asylum process.

A total of 31 women attended, 77% (24) of whom were Islington residents. All identified as from Black, Asian or other minoritised ethnic backgrounds and faced multiple disadvantages, including lack of access to public funds.

Young Persons Project

Supported by Compass Wellbeing, the Young People's Project runs three days a week, providing early intervention and community outreach to ethnically diverse young adults under 25 in Islington—including care leavers, LGBTQI+ youth, and young people with SEND.

Support is offered through tailored one-to-one sessions and client-led group activities, shaped by participants' interests and needs. Sessions focus on emotional wellbeing, confidence, and life skills.

In the past year, the project supported 52 young adults, helping them build resilience, reduce isolation, and access education, employment, and support networks. By offering a safe and inclusive space, the project empowers young people to take positive steps toward recovery and long-term wellbeing.

The Mental Health Welfare Benefits Clinic (WBC)

Funded by the Fishmongers' Company, the WBC supported 74 Islington Mind clients in navigating the welfare benefits system—often their sole source of income.

The clinic offers tailored assistance with claims for Personal Independence Payment (PIP), Employment and Support Allowance, and Universal Credit. Clients receive up to three one-hour one-to-one appointments, including help with form completion, gathering evidence, and practical and emotional support before, during, and after assessments or tribunal hearings.

In 2024/25, most support was for PIP claims. All but one client received a successful outcome, and that individual is now being supported to challenge the decision. All appeal cases were successful. Notably, the WBC helped clients recover significant back payments from past PIP decisions, including awards of £10,657, £13,760, £17,388, and £17,678.

The WBC also supports clients being transitioned to Universal Credit, a government shift due to complete by the end of the year. This change has caused widespread anxiety among clients, and WBC's support has proven essential during this transition.

The Mother to Mother Project

Funded by Islington Giving, the *Mother to Mother* project has been a lifeline for 50 women caring for adult children with mental health challenges. It offers a safe, confidential space to share experiences, explore emotions, and develop coping strategies.

The programme delivers tailored therapeutic sessions, including specialist therapy groups, and a range of wellbeing focused activities such as weekly communal lunches and regular outings to reduce isolation.

Trustees' annual report

For the year ended 31st March 2025

Ad-hoc emotional and practical support ensures personalised care and empowers participants to support themselves and one another.

Participants said:

"The group therapy was amazing."

"It makes me feel valued and cared for."

"Being among a supportive group that understands has really helped me feel less alone."

The Hand in Hand Project

Hand in Hand is a peer buddy scheme supporting Islington residents with mental health challenges. Volunteers with lived experience are recruited, trained, and supported to accompany clients to appointments, activities, green spaces, and events across the borough.

Delivered in partnership with North London NHS Foundation Trust, the project promotes inclusion and helps clients stay connected to services, treatment, and community life. In the past year, 69 individuals received support through one-off or weekly sessions, typically lasting three months.

Client feedback:

"My buddy helped me gain confidence to get on the bus with a walker."

"They were on time and texted before the appointment, which helped me feel calmer."

Volunteer feedback:

"I wake up thinking, 'Oh, I'm doing this today,' and I'm happy about it."

"It motivates me."

Events and Highlights

Campaigning, Events, and Outings this Year Included:

- Christmas Celebrations: Supported by Islington Councillors' Local Initiative Fund, our Christmas events brought festive cheer to our centres through shared meals, games, and music, hosting specialist projects such as Mother to Mother and Outcome.
- LGBTQI+ Awareness: We delivered dynamic events across the year, including Pride Month, Migrant Queer Fest, LGBTQI+ History Month open days, and a dedicated LGBTQI+ Women Only Day in May. These inclusive gatherings celebrated identity and visibility, welcoming approximately 55 new clients and service professionals into our community.
- Outcome celebrated queerness and community on Valentines Day. Hosted by Migrants' Rights Network and Queer Migrant Mutual Aid.
- Black History Month: Marked by a vibrant celebration at our day centres, Black History Month featured music, food, storytelling, and moments of shared reflection—honouring the culture, achievements, and contributions of Black communities.
- Men's Mental Health Engagement: Our Building Men's Resilience group continued to thrive with well-attended workshops. These sessions provided safe spaces for emotional expression and peer support, helping men across Islington to build strength and resilience.

- **International Women's Day:** We proudly participated in an inspiring International Women's Day event in collaboration with the Maya Centre. This occasion celebrated the strength and resilience of women and marked the beginning of an exciting new phase in our Women's Day partnership.
- **Cost of Living Support Event:** In response to ongoing financial hardship, we hosted a well-attended Cost of Living Support Event at our centre. Delivered in partnership with Octopus Community Network, Help on Your Doorstep, and Age UK Islington, the event provided direct access to vital support services, expert advice, and referral pathways for those most in need.
- **Bright Lives Housing Network:** We actively engaged in the Bright Lives housing support network, exchanging insights and strengthening partnerships with local providers to improve housing outcomes for vulnerable individuals across the borough.
- **Health Education with UCL:** In September, we hosted an informative in house health session with University College London, focused on bowel health. The talk equipped service users with practical knowledge, empowering them to take preventative action and advocate for their own wellbeing.

Collaborations

We work closely with hundreds of local statutory and voluntary health and care providers to support Islington residents with mental health challenges. We also collaborate with the wider Mind network to strengthen our local voice and advance our strategic priorities.

Key partnerships include:

- **Subcontracting arrangement under Age UK Islington** to jointly deliver the VCS key working role within the North London Mental Health NHS Partnership / Camden and Islington NHS Foundation Trust's three Core Teams.
- **Delivering a counselling service** for Age UK Islington's Carers' Hub clients.
- **Joint development of the Islington Progressing Equalities Toolkit** with Healthwatch Islington, with Islington Mind leading the LGBTQI+ chapter.
- **Subcontracting six VCSFE organisations** (see above) as part of the Mental Health Recovery Pathway (MHRP) delivery.

We also collaborate with a wide range of other organisations and continue to benefit from participation in local, NCL and regional strategic platforms and groups, including: All Age Mental Health Partnership Board, Bright Lives Alliance Partnership, Voluntary Action Islington Advisory Group, the Community Partnership Board, the NCL Suicide Prevention Group, NCL Mental Health Network Group, and others.

Grants to Individuals

Through partnership arrangements (e.g. the Cloudesley Partners grants), and the generous support of trusts and foundations such as the National Lottery, Islington Giving/Cripplegate Foundation, and National Mind (as part of the Cost-of-Living fund) as well as the generosity of private donors, we were able to offer Cost-of-Living welfare grants to help individuals access essential goods such as food, fuel or household appliances. A total of 119 welfare grants were awarded to our clients this year with a total value of £25,080.

Our Team

This year Islington Mind employed average number of 46.3 highly skilled, trained and dedicated staff members (27.4 FTE). We provide regular one-to-one supervision sessions, team meetings and debriefs to each member of staff. We have an Employee Assistance Programme in place. We have improved HR systems and processes and are integrating wellbeing check and plans into our supervision and appraisal processes.

Each staff member has a personal development program which combines mandatory and voluntary training sessions. Mandatory training includes safeguarding and health and safety training/annual refresher (provided by London Borough of Islington), fire awareness, manual handling and DSE.

This year we also offered:

- Making Every Contact Count Training (MECC)
- Inclusive practices – Trans, non binary and gender non conforming
- Charity log training for the new MHRP contract
- 4 Team days with in-house safeguarding practices and Dialog+ training

The Role and Contribution of Volunteers

Our volunteers provide valuable support in one-to-one and group settings. Their enthusiasm enriches all our services. We supported 80 volunteers in total, proving an average of seven hours per week each. This is an approximate value of £355,000 a year if employed staff undertook the same task.

Advice and Information

Our offices took an average of 33 calls from clients, carers and members of the community every day – over 12,000 calls in the year. Many of these calls are from people seeking advice and information about mental health issues in general, and about mental health services in the borough. Through the provision of the above services the issues we aimed to tackle were:

- loneliness and isolation
- poor mental health
- poverty and deprivation
- employability
- stigma of living with a mental health problem
- the distress associated with being a carer
- over dependence on statutory services
- information, signposting, advice

Financial Review

Our primary source of income - the Mental Health Recovery Pathway contracts - now operates on a reduced budget and a shorter-term basis (2 years, with an option for a 2-year extension).

We continue to pursue alternative funding opportunities, though they remain highly competitive and often short-term. Meanwhile, the cost-of-living crisis presents ongoing challenges, driving up expenses and affecting our clients, staff, and volunteers.

In response to rising demand, we are expanding early, community-based mental health support. However, volunteer recruitment and retention remain difficult, as many community members seek paid opportunities.

Reserves Policy

Our reserves policy states that we should aim to secure six months' running costs for the organisation should a substantial amount of our statutory funding cease. Six months running costs would be £837,740. We currently hold £955,979 in free unrestricted reserves, an increase of 46.23% from the end of 23-24. We also have £20,810 of restricted funds for a range of charitable activities.

Principal Funding Sources

Our principal funding sources have been Islington Clinical Commission Group/London Borough of Islington.

Successful Fundraising

During the year 2024-2025, we were fortunate in being awarded a number of grants from various grant making organisations.

Organisation	Confirmation	Award
Camden & Islington NHS Foundation Trust	June 2024	£74,557
LBI Warm Space	Jan 2025	£4,997
Islington Giving: Carers' Fund (Cripplegate foundation for M2M)	April 2024	£8,000
National Mind: Continuation Funding for M2M	August 2024	£10,000
Cloudesley Health Grant: Talking Therapies (2 years)	December 2024	£70,000
National Mind: Get Active Connect	July 2024	£10,000

Islington Council: Local Initiatives Fund (Christmas and Summer)	August and December 2024	£3,833
Rayne Foundation (3 years)	April 2024	£58,890
Sport England	March 2025	£13,500
Nafsiyat Suicide Prevention	April 2024	£20,096

Additionally, Islington Mind was grateful to receive £24,384 in donations.

- We received over £16,861 in general donations
- We received £1188 donation from specific donors
- We claimed Gift aid on last 3 year's donations amounting £4335
- We received £2,000 from the Second Chances charity shop in Archway.

Risks and Uncertainties

The Board holds ultimate responsibility for risk management. The Senior Management Team reviews the organisation's Risk Register quarterly, and the Finance and Resources Manager and the treasures monitor and report key risks to the Board each quarter. The full Board conducts an annual Risk Register review. At year-end, the Finance Manager prepares the budget and a going concern assessment for Board approval.

Risks are assessed across seven areas: governance and policy, HR, operations, finance, external, personal safety, premises/facilities, and crisis/emergency. Each risk is evaluated for likelihood and severity, with controls reviewed and additional mitigation assigned, including responsible persons and deadlines.

Key Risks in the reporting period:

1. Financial Risk and Uncertainty

Sustainability remains the primary financial risk. Although we secured the Mental Health Recovery Contract with LBI (covering approx. 55% of income), it comes with a reduced budget and shorter term (2 years plus optional 2-year extension). This has led to redundancies and salary cuts, affecting morale and stability. Loss of the Crisis Café tender and nearing ends of specialist grants increase funding pressures amid rising operational costs due to the Cost-of-Living Crisis and a competitive funding environment.

Our Response:

- Strengthen ties with local/national trusts and foundations
- Leverage our reputation to attract new funding
- Demonstrate impact via robust monitoring and evaluation

- Collaborate with partners to ensure effective service delivery
Focus remains on securing sustainable income to safeguard services, support staff, and ensure long-term stability

2. Increased Demand vs. Resources

The Cost-of-Living Crisis worsens client hardship and mental health, driving rising referrals and complex needs amid staff turnover and slow recruitment. High demand and complexity are expected to continue through 2025/26 despite funding cuts.

Our Response:

- Collaborate with statutory and voluntary partners to enhance integrated care, specialist access, and referral pathways
- Use peer support, volunteers, and internal services (drop-ins, activities) to support waiting clients
- Structured Intervention Manager oversees screening, triage, signposting, and client communication.

3. Staff and Volunteer Turnover and Retention

High demand, limited resources, and funding uncertainty increase burnout and low morale risks. To address this, internal communication has improved via newsletters and events, alongside multiple all-staff training sessions.

Our Response:

- Commit to fair employment with competitive salaries, benefits, and support
- Strengthen partnerships to promote vacancies and broaden outreach
- Increase recruitment of volunteers with lived experience.

Fundraising Policy

Our fundraising activities reflect the organisation's values and principles and closely align with Islington Mind's strategic priorities. We have recently updated the Fundraising Policy to align with the new 2025–2029 organisational strategy. Any expenditure to generate income is assessed for return on investment to support informed decision-making. The Board of Trustees reviews and approves the policy annually.

Islington Mind is the primary brand for fundraising, with supporters playing a key role in our efforts. We commit to transparency, ethical practices, and maintaining a diverse funding base to ensure sustainability.

We continuously monitor the evolving fundraising regulatory landscape and adapt accordingly. Suppliers and agencies must be registered with relevant regulatory bodies and undergo due diligence during procurement. As of 31 March 2025, no fundraising complaints have been received.

Our Ethical Fundraising and Investment Policy ensures donations and investments align with our values. Registered with the Fundraising Regulator, we strictly adhere to its Code of Fundraising Practice, overseen by senior managers and the CEO.

We accept voluntary donations from individuals, companies, and organisations, applying funds consistent with donors' intentions, operational constraints, and strategic priorities.

Our Fraud Prevention and Bribery Prevention Policies ensure compliance with laws including money laundering, the Bribery Act, Charity Commission guidance, and regulations on terrorism and political activity.

Fundraising complaints are recorded, monitored, and reported annually to trustees, and vulnerable people are protected through our safeguarding policy.

Financial statements comply with statutory requirements, governing documents, and the Charity SORP (FRS 102).

Plans for the Future

We have now co-developed with service users, staff volunteers, partners and our trustees an ambitious **2025–2029 strategy** centred around four key strategic priorities:

1. **Equity, Diversity, and Inclusion**
2. **Lived Experience**
3. **Early Intervention and Prevention**
4. **Sustainability and Partnerships**

Our Operational Priorities include -

We will continue to:

- Ensure our services, resources, and events are accessible to a broad range of individuals, with a strong focus on underrepresented and marginalised communities.
- Expand outreach to marginalised and underserved groups, maintaining specialist services such as our London-wide LGBTQI+ program and bespoke services for women, carers, and young adults.

- Take a leadership role in promoting equality, reducing stigma, and increasing mental health awareness, particularly within minoritised communities.
- Embed lived experience in all decision-making through a wide range of co-production methods.
- Create opportunities for individuals with lived experience to share their stories, while investing in training and support to strengthen our peer support network.
- Provide activities that enhance skills, wellbeing, and independence.
- Deliver targeted suicide prevention programs for high-risk communities.
- Conduct quarterly risk assessments with the Board of Trustees and maintain a proactive financial risk strategy to prepare for various funding scenarios.
- Collaborate with local VCFSE partners to ensure effective service delivery and access to specialist support.
- Work closely with National Mind, Mind in London, and Mind in NCL, supporting the 'Federation First' strategic priority.
- Actively engage in key strategic platforms, boards, and meetings across Islington and North Central London (NCL).

New Initiatives planned for 2025–2026

- Expanding outreach to underserved communities through grassroots partnerships.
- Establishing targeted support services where gaps exist (e.g., for middle-aged men).
- Refining recruitment processes to prioritise diversity and training service users to participate in recruitment panels.
- Developing peer-led, co-delivered service models.
- Enhancing support for residents with mild mental health needs, including those in employment.
- Implementing a robust impact measurement system to track and report outcomes consistently.
- Diversifying funding sources to ensure long-term sustainability.

This strategy reflects our commitment to innovation, inclusivity, and long-term impact, ensuring we continue to meet the evolving needs of our community.

Structure, Governance and Management

The organisation is a charitable company limited by guarantee, incorporated on 20 March 1986. We were registered as a charity on 21 October 1982.

The company was established under a memorandum of association that established the objects and powers of the charitable company and is governed under its articles of association. These Our Memorandum and Articles of Association and our Scheme of Delegation were revised and updated in February 2019.

Islington Mind is governed by a Board of Trustees who are elected at our AGM. All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note seven to the accounts.

The Trustees are responsible for the policy direction of the organisation and key personnel decisions, the employment of new staff and disciplinary procedures. The day-to-day operational issues are delegated to the CEO who in turn delegates operational issues to individual Project Managers.

Appointment of Trustees

New trustees are recruited from a variety of sources. We maintain a complement of 50% of our trustees having lived experience of mental health problems and of using mental health services. We advertise for trustees in the local press and through other voluntary project networks. The trustees decide which skills are needed on the committee and people with those skills are targeted for recruitment. Each prospective Board/Management Committee member is asked to attend three management committee meetings after which they can be co-opted on to the committee by the existing management committee. They can then stand for election at our AGM.

Trustee Induction and Training

Each new trustee is provided with an induction pack and an induction programme, which introduces them to our various projects and our staff team. Each new trustee is inducted into the legal responsibilities of their role and training about such roles is provided either from external training organisations or from the organisation's key staff. Training needs are reviewed regularly, and trustees are offered training where necessary, particularly in relation to changing policy regulations.

Related Parties and Relationships with Other Organisations

Islington Mind is an independent charitable organisation affiliated to "Mind, the Mental Health Charity". Membership depends upon meeting the Mind Quality Mark's standards, which include standards of service delivery, personnel management, and appropriate policy implementation. Our quality standards were last reviewed in July 2018.

Islington Mind procures service contracts from Islington Clinical Commissioning Group/London Borough of Islington and Camden Clinical Commissioning Group/London Borough of Camden, which are accompanied by rigorous monitoring procedures related to service delivery, staff welfare, equal opportunities, and vulnerable adult protection procedures.

Remuneration policy

Islington Mind is committed to equality of access to employment opportunities.

We aim to recruit talented people with the skills, experience and personal qualities which will contribute to a thriving, diverse and inclusive organisation. Our recruitment practices aim to be fair and inclusive to all.

Islington Mind's salaries are benchmarked internally and externally annually.

All salary increases must be approved by the Chief Executive (and in the case of the Chief Executive any salary increase must be approved by the Chair of the Board of Trustees).

Annual salaries review and uplifts are approved by the Finance Committee, the CEO and the Board of Trustees as part of setting the budget for the organisation.

In line with the Hutton Fair Pay Review recommendation on executive pay; the salary of the highest paid employee is no more than four times the median salary of the organisation.

Statement of responsibilities of the trustees

The Trustees (who are also the Directors of Islington Mind for the purposes of company law) are responsible for preparing the Trustees' Annual Report including the Strategic Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these 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
- state whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They 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.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees are members of the charity, but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

We thank all Islington Mind's dedicated staff and volunteers for working above and beyond their roles to support our clients during a year of challenges and uncertainty. We also thank our funders who supported us in providing the vital services that we offer.

Auditor

Sayer Vincent LLP were re-appointed as the charitable company's auditors during AGM this year and have expressed their willingness to continue in that capacity.

The Trustees' Annual Report has been approved by the Trustees on 4 December 2025 and signed on their behalf by

Gwen Williams

Chair

Independent auditor's report

to the members of

Islington Mind

Opinion

We have audited the financial statements of Islington Mind (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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 Islington Mind's ability to continue as a going concern for a period of at least twelve 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.

Independent auditor's report

to the members of

Islington Mind

Other Information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report, been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The 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.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Independent auditor's report

to the members of

Islington Mind

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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 are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management and the finance and audit committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

Independent auditor's report

to the members of

Islington Mind

- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Noelia Serrano (Senior statutory auditor)

10 December 2025

for and on behalf of Sayer Vincent LLP, Statutory Auditor

110 Golden Lane, LONDON, EC1Y 0TG

Statement of Financial Activities (incorporating an income and expenditure account)

For the year ended 31 March 2025

	Note	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Income from:					
Donations and legacies	3	24,384	–	24,384	10,840
Charitable activities	4				
Support Services		1,115,612	71,919	1,187,531	1,251,248
Age UK		169,230	–	169,230	62,074
COVID Enablement		–	111,431	111,431	132,323
Outcome Support Groups		–	159,203	159,203	88,607
Mother 2 Mother Group		–	42,200	42,200	23,438
Welfare Benefits Clinic		–	26,792	26,792	25,762
Miscellaneous projects		–	132,359	132,359	97,437
Total income		1,309,226	543,904	1,853,130	1,691,729
Expenditure on:					
Raising funds		31,060	–	31,060	42,580
Charitable activities				–	
Support Services		824,116	74,120	898,236	1,146,823
Age UK		169,230	–	169,230	68,748
COVID Enablement		–	134,821	134,821	109,248
Outcome Support Groups		–	215,511	215,511	53,620
Mother 2 Mother Group		–	42,200	42,200	36,312
Welfare Benefits Clinic		–	26,792	26,792	31,048
Miscellaneous projects		–	157,629	157,629	114,408
Total expenditure	5	1,024,406	651,073	1,675,479	1,602,788
Net income for the year		284,820	(107,169)	177,651	88,941
Transfers between funds		18,578	(18,578)	–	–
Net movement in funds		303,398	(125,747)	177,651	88,941
Reconciliation of funds:					
Total funds brought forward		656,232	146,557	802,789	713,848
Total funds carried forward		959,630	20,810	980,440	802,789

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 Note 16 to the financial statements.

Islington Mind

Balance sheet

Company no. 02002508

As at 31 March 2025

	Note	2025 £	2024 £
Fixed assets:			
Tangible assets	11	<u>3,651</u>	<u>3,452</u>
		3,651	3,452
Current assets:			
Debtors	12	104,129	103,396
Cash at bank and in hand		<u>1,028,688</u>	<u>880,693</u>
		1,132,817	984,089
Liabilities:			
Creditors: amounts falling due within one year	13	<u>(156,028)</u>	<u>(184,752)</u>
Net current assets		<u>976,789</u>	<u>799,337</u>
Total net assets		<u>980,440</u>	<u>802,789</u>
The funds of the charity:	16		
Restricted income funds		20,810	146,557
General funds		<u>959,630</u>	<u>656,232</u>
Total unrestricted funds		<u>959,630</u>	<u>656,232</u>
Total charity funds		<u>980,440</u>	<u>802,789</u>

Approved by the trustees on 4th December 2025 and signed on their behalf by

Gwen Williams
Chair of trustees

Statement of cash flows

For the year ended 31 March 2025

Reconciliation of net income to net cash flow from operating activities

	2025 £	2024 £
Net income for the reporting period (as per the Statement of Financial Activities)	177,651	88,941
Depreciation charges	2,498	3,904
(Decrease) in debtors	(734)	(32,958)
(Decrease)/Increase in creditors	(28,724)	47,079
Net cash provided by operating activities	150,691	106,966

	2025 £	2024 £
Cash flows from operating activities		
Net cash provided by operating activities	150,691	106,966
Cash flows from investing activities:		
Purchase of fixed assets	(2,696)	–
Net cash used in investing activities	(2,696)	–
Change in cash and cash equivalents in the year	147,995	106,966
Cash and cash equivalents at the beginning of the year	880,693	773,727
Cash and cash equivalents at the end of the year	1,028,688	880,693

Analysis of cash and cash equivalents and of net debt

	At 1 April 2024 £	Cash flows £	At 31 March 2025 £
Cash at bank and in hand	880,693	147,995	1,028,688
Total cash and cash equivalents	880,693	147,995	1,028,688

1 Accounting policies

a) Statutory information

Islington Mind is a charitable company limited by guarantee and is incorporated in England & Wales. The registered office address is Unit 4, Archway Business Centre, 19–23 Wedmore Street, Islington, London, N19 4RU.

b) Basis of preparation

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 the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

f) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has received the service, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the Trustees' Annual Report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

1 Accounting policies (continued)

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

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

i) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, other activities undertaken to further the purposes of the charity and their associated support costs

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity.

Support and governance costs are re-allocated to each of the activities on the basis of the proportion of each project's funding which is specifically for core costs.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- | | |
|-------------------------|---------|
| ● Fixtures and fittings | 5 years |
| ● Website redesign | 5 years |
| ● Computer equipment | 5 years |

1 Accounting policies (continued)

m) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

n) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

p) Pensions

One staff member previously employed by the NHS are in the NHS defined benefit pension scheme. Further detail of this is given in note 19. All our other qualifying staff are enrolled in a Friends Life defined contribution scheme.

2 Detailed comparatives for the statement of financial activities

	Unrestricted £	Restricted £	2024 Total £
Income from:			
Donations and legacies	10,840	–	10,840
Charitable activities			
Support Services	1,187,478	63,770	1,251,248
Age UK	–	62,074	62,074
COVID Enablement	–	132,323	132,323
Outcome Support Groups	–	88,607	88,607
Mother 2 Mother Group	1,438	22,000	23,438
Welfare Benefits Clinic	–	25,762	25,762
Miscellaneous projects	–	97,437	97,437
Total income	1,199,756	491,973	1,691,729
Expenditure on:			
Raising funds	42,580	–	42,580
Charitable activities			
Support Services	1,076,206	70,618	1,146,823
Age UK	–	68,748	68,748
COVID Enablement	–	109,248	109,248
Outcome Support Groups	29,516	24,104	53,620
Mother 2 Mother Group	2,034	34,278	36,312
Welfare Benefits Clinic	–	31,048	31,048
Miscellaneous projects	–	114,408	114,408
Total expenditure	1,150,336	452,452	1,602,788
Net income for the year and net movement in funds	49,420	39,521	88,941
Reconciliation of funds:			
Total funds brought forward	606,812	107,036	713,848
Total funds carried forward	606,812	107,036	713,848

3 Income from donations and legacies

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Gifts	24,384	–	24,384	10,840	–	10,840
	<u>24,384</u>	<u>–</u>	<u>24,384</u>	<u>10,840</u>	<u>–</u>	<u>10,840</u>

4 Income from charitable activities

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Islington & Camden CCG/LBI	1,097,808		1,097,808	1,187,478	–	1,187,478
Other income from Support Services	17,804	71,919	89,723	–	63,770	63,770
Sub-total for Support Services	1,115,612	71,919	1,187,531	1,187,478	63,770	1,251,248
Age UK	169,230	–	169,230	–	62,074	62,074
COVID Enablement	–	111,431	111,431	–	132,323	132,323
Outcome Support Groups	–	159,203	159,203	–	88,607	88,607
Mother 2 Mother Support Group	–	42,200	42,200	1,438	22,000	23,438
Welfare Benefits Clinic	–	26,792	26,792	–	25,762	25,762
Miscellaneous projects		132,359	132,359	–	97,437	97,437
Total income from charitable activities	1,284,842	543,904	1,828,746	1,188,916	491,973	1,680,889

5a Analysis of expenditure (current year)

	Charitable activities											
	Cost of raising funds £	Support Services £	Age UK £	COVID Enablement £	WBC £	M2M £	Outcome £	Misc. £	Governance costs £	Support costs £	2025 Total £	2024 Total £
Salaries (note 7)	31,060	497,075	75,210	89,047	13,838	14,804	99,483	97,276	-	171,359	1,089,151	1,063,245
Agency	-	26,323	-	-	-	3,598	1,000	331	-	3,170	34,421	36,890
Recruitment	-	1,408	-	-	-	-	-	-	-	11,230	12,639	668
Volunteers	-	2,034	-	490	-	-	253	1,134	-	1,660	5,571	5,946
Training	-	1,278	4,063	-	190	-	7,743	7,107	-	75	20,456	12,273
Activities	-	69	-	-	-	2,136	1,908	759	-	819	5,691	-
Travel	-	1,297	-	-	-	-	1,010	-	-	50	2,357	90
Catering	-	282	-	-	-	1,740	5,287	400	-	41,174	48,883	51,415
Premises	-	187,026	-	28,413	-	-	39,438	-	-	47,465	302,341	285,884
Equipment/maintenance	-	1,621	-	2,034	-	-	492	-	-	29,620	33,768	25,513
Depreciation	-	-	-	-	-	-	-	-	-	2,499	2,499	3,905
Phone and internet	-	3,659	-	-	-	-	-	245	-	14,710	18,614	26,893
Printing, postage and stationery	-	240	-	1	-	-	300	11	-	7,234	7,786	7,264
IT maintenance/software	-	4,016	-	-	-	-	10	-	-	20,713	24,739	31,651
Publications & subs	-	215	-	-	-	-	48	1,642	-	3,865	5,770	7,688
Professional fees	-	9,564	-	-	-	-	-	-	13,940	1,498	25,002	23,006
Sundry expenditure	-	1,067	-	49	-	-	205	40	295	9,059	10,715	4,495
Grants to users	-	25,079	-	-	-	-	-	-	-	-	25,079	15,961
	31,060	762,253	79,272	120,034	14,028	22,278	157,178	108,944	14,235	366,200	1,675,481	1,602,787
Support costs	-	42,850	87,288	11,229	12,319	19,033	55,218	138,263	-	(366,200)	-	-
Governance costs	-	-	2,670	3,558	445	890	3,114	3,558	(14,235)	-	-	-
Total expenditure 2025	31,060	805,103	169,230	134,821	26,792	42,200	215,510	250,765	-	-	1,675,481	-
Total expenditure 2024	42,580	1,146,823	68,748	109,248	31,048	36,312	53,620	114,408	-	-	-	1,602,787

5b Analysis of expenditure (prior year)

	Cost of raising funds £	Charitable activities							Governance costs £	Support costs £	2024 Total £
		Support Services £	Age UK £	COVID Enablement £	WBC £	M2M £	Outcome £	Misc. £			
Salaries (note 7)	42,580	532,932	53,690	66,840	25,094	25,272	41,712	92,470	-	182,655	1,063,245
Agency	-	19,809	-	-	-	2,426	-	-	-	14,655	36,890
Recruitment	-	668	-	-	-	-	-	-	-	-	668
Volunteers	-	4,634	-	-	-	-	265	-	-	1,047	5,946
Training	-	5,662	1,853	-	-	-	-	-	-	4,758	12,273
Travel	-	8	22	-	-	-	-	-	-	60	90
Catering	-	47,417	-	121	-	1,651	1,361	-	-	865	51,415
Premises	-	224,542	-	21,122	-	-	-	-	-	40,220	285,884
Equipment/maintenance	-	24,296	-	216	-	-	-	-	-	1,001	25,513
Depreciation	-	-	-	-	-	-	-	-	-	3,905	3,905
Phone and internet	-	18,585	-	-	-	-	-	-	-	8,308	26,893
Printing, postage and stationery	-	2,935	-	-	-	-	-	-	-	4,329	7,264
IT maintenance/software	-	25,377	-	-	-	-	-	-	-	6,274	31,651
Publications & subs	-	420	-	-	-	-	-	-	-	7,268	7,688
Professional fees	-	-	-	-	-	-	-	-	9,000	14,006	23,006
Sundry expenditure	-	3,675	-	-	-	-	-	-	-	820	4,495
Grants to users	-	15,961	-	-	-	-	-	-	-	-	15,961
	42,580	926,921	55,565	88,299	25,094	29,349	43,338	92,470	9,000	290,171	1,602,787
Support costs	-	213,289	12,786	20,318	5,774	6,753	9,972	21,278	-	(290,171)	-
Governance costs	-	6,613	397	631	179	210	310	661	(9,000)	-	-
Total expenditure 2024	42,580	1,146,823	68,748	109,248	31,048	36,312	53,620	114,408	-	-	1,602,787

Notes to the financial statements

For the year ended 31 March 2025

6 Net income for the year

This is stated after charging:

	2025 £	2024 £
Depreciation	2,498	3,904
Operating lease rentals:		
Property	229,428	54,197
Auditor's remuneration (excluding VAT):		
Audit	10,300	8,400
	231,926	66,505

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	990,145	956,230
Social security costs	77,366	84,907
Employer's contribution to defined contribution pension schemes	21,640	22,108
	1,089,151	1,063,245

One employee earned between £60,000 and £70,000 during the year (2024:1).

The total employee benefits including pension contributions of the key management personnel were £265663 (2024: £281,508).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2024: £Nil). No charity trustee received payment for professional or other services supplied to the charity (2024: £Nil).

No trustees were reimbursed for travel expenses in the year (2024: £0).

8 Staff numbers

The average number of employees based on average head count of staff employed (full-time equivalent) during the year was as follows:

	2025 No. Head Count (FTE)	2024 No. Head Count (FTE)
Support Services	15.65(7.95)	17.1 (12.4)
Covid Enablement	3.25(2.50)	2.5 (1.9)
Outcome Support Groups	7.5(3.8)	4.5 (1.5)
Mother2Mother Group	1.9(0.5)	1.0 (0.2)
Welfare Benefits Clinic	1(0.4)	1.0 (0.4)
Miscellaneous projects	9.2(6.65)	3.8 (2.9)
Support	7.8(5.6)	6.2 (4.3)
	46.3(27.4)	36.1 (23.6)

9 Related party transactions

There are zero related party transactions to disclose for 2025 (2024: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

Notes to the financial statements

For the year ended 31 March 2025

10 Taxation

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

11 Tangible fixed assets

	Fixtures and fittings £	Website redesign £	Computer equipment £	Total £
Cost or valuation				
At the start of the year	19,775	3,696	21,152	44,623
Additions in year	–	–	2,698	2,698
At the end of the year	<u>19,775</u>	<u>3,696</u>	<u>23,850</u>	<u>47,321</u>
Depreciation				
At the start of the year	19,003	3,696	18,473	41,172
Charge for the year	772	–	1,726	2,498
At the end of the year	<u>19,775</u>	<u>3,696</u>	<u>20,199</u>	<u>43,670</u>
Net book value				
At the end of the year	<u>–</u>	<u>–</u>	<u>3,651</u>	<u>3,651</u>
At the start of the year	<u>772</u>	<u>–</u>	<u>2,678</u>	<u>3450</u>

All of the above assets are used for charitable purposes.

12 Debtors

	2025 £	2024 £
Other debtors	40,127	24,347
Prepayments	64,002	79,049
	<u>104,129</u>	<u>103,396</u>

13 Creditors: amounts falling due within one year

	2025 £	2024 £
Taxation and social security	19,713	21,243
Other creditors	117,815	50,738
Deferred income	18,500	112,771
	<u>156,028</u>	<u>184,752</u>

14 Deferred income

Deferred income comprises grants received for projects that are being delivered in the following financial year.

	2025 £	2024 £
Balance at the beginning of the year	112,771	53,000
Amount released to income in the year	(112,771)	(53,000)
Amount deferred in the year	18,500	112,771
Balance at the end of the year	<u>18,500</u>	<u>112,771</u>

Notes to the financial statements

For the year ended 31 March 2025

15a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds 2025 £
Tangible fixed assets	3,651	–	3,651
Net current assets	955,979	20,810	976,790
Net assets at the end of the year	959,630	20,810	980,440

15b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds 2024 £
Tangible fixed assets	3,452	–	3,452
Net current assets	652,780	146,557	799,337
Net assets at the end of the year	656,232	146,557	802,789

16a Movements in funds (current year)

	At the start of the year £	Income £	Expenditure £	Transfers between funds £	At the end of the year £
Restricted funds:					
Richard Cloudesley Fund (for clients)	4,778	20,883	(21,294)	–	4,367
LBI WE Heal	–	4,666	(4,666)	–	–
LBI Local Initiatives Funds	1,978	3,833	(1,288)	–	4,523
Percy Bilton software grant	3,816	3,322	(6,872)	–	266
Cripplegate Catalyst	8,417	3,000	(3,785)	–	7,632
CDA gardening grant	1,339	–	–	–	1,339
NHS Health Inequalities grant	–	20,785	(20,785)	–	–
Big Lottery Fund (outcome)	–	45,864	(45,864)	–	–
Big Lottery Fund (Covid Enablement)	23,390	96,500	(119,890)	–	–
Cripplegate Mind the Gap grant	–	14,931	(14,931)	–	–
Rayne Foundation	–	21,000	(21,000)	–	–
City Bridge Trust	27,898	10,575	(38,473)	–	–
Sir Halley Stewart Trust	13,035	15,000	(28,035)	–	–
Netflix/ T Daley donation	1,573	–	(433)	–	1,140
Mind Psychotherapy grant	14,974	–	(14,974)	–	–
DHSC Suicide Prevention grant	–	62,098	(62,098)	–	–
Fishmonqers	–	26,792	(26,792)	–	–
Compass Wellbeing	–	43,987	(43,987)	–	–
Mind– Mother to Mother Extension	–	10,000	(10,000)	–	–
Cripplegate – Mother 2 Mother Outing	–	8,000	(8,000)	–	–
Cripplegate – Mother 2 Mother	–	24,200	(24,200)	–	–
Mind Get Active Connect grant	10,011	12,500	(22,511)	–	–
R Cloudesley – counselling	15,227	35,000	(50,227)	–	–
Mind SelfHelp grant	–	32,872	(32,872)	–	–
Cripplegate Carers– Counselling	–	8,000	(8,000)	–	–
Nafsiyat	–	20,096	(20,096)	–	–
Islington PCT – Hand in Hand	18,578	–	–	(18,578)	–
Mind – Drama Group	766	–	–	–	766
Pilgrim Trust	777	–	–	–	777
Total restricted funds	146,557	543,904	(651,073)	(18,578)	20,810
Unrestricted funds:					
General funds	656,232	1,065,440	(762,042)	–	959,630
Age UK Islington (Carers group)	–	21,710	(21,710)	–	–
Age UK Islington Core team grant)	–	147,520	(147,520)	–	–
Islington PCT – Hand in Hand	–	74,556	(93,134)	18,578	–
Total unrestricted funds	656,232	1,309,226	(1,024,406)	18,578	959,630
Total funds	802,789	1,853,130	(1,675,479)	–	980,440

Notes to the financial statements

For the year ended 31 March 2025

16b Movements in funds (prior year)

	At the start of the year £	Income £	Expenditure £	Transfers between funds £	At the end of the year £
Restricted funds:					
Richard Cloudesley Fund (for clients)	7,679	18,010	(20,911)	-	4,778
DWP adaptations	-	1,764	(1,764)	-	-
Mind – ELEDF grant	-	6,000	(6,000)	-	-
LBI Local Initiatives Funds	1,978	4,645	(4,645)	-	1,978
B & Q Furniture grant	-	5,750	(5,750)	-	-
Percy Bilton software grant	-	3,816	-	-	3,816
Cripplegate Catalyst	6,977	3,000	(1,560)	-	8,417
CDA gardening grant	2,214	-	(875)	-	1,339
Cripplegate Cost of Living grant	2,900	-	(2,900)	-	-
Screwfix – for improvements	5,000	-	(5,000)	-	-
NHS Health Inequalities grant	-	20,785	(20,785)	-	-
Big Lottery Fund (Covid Enablement)	-	96,500	(73,110)	-	23,390
Cripplegate Mind the Gap grant	-	15,823	(15,823)	-	-
Mind Cost of Living grant	-	20,000	(20,000)	-	-
City Bridge Trust	-	43,425	(15,527)	-	27,898
Sir Halley Stewart Trust	-	17,380	(4,345)	-	13,035
Netflix/ T Daley donation	-	1,773	(200)	-	1,573
Mind Psychotherapy grant	-	20,000	(5,026)	-	14,974
DHSC Suicide Prevention grant	-	6,029	(6,029)	-	-
Fishmonqers Company	8,609	25,762	(34,371)	-	-
Cripplegate – Mother 2 Mother	2,226	22,000	(24,226)	-	-
Age UK Islington (Carers group)	6,830	10,612	(17,442)	-	-
Age UK Islington Core team grant)	-	51,462	(51,462)	-	-
GLA Sports grant	15,997	-	(15,997)	-	-
Mind Get Active Connect grant	-	22,780	(12,769)	-	10,011
Mind Series – Sports grant	9,928	-	(9,928)	-	-
R Cloudesley – counselling	15,227	20,000	(20,000)	-	15,227
Mind SelfHelp grant	-	17,502	(17,502)	-	-
Islington PCT – Hand in Hand	7,533	37,155	(26,110)	-	18,578
LBI – LD Together	12,395	-	(12,395)	-	-
Mind – Drama Group	766	-	-	-	766
Pilgrim Trust	777	-	-	-	777
Total restricted funds	107,036	491,973	(452,452)	-	146,557
Unrestricted funds:					
General funds	606,812	1,199,756	(1,150,336)	-	656,232
Total unrestricted funds	606,812	1,199,756	(1,150,336)	-	656,232
Total funds	713,848	1,691,729	(1,602,788)	-	802,789

16 Movement in funds (continued)

Purposes of restricted funds

Richard Cloudesley Fund	This is a fund for clients in need which we administer.
LBI Local Initiatives Funds	These funds are for outings and events.
B & Q grant	This is a fund for buy furniture for our Day Centres.
Percy Bilton Charity	This is a fund for buy computers and software.
Cripplegate Catalyst	This is a fund for clients in need which we administer.
CDA gardening grant	This is a fund to run a gardening club.
NHS Health Inequalities grant	This is a fund to research inequalities in mental health services.
Big Lottery Fund (Covid Enablement)	This is a fund to provide a COVID Enablement service.
Cripplegate Mind the Gap grant	This is a fund to provide an Enablement Housing service.
City Bridge Trust	This is a fund for an asylum seekers' group.
Sir Halley Stewart Trust	This is a fund for an asylum seekers' group.
Netflix/ Tom Daley donation	This is a fund to provide travel expenses for an asylum seeker's group.
Mind Psychotherapy grant	This is a fund for an asylum seekers' group.
DHSC Suicide Prevention grant	This is a fund to provide counselling and suicide prevention outreach.
Fishmongers Company	This is a fund to run a welfare benefits clinic.
Cripplegate Mother 2 Mother grant	This is a fund to run a Mother2Mother support group.
Age UK Islington – Carers grant	This is a fund to run a carers group.
Age UK Islington – Core Team grant	This is a fund to employ keyworkers to provide community support. The Age UK funding represents contract income, last year this was included as restricted income, but has been recognised within unrestricted funds this year, to better reflect the true nature of the funding.
Mind Get Active Connect grant	This is a fund to promote sporting activities.
Richard Cloudesley – counselling	This is a fund to run a counselling service.
Mind Self-Help grant	This is a fund to run a counselling service under supported self help program
Islington PCT (Hand in hand)	This is a fund to run a buddying project. The Islington PCT funding represents contract income, last year this was included as restricted income, but has been recognised within unrestricted funds this year, to better reflect the true nature of the funding.
Mind – Drama Group	This is a fund to run a drama group.
Pilgrim Trust	This is for a domestic violence support group.
Mind –Mother to Mother extension	This is a fund to run a Mother2Mother support group.
Cripplegate – Mother 2 Mother Outing	This is a fund to run a Mother2Mother support group outings
Cripplegate Carers– Counselling	This is a fund to run a counselling service.
Compass Wellbeing	This is a fund to run Young People's service
LBI WE Heal	This is a fund for Women Empowerment
Big Lottery Fund (Outcome)	This is a fund for an asylum seekers' group.
Rayne Foundation	This is a fund for an asylum seekers' group.
Nafsiyat	This is a fund for Men's Building Resilience

Notes to the financial statements

For the year ended 31 March 2025

17 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows:

	Property 2025 £	2024 £
Less than one year	216,800	143,323
One to five years	524,467	–
	741,267	143,323

18 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

19 NHS Pension Scheme

The number of Islington Mind employees covered by the provisions of the NHS Pension Schemes is one at the end of financial year 24–25. Details of the benefits payable and rules of the Schemes can be found on the NHS Pensions website at www.nhsbsa.nhs.uk/pensions. Both are unfunded defined benefit schemes that cover NHS employers, GP practices and other bodies, allowed under the direction of the Secretary of State for Health and Social Care in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, each scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating in each scheme is taken as equal to the contributions payable to that scheme for the accounting period.

In order that the defined benefit obligations recognised in the financial statements do not differ materially from those that would be determined at the reporting date by a formal actuarial valuation, the FReM requires that “the period between formal valuations shall be four years, with approximate assessments in intervening years”. An outline of these follows:

a) Accounting valuation

A valuation of scheme liability is carried out annually by the scheme actuary (currently the Government Actuary's Department) as at the end of the reporting period. This utilises an actuarial assessment for the previous accounting period in conjunction with updated membership and financial data for the current reporting period, and is accepted as providing suitably robust figures for financial reporting purposes. The valuation of the scheme liability as at 31 March 2025, is based on valuation data as 31 March 2023, updated to 31 March 2025 with summary global member and accounting data. In undertaking this actuarial assessment, the methodology prescribed in IAS 19, relevant FReM interpretations, and the discount rate prescribed by HM Treasury have also been used.

The latest assessment of the liabilities of the scheme is contained in the report of the scheme actuary, which forms part of the annual NHS Pension Scheme Accounts. These accounts can be viewed on the NHS Pensions website and are published annually. Copies can also be obtained from The Stationery Office.

b) Full actuarial (funding) valuation

The purpose of this valuation is to assess the level of liability in respect of the benefits due under the schemes (taking into account recent demographic experience), and to recommend contribution rates payable by employees and employers.

The latest actuarial valuation undertaken for the NHS Pension Scheme was completed as at 31 March 2020. The results of this valuation set the employer contribution rate payable from April 2024 at 23.7% of pensionable pay. The core cost cap cost of the Scheme was calculated to be outside of the 3% cost cap corridor as at 31 March 2020. However, when the wider economic situation was taken into account through the economic cost cap cost of the Scheme, the cost cap corridor was not similarly breached. As a result, there was no impact on the member benefit structure or contribution rates.

Government Actuary's Department published Actuarial valuation Report dated 19 October 2023 (Valuation as at 31st March 2020) that set out the results of the actuarial valuation of the NHS Pension Scheme. The key results of the valuation relate to the Employer Contribution Rate and cost control mechanism. These show an increased Employer Contribution Rate and no cost control mechanism breach. The 2020 valuation reports can be found on the NHS Pensions website at <https://www.nhsbsa.nhs.uk/information-about-nhs-pensions/nhs-pension-scheme-accounts-and-valuation-reports> and also at <https://www.gov.uk/government/publications/2020-valuation-nhs-pension-scheme-england-and-wales>

ISLINGTON MIND

England & Wales - Charity number 294535

Accounts

Company number: 02002508
Charity Number: 294535



Islington Mind

Report and financial statements

For the year ended 31 March 2024

Charity Information

Company number: 02002508

Charity Number: 294535

Trustees: Trustees who are also directors under company law, who served during the year and up to the date of this report were as follows:

Gwen Williams – Chair
Anna Macgillivray – Secretary
Rob Jessett – Treasurer
PJ Samuels
Roman Podolczuk
Lisa Haywood
Brenda Kabaseke
Annette Verebelyi (appointed January 2023)

Key management personnel:

Sigal Avni – CEO
Gemma Watts – Head of Service and Quality
Pat O’Driscoll – Integrated Community Support Manager
Ossi Ron – Structured Intervention Support Manager
Gerry Turley – Head of Finance, HR and Resources

Bankers: Lloyds Bank
273-275 Kentish Town
London
NW5 2LP

Auditor: Sayer Vincent LLP
Chartered Accountants and Statutory Auditors
110 Golden Lane
London
EC1Y 0TG

The trustees present their report and the audited financial statements for the year ended 31 March 2024.

Reference and administrative information set out on Page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association, the requirement of a directors' report as required under company law, and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Objectives and Activities

The trustees review the charity's vision, purpose, values, objectives and activities every year, referring to the Charity Commission's general guidance on public benefit. The trustees consider how planned activities contribute to the aims and objectives.

Our Vision

We want everyone in Islington to get the respect and support they need to improve their mental health and wellbeing.

Our Purpose

- We are Islington Mind, an independent charitable organisation, part of the Mind network.
- We help people connect to themselves, to each other and to their support networks and communities
- We empower people by providing mental health support focused on strengths and assets, not on diagnoses
- We promote community cohesion

Our Values

- Respect - we listen with care, and provide reassurance to everyone we encounter
- Equality - we are committed to easy and equal access to mental health services and support for everyone in Islington
- Strength orientated – we help people find their voice, reconnect to their strengths, and use their skills and assets
- Co-Production – we strive to develop and deliver services with the people we support
- Challenging Stigma and Discrimination - we seek to influence and improve mental health services in Islington, raising awareness surrounding mental health
- Community Cohesion - we actively seek opportunities for collaboration when developing services.

Our Objectives

We believe that everyone has a right to good mental health. We are here to safeguard and promote the mental health and wellbeing of all adults (18+) Islington residents, and to offer support to residents who experience mental distress, so they:

- improve self-esteem and confidence and live independently in their communities
- reduce the need to access secondary mental health services, so that mental health crisis and hospital admissions are reduced
- reduce the isolation that often accompanies mental illness by offering immediate access to integrated recovery pathways that enable people to live full and enriching lives, and by promoting community integration, improve their capacity to represent their own needs, and make their voices heard
- improve independence, financial security, and resilience – reducing poverty often accompanying mental ill health, and the risk of destitution and homelessness.

We also aim to contribute to a stronger and more cohesive community and to raise awareness surrounding mental health problems, making a significant contribution to the local integrated care.

This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help.

To achieve the charity's aims and objectives, as in the charity's 2022 – 2025 strategy, Islington Mind's management and trustees have set up the following priorities and goals for the reporting period 2023 – 2024:

1. Equity, Diversity and Inclusion (EDI)

We continued to focus on identifying and responding to the needs of the most disadvantaged and underrepresented residents, working to progress equity and inclusion in Islington and the wider London area. This year we:

- appointed an EDI Champion;
- continued to deliver the Islington Progressing Equalities Toolkit in partnership with Healthwatch Islington, supported by a steering group whose members included mental health commissioners and LBI EDI officers.
- developed the toolkit's LGBTQI+ chapter through research, consultation, analysis, and writing.
- co-delivered and hosted the EDI Islington-wide Pledges Events.

We:

- have pledged to:
 - Increase representation of people from ethnically diverse backgrounds in the workforce,
 - Ensure the voices of our team and service users from ethnically, diverse backgrounds inform change and influence strategy,
 - Create a workplace culture that is inclusive in all aspects.

- continued to develop and run specialist services which respond to the needs of underrepresented people with protected characteristics.
- updated our Equal Opportunities, Equality and Diversity Policy, focusing on language use and sexual harassment;
- carried out an Equality, Diversity, and Inclusion questionnaire to all staff
- initiated consultations with BME staff to enhance Black History events and foster inclusion;
- delivered trans and non-binary awareness training internally;
- collaborated with Harringay Mind's Black Thrive team for best practices and storytelling initiatives;
- explored easy-read translations for maximum accessibility;
- advertised therapists' positions on BAATN to diversify the therapist team;

Our clients demographics in the reporting period show that we continued to expand our reach – in the year 2023/24, 812 clients (47%) were from ethnically diverse communities and 536 clients (31%) identified as LGBTQ+. 30% were young adults aged under 35.

2. Strength Based Approach and Co-Production

We assigned our Head of Service to facilitate our strategic Co-production group (CPG) which brings together clients, volunteers and staff members to look at strategic operational decisions and actions across the organisation.

Members of the group were offered a programme of training supported by National Mind, including Communication, Confidence building, Motivational Interviewing and Safeguarding Awareness training sessions. One-to-one support and coaching were also offered on taking part in meetings, assertiveness, active listening and minute-taking.

"I learnt something really useful, that I have been wondering how to do for ages, that is: being able to speak out a thought that arises in conversation with someone, at the time of the conversation itself. It feels amazing to me that I could learn D's suggestion of adjusting my body position and then speak out my thought, AND put it into practice"

(- a CPG member, following Motivational Interview training)

CPG's activities this year included:

- Organising and participating in a community art exhibition supporting peers to display and sell art as well as hosting community organisations.
- Organising and participating in Islington Annual Event open to staff, volunteers, clients, and hosting the Islington Mayor with a total of 60 people participating. CPG members took active roles, presenting their experience of co-production. They said they felt "truly listened to" and that Islington Mind is taking a "radical approach to Co-production".

Other co-production methods used include:

- 50% of our board of trustees have lived experience of mental health service use, 70% of the board and 70% of staff and volunteers are individuals with lived experience of mental health concerns
- Co-production as a standing item on our Board's meetings' agenda
- Regular Service User meetings for each and every project, encouraging clients to get involved in the development, delivery and continued improvements of projects

- Peer volunteering programmes, flexible to individual's needs, empowering clients to share their skills and expertise.
- Suggestion boxes, feedback forms and an Open Door Policy
- A clear Complaint and Compliment Policy
- An Annual Survey (see below).

Our 2024 Annual Survey showed that 87% of our clients were 'satisfied' or 'very satisfied' with the overall support, with almost 50% of people who use our lunch service considering it to be 'very important' to them. This year, the Counselling Service, Mother to Mother, The Women-Only Space and Chance4Young received satisfaction ratings of 100%. This year the survey collected the views of 81 clients.

Clients said:

"I will be grateful to [Islington Mind Staff Member] forever for her help with DWP. Talking to her makes me feel more stable."

"Islington mind really helps me personally to be more comfortable, confident, independent and really gave me the time I required to express myself. They gave me the confidence that I lacked. I have the safe space to talk and to listen."

Following the survey we published a 'You Said/We Will' document available to all service users, which included:

What You Told Us:	What We Will Do:
More effort should be put into the Chance4Young group, trips, events, topics to discuss within the group setting.	We have recently secured funding for Chance4Young and this will have a significant impact on what we can deliver.
You could have skills classes (such as cooking or computer use) at the day centres.	We provide computer classes both at our day centres and through our one-to-one tuition. Other skills classes are provided by professional volunteers. We are excited to be planning cooking classes at our Out of Hours session this year.

3. Quality of services

We continued to utilise 'Test and Learn' approach, building on regular data analysis of individuals' and projects'/service outcomes, KPI performance, achievements and challenges, help identify key learnings and develop improvement plans.

Quarterly and annual reports and improvement plans agreed by management and Board. Three-year implementation plan for co-produced strategy, monitored regularly. Robust legislation-informed policies within Mind's Quality Mark Framework. Staff/volunteers feedback mechanisms including team meetings, clinical/nonclinical supervision, and the above mentioned client feedback mechanisms.

Our main service continued to be the Mental Health Recovery Pathway, which operates from three council buildings and runs alongside our additional wrap-around specialist services and our Counselling and Talking Therapies Service (see below).

4. Financial sustainability at times of uncertainty

We adjusted our fundraising priorities to address local needs and service gaps, whilst working with our Live Funding Risk Log to ensure much needed essential services continue to operate.

We have provided community mental health services since 1985. If we lose the contact, we will hire alternative spaces to continue our projects. We maintain a robust reserves policy and conduct regular cashflow forecasting.

This Year's Performance and Achievements

We received 1362 referrals to Islington Mind this year (1% higher than 1346 referrals in 23/24). We supported a total of 1728 individuals between April 2023 and March 2024.

We offered in-person services across four sites: Isledon Road and Ashley Road centres in the central of the Islington and Despard Road and Wedmore Street in the North of the borough.

Performance and Achievements: The Mental Health Recovery Pathway

The Mental Health Recovery Pathway service model began on the 1st of June 2019, and the current contract is due to expire at the end of October 2024. We continued to develop and expand the service model, refining and adapting our approach with clients through co-production work, ensuring all our services are client-led.

The model consists of two elements:

1. The Integrated Community Support Service (ICS) – Day Opportunities

Day opportunities were offered from Isledon Road, Despard Road and Ashley Road between 10:00am-4:00pm, offering community-based early intervention and prevention support that Islington residents could access at early stage. Opportunities included:

- daily, open access, open ended, therapeutic drop-in sessions
- a daily program of activities to improve wellbeing and enhance skills
- daily nutritious communal subsidised hot lunch
- outings to community spaces
- ad-hoc one-to-one mental health support and advice.

Our Day Opportunities supported 981 individuals with mild/preventative mental health needs this year. We continued to offer daily subsidised nutritious, hot communal meals at our day centres. 4911 meals were served this year.

Our program of activities this year included: Drama Therapy, Music therapy groups, Knit and Natter sessions, film clubs, peer-support groups (for support with issues such as anxiety, bereavement, hoarding and hearing voices), visual art and creativity sessions, group seaside and nature trips, gardening and herb-growing projects, bingo, quizzes, board games, yoga and meditation groups. A total of 879 individuals accessed these activities. Clients tell us that open access day opportunities are crucial in preventing mental health decline, crisis and hospitalisation. They said:

"The conversations that happen during lunches are very special"

"The art and music facilities are vital to my wellbeing and development"

"Helped me to navigate situations that I did not know how to deal with"

2. The Structured Intervention Support services

These services offered tailored one-to-one support, including:

- **The Reablement Service**

This service helped 185 individuals to re-settle in their homes and re-engage with their communities. 61% of people were supported in their homes. Clients were supported with housing and tenancy sustainment, food access, finding appropriate physical and mental health support, and connecting with their community.

- **Structured Psychosocial Support (PSS)**

This service offered regular key working one-to-one programmes of up to 12 months supporting 49 clients to identify and manage challenges at an early stage e.g. housing, money, food, family, employment, anti-social behaviour, and to help achieve emotional, social and practical goals.

- **Our National Lottery-funded Enablement Service**

This project supported 248 clients to re-engage with community resources, treatments, training/education and voluntary/employment opportunities. Clients were supported to better manage day-to-day living and develop self-reliance and management strategies.

The service offers an 8-week program of targeted practical and emotional support to help clients engage with community resources and connect with their own existing strengths and assets. Sessions are facilitated by staff (or closely supervised volunteers) who work with clients on their action plans in one-to-one meetings.

This year the Enablement Service played a significant role in tackling cost-of-living challenges, supporting Islington residents to address immediate problems and develop personal toolkits for longer-term resilience.

- **Mind the Gap Enablement Housing (supported by Islington Giving)**

Enablement Housing runs one day a week from our Wedmore Street head office, providing service users with eight weekly one-to-one sessions aimed at finding solutions to housing issues. The service hosts four sessions per week, helping people to:

- tackle issues leading to risk of homelessness (e.g. debt and gambling)
- access referrals to specialist support
- settle into a home – setting up utility bills, furniture/white goods grants, registration with health services, exploring local resources
- address issues e.g., clutter, hoarding, repairs, decorating, etc.

○ **The Cost of Living Support Project**

Through a Cost-of-living grant from National Mind, 35 clients received tailored, person-centred one-to-one support through weekly sessions for 6 to 8 weeks, helping clients with mental health problems to understand and access their options for financial support and resources.

The project provided effective short-term support to service users in urgent need or at risk of crisis. 24 service users were supported to receive emergency cost-of-living grants through this project. The project also provided help with longer-term financial support.

○ **General cost of living support**

By addressing acute and immediate problems in the first instance, we ensure that we prioritise Structured Intervention Support clients' urgent health and wellbeing needs before moving on to longer-term planning.

This year:

- At least 31% of clients were supported directly with housing issues, including tenancy sustainment or exploring housing options, tackling issues such as hoarding/cluttering, and signposting accordingly, with several more being helped indirectly to maintain their tenancies.
- 55% of clients were provided help with welfare benefits exploration and support, poverty and risk of destitution - including exploring access to grants, food banks, free or affordable electrical goods, and support for debt and gambling issues. 25% of clients were supported to access emergency welfare grants, 55% of clients were given help with finance exploration and support.
- 20 clients were supported to access our Cloudesley Partnership grants for essential goods such as clothing and furniture.
- 67% of clients were supported to access health services, including arranging health checks, and accompanying clients to key appointments and GP visits.
- 97% of clients were supported to access the best services for their needs.
- 60% were supported with the development of strategies to support ADL, including learning to cook a basic meal, cleaning their home, personal hygiene, etc.

○ **The Cloudesley-funded Counselling Service/Talking Therapies Clinic (TTC)**

Our project offers a combination of 10- or 20-week courses of 50-minute talking therapy sessions. Clients are supported to navigate and manage low mood, anxiety and worry, traumatic memories, bereavement, loneliness and isolation. We focus on supporting residents from diverse backgrounds who struggle to access mainstream mental health services. Over 60% of clients reported that Talking Therapies sessions significantly helped them manage stress and anxiety and relieve the symptoms of depression and trauma.

“Excellent 1:1 counselling sessions when I was really struggling with becoming a carer after my partner's stroke. Ten free sessions were really helpful. I am very grateful.”
(a Talking Therapies client)

- **The Psychosis Therapy Project (PTP)**

PTP offered 42 individuals an opportunity to engage with psychotherapeutic treatment with a team of psychoanalytically trained practitioners working in the area of psychosis. The project is committed to strategies of stabilisation and the management of persistent symptoms. The therapeutic work the PTP offers is long-term, giving clients time and space to articulate distressing experiences and cultivate robust and enduring solutions.

- **Core team Central – VCSE key-working**

Subcontracted by Age UK Islington we provided the VCSE key working element in Core Team Central. Our 2 keyworkers supported approximately 60 clients with their psychosocial needs alongside clinical team, including support with housing, finance/grants, and integration into community services across the borough, with several clients linked into Islington Mind groups and activities for ongoing open access support, e.g. specifically drop-in, creative therapies, specialist services.

This year the Core Team improved its pathway of inward referrals from Mind clients; five client referrals from SIS service were made via the clear and direct referral route.

- **Supported Self Help (SSH)**

In the first six months of operation, 55 individuals across the UK were able to use SSH sessions as an entry point into further, ongoing support with an interest in therapy and counselling often being the focus.

Tailoring our approaches to suit sociocultural diversity of clients has been important and has led to better working alliance between practitioner and SU, as well as influencing positive outcomes in delivery. This includes racialised communities, LGBTQI+ people, and older men.

All structured Intervention Support services utilise our internal referral pathways to Day Opportunities and specialist services to help clients ‘step down’ from structured intervention support to longer-term prevention support.

Performance and Achievements: **Additional Services**

The Crisis Café – Out of Hours Service

The Crisis café is currently part of the Mental Health Recovery Pathway contract with LBI. It runs every weekday evening and weekend from our Despard Road Centre. The Crisis café provided support to 159 Islington residents who experienced risk of mental health crisis, helping to prevent mental health crisis and hospitalisation. It also offers an out of hours drop-in space.

This year, the team developed close working relationships with the North London Mental health NHS Partnership's/Camden and Islington Foundation Trust's Crisis Team.

Activities included:

- visual art and creativity sessions, with specialist art therapy offered
- music listening session
- group board games, quizzes
- a Living Well group discussing accessible diet, mindfulness and exercise strategies to maintain mental and physical health

Supported by a grant from B&Q, the Crisis Café team developed a Sensory Room with relaxing light and sound installations. Service users at risk of crisis can use this space to relax and refocus.

Five psychotherapists in placements offered a therapeutic space to the Crisis Café's clients. 12 to 18 clients per week benefited from the PTP therapists' support in the Crisis Café. Three art therapists worked with the Crisis Café to provide support to service users.

Outcome LGBTQ+ Support

Outcome is a London-Wide LGBTQI+ service run by staff and volunteers from the LGBTQI+ community. It is a weekly, 1-day, open access service which offers a safe space for LGBTQI+ people to socialise. Attendees can also receive therapies to improve mental health, join specialist peer support groups such as the Trans, Non-binary, and Gender-queer/fluid and women-only groups, access activities such as creative writing, art, walking, yoga, gardening and nail painting, and find information to help improve their quality of life. This year Outcome supported 368 individuals, facing increased risk of social exclusion, domestic abuse, homelessness, and destitution. The services six-weekly 'house meetings' are an essential part of the Outcome service, wherein members can direct the ways in which Outcome is run.

At the end of the year we were successful in securing funding from the Department of Health and Social Care to run a new **Rainbow Suicide Prevention** programme for one year, providing psychotherapy space to the most vulnerable within the LGBTQI+ community: trans and non-binary people, asylum seekers/refugees and young people.

Other activities this year included nature outings in collaboration with Islington Ecology Centre, a Women's Day celebration within the project celebrating the achievements of LGBTQI+ women, and trips to local attractions such as Kew Gardens and Kenwood House. They also included:

- a trip to Southend-on-Sea
- a pride in London LGBTQI+ open day with performances and talks from service users
- weekly art therapy sessions
- culturally inclusive communal meals cooked by clients.
- monthly collaboration with the bike project

The service collaborated with NHS CLASH to provide accessible, in-house sexual health advice, and Solace Women's Aid who provided in-house advice and LGBTQI+ informed referral pathways to women at risk of domestic abuse. The service also offered transgender awareness training through a collaboration with Gendered Intelligence.

In March, the Outcome team were delighted to welcome Islington Council's Executive Member for Health and Social Care Cllr. Nurullah Turan and the Executive Member for Equalities, Culture and Inclusion Cllr. Roulin Khondoker to the service.

Freedom From Fear To Love (FFFTL)

Within Outcome, The FFFTL project provided targeted, specialist support to 121 LGBTQ+ asylum seekers and refugees in their challenging journeys to escape years of persecution owing to sexual and/or gender identity, and serious threats to their safety, and to transition to life in the UK as a newly 'out' individual.

The project provided support through two challenging transition periods:

1. The complex asylum process, which presents emotional and practical challenges.
2. The Move On period for LGBTQ+ refugees who have just granted status on the grounds of sexual/gender identity.

Our support combined emotional support with practical help, including access to basic goods, housing solutions, employability/employment related activities, welfare benefits, therapy and social and (LGBTQ+ and generic) cultural platforms.

The project offered 180+ weekly peer support groups and activities (e.g., LGBTQ+ women asylum seekers and refugee group, yoga, therapy group), and one-to-one appointments (one-off and/or up to 20 weekly sessions) to 143 individuals.

Islington Mind has secured a £482,789 award from the National Lottery Community Fund and a £59,997 award from the Sir Halley Stewart Foundation to sustain and develop the Outcome and FFFTL projects over the next five years.

The Chance4Young Project

Part of the Mental Health Recovery Pathway, the Chance4Young Project is designed to provide targeted support to under 35s who experience mental health concerns through tailored one-to-one support and activities chosen by clients. The project supported 34 young adults this year. The group made trips to Kew Gardens and Woodberry Wetlands.

At the end of the year we were successful in securing funding from the Compass Wellbeing to extend the Chance4Young to three-days a week interventions and community outreach throughout next year, targeting ethnically diverse communities, Care Leavers, LGBTQI+, SEND.

The Women Only Space

Our specialist women-only weekly space offered a safe, therapeutic women-only social group and activities one day a week to 31 self-identifying women.

The Mental Health Welfare Benefits Clinic (WBC)

The WBC project, funded by the Fishmongers Company helped 57 Islington Mind clients navigate the welfare benefit system – often their only source of income.

Each beneficiary received three 1-hour one-to-one appointments, for guidance, form completion, gathering required evidence and support during assessment interviews and representation at tribunals. Service users were assisted with Personal Independence Payment (PIP) forms, Mandatory Reconsiderations or to log an Appeal, alongside being provided with practical and emotional one-to-one support before, during and after phone-based PIP health assessments. The additional income

from all welfare benefits application and appeal outcomes received during the year was over £200,000.

Additionally, the WBC Team Leader identified and raised a persistent issue relating PIP Mandatory Reconsiderations with National Mind to identify whether this is something that can be raised directly with the DWP.

The Mother to Mother Project

Supported by Islington Giving/Cripplegate Foundation, the Mother to Mother project provided therapeutic sessions including a therapy group, peer support groups, a program of activities, a communal lunch, outings and ad-hoc emotional and practical support to 17 women parents and female guardians of people with mental health problems. This year, the Mother to Mother group took three trips to Kew Gardens in March, May and October.

The women said:

“Therapy group has been very helpful; lunch is very important, as is the interaction”

“The group therapy was amazing. Being among a supportive group that understands has really helped me feel less alone. The others at the group have been brilliant.”

The Hand in Hand Project

The Hand in Hand project is a Volunteer Peer Buddy scheme that recruits, trains and supports volunteers with lived experience of mental health concerns to accompany residents with mental health problems to other locations in the borough for appointments, courses and training, services, green spaces, activities and events. It was delivered this year in collaboration with Manor Gardens Welfare Trusts, the Camden & Islington NHS Foundation Trust and the Side By Side Network.

This project is vital for connecting our clients to services, treatments and community resources offered by external providers. 65 individuals benefitted from the Hand in Hand project this year.

Advice and Information

Our offices took an average of 26 calls from clients, carers and members of the community every day – over 12,000 calls in the year. Many of these calls are from people seeking advice and information about mental health issues in general, and about mental health services in the borough. Through the provision of the above services the issues we aimed to tackle were:

- loneliness and isolation
- poor mental health
- poverty and deprivation
- employability
- stigma of living with a mental health problem
- the distress associated with being a carer
- over dependence on statutory services
- information, signposting, advice

Grants to Individuals

Through partnership arrangements (e.g. the Cloudesley Partners grants), and the generous support of trusts and foundations such as the National Lottery, Islington Giving/Cripplegate Foundation, and

National Mind (as part of the Cost-of-Living fund) as well as the generosity of private donors, we were able to offer Cost-of-Living welfare grants to help individuals access essential goods such as food, fuel or household appliances. A total of 89 welfare grants were awarded to our clients this year with a total value of £15,961.

Performance and Achievements:

Further Achievements

Campaigning, Events, and Outings this Year Included:

- Our Annual Gathering: 49 people - clients, staff, volunteers and members of the public attended our Annual Gathering this year, celebrated in conjunction with the London Great Mental Health Day in January. The event was organised by our Co-production group, and opened by our CEO with an update on services and appreciation of our committed, hardworking teams. Managers and team leaders presented updates on various services. We were honoured to host the Mayor of Islington Cllr Gary Heather who told us fascinating facts about the borough and his role. The evening closed with an amazing buffet prepared by our chef.
- Our Christmas celebrations (supported by Islington councillors' Local Initiative Fund) included games, music and festive meals at our centres. We hosted specialist projects such as Mother to Mother and Outcome.
- LGBTQI+ awareness through Pride Month (July), LGBTQI+ History Month open-day Feb events, and an LGBTQI+ Women Only Day in May celebrating all LGBTQI+ women. These events welcomed approximately 50 other service professionals and new clients.
- A Mental Health Awareness Week open day at our Isledon Road day centre
- A celebration of Black History Month at our day centres

Collaborative and Engagement Work

We collaborate with hundreds of local partners, including our commissioners and statutory and voluntary sector local health and care providers to support Islington residents with mental health problems. Additionally, we've worked with the Mind network to strengthen our local voice and gain wider support for our strategic priorities.

Our formal working partnerships include:

- Subcontracting arrangements with Age UK Islington to deliver together the VCS key working role within the North London Mental Health NHS Partnership / Camden and Islington NHS Foundation Trust's three mental health Core Teams across Islington.
- Subcontracting arrangements with Age UK Islington to deliver a counselling service for their Carers' Hub clients.
- Joint working with Health Watch Islington in developing and promoting the Islington Progressing Equalities Toolkit; Islington Mind responsible for developing the LGBTQI+ Chapter.

We work jointly with many other organisations e.g.:

- Nafsiyat Intercultural Therapy Centre exchanging premises use with specialist workforce training

- the Stuart Low Trust – delivering a Poetry Group together etc.

We continued to benefit from our membership of strategic platforms and groups (see below).

Our Team

This year Islington Mind employed 36 staff members (23.6 FTE), and supported 97 volunteers in placement. We provide regular one-to-one supervision sessions, team meetings and debriefs to each member of staff. We have an Employee Assistance Programme in place. We have improved HR systems and processes and are integrating wellbeing check and plans into our supervision and appraisal processes.

Each staff member has a personal development program which combines mandatory and voluntary training sessions. Mandatory training includes safeguarding and health and safety training/annual refresher (provided by London Borough of Islington), fire awareness, manual handling and DSE. This year we also offered:

- Motivational Interviewing (C&I Recovery College)
- Health and Safety e-learning (Peninsula)
- Autism Awareness Training (National Autistic Society).

The Role and Contribution of Volunteers

Our volunteers provide valuable support in one-to-one and group settings. Their enthusiasm enriches all our services. We supported 97 volunteers in total, proving an average of seven hours per week each. This is an approximate value of £352,971 a year if employed staff undertook the same task.

Our Mind Quality Mark (MQM) Review

In The Mind Quality Mark Review 2021 – 2024 Islington Mind was commended for effective services. National Mind told us:

“Intersectionality is a prominent feature in service design and delivery at Islington Mind, putting the individual and their unique needs at the forefront [...] Service users expressed that they have choice and control in setting their goals, with continuous engagement available if needed and wanted. Staff and volunteers were described as caring, welcoming, supportive, and empathetic, and Islington Mind described as a home away from home and like ‘having extra family’.”

Financial Review

There has been no significant reduction in our contracts or grants this year. However, the review of the Mental Health Recovery Pathway contract, which is ending in October 2024 has instilled within us feelings of instability and uncertainty.

We continue to seek other funding opportunities, though they are competitive and often short-term.

The cost-of-living crisis remains a challenge, increasing our expenses and impacting clients, staff and volunteers.

We are responding to the rising demand for early, community-based mental health support. Volunteer recruitment and retention remain challenging as community members seek paid opportunities.

Reserves Policy

Our reserves policy states that we should aim to secure 6 months' running costs for the organisation should a substantial amount of our statutory funding cease. 6 months running costs would be £801,693. We currently hold £652,780 in free unrestricted reserves, an increase of 8.9% from the end of 22/23. We also have £146,557 of restricted funds for a range of charitable activities.

Principal Funding Sources

Our principal funding sources have been Islington Clinical Commission Group/London Borough of Islington.

Successful Fundraising

During the year 2023/2024, we were fortunate in being awarded a number of grants from various grant making organisations covering the current and future years.

Organisation	Confirmation Date	Award
Women Empowered: Heal	11 th Feb 2024	£4,666
Islington Council: Local Initiative Fund (Christmas Celebrations)	1 st December 2023	£1,000
Percy Bilton Foundation	13 th Sept 2023	£3,816
Islington Council: Local Initiative Fund (Summer Trips)	1 st August 2024	£1,000
Islington Council: Mind The Gap Fund	27 th June 2023	£29,862
The Fishmongers' Company	9 th June 2023	£70,124

Additionally, Islington Mind was grateful to receive the following donations:

- We received over £3,000 in private individual donations
- We partnered with the Islington Art Society for their fundraising exhibition in December, raising £705 towards our art room equipment
- We received £2,000 from the Second Chances charity shop in Archway.

Risks and Uncertainties

Trustees have overall responsibility for risk management. Senior Management Team review the organisation's Risk Register quarterly, and the Finance Committee monitors, reviews and updates the risk register at its quarterly meetings, with key issues being reported to the Board. The full Board reviews the full risk register on an annual basis.

Risks are considered in seven key areas: Governance and policy, HR, operational, finance, external, personal, and safety premises and facilities, crisis and emergency. All identified risks are assessed for both the likelihood and severity. Existing controls are considered, and any further mitigating actions specified, identifying the responsible person and the deadline for implementation.

Key risks identified for the year and ongoing are:

- **Financial Risk / Uncertainty / Instability**

The main risk for the organisation this year is the end of our main source of income – the Mental Health Recovery Pathway (MHRP) contract with the London Borough of Islington and the Camden and Islington CCG in October 2024.

This uncertainty impacted everyone at Islington Mind – service users, staff and volunteers, creating a sense of instability.

We now know that we successfully secured the new MHRP contract. However, several funding streams for specialist projects are coming to an end, and the new MHRP contract involves a reduction in both services and budget.

At the same time, the worsening Cost of Living Crisis is driving up operational costs, while we face an increasingly competitive and constrained funding landscape. This presents challenges for the charity's budget, particularly in our ability to offer salary increases that align with market inflation.

To address these challenges, we have engaged a consulting agency to enhance our fundraising efforts. We will leverage the strong relationships we have built with major local and national trusts and foundations, as well as the solid reputation we have established over the past five years. Our robust monitoring and evaluation systems will further demonstrate the need for and impact of the services for which we are seeking funding.

- **Increased Demand and Need Versus Resources**

The cost-of-living crisis has intensified financial hardship and isolation among our target group, worsening mental health issues. Increased referrals, complex needs, staff turnover and slow recruitment have added additional pressure.

We anticipate continued high demand and complexity of needs and need for specialist services, alongside decreased funding and resources throughout 2024/2025. We collaborate with other statutory and voluntary sector local service providers to enhance integrated care and ensure access to specialise services, further developing referral and signposting pathways.

We use peer support, community volunteers and internal services (drop-ins, activities) for clients on the waiting list. Our screening and triage systems, managed by our Structure Intervention Support manager provides emergency and group support, signposting to local services and ensuring regular communication with clients awaiting support.

- **Staff and Volunteer Recruitment, Turnover, and Retention:**

Increased demand and limited resources led to a high risk of burnout.

We reviewed our Recruitment Policy to encourage applications from minoritised communities and those with lived experience of mental health concerns. We improved our internal communication with newsletters and events, and offered several all-staff training opportunities throughout the year.

We ensure fair employment opportunities with competitive salaries, benefits and support. Going forward, we will also engage our local partners to promote vacancies, aiming to reach a more diverse range of communities and attract volunteers with lived experience.

- **Our Reserves are Not in Line with our Reserves Policy**

Our fundraising campaign in the last four years aims to increase our unrestricted reserves through social media campaigns and other possible methods of attracting more generalised donations. We maintain an elevated fundraising approach incorporating a more diverse selection of income streams.

Fundraising Policy

All fundraising practices are framed within the values and principles of the organisation. Where expenditure is required to generate income, there is an analysis of the return on investment to ensure the organisation can make informed decisions regarding activities.

Islington Mind's Fundraising Policy is reviewed and approved by the Board of Trustees annually. Islington Mind is the brand name for the majority of the fundraising activities for the Association. Supporters of Islington Mind are a key element in the fundraising activities, and we are committed to employing a transparent and ethical approach to all fundraising activities. To help guarantee the availability of continuing funds, we aim to maintain a broad base of funding sources.

The regulatory landscape for fundraising is evolving and we will continue to monitor and adapt with these changes. When working with suppliers and agencies, we ensure that they are fully registered with all the appropriate regulatory bodies and reviewing all their policies as part of our robust procurement due-diligence process. As of 31 March 2024 no complaints about fundraising activities have been received.

Our Ethical Fundraising and Investment Policy guides the organisation in the extent to which it might accept donations and ensures that any investments are in keeping with the ethics of the organisation.

Islington Mind is registered with the Fundraising Regulator and is committed to abiding by its Code of Fundraising Practice. Islington Mind senior managers with the CEO are responsible for ensuring that our fundraising efforts adhere to this code.

We accept voluntary donations from individuals, companies and other organisations, and make every effort to apply these donations in a manner consistent with donors' wishes, accounting for the operational constraints and strategic priorities of Islington Mind.

Our Policies, including our Fraud Prevention and Bribery Prevention Policies, ensure that we comply with all relevant legislation including money laundering laws, the Bribery Act and Charity Commission guidance, including terrorism and political activity.

We monitor and record any complaints resulting from our fundraising practices, and an annual report is provided to our trustees. We also ensure vulnerable people are protected through our safeguarding policy.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Plans for the Future

We have an ambitious Operational Plan in place to progress our strategic priorities.

To progress **strategic priority 1, Beneficiaries – improving access for people from minoritised communities**, we will:

- partner with grassroot organisations who work with and represent minoritised communities to help us proactively outreach to most underrepresented
- collaborate with faith/worship/cultural spaces (IBA/Islington Faiths Forum (IFF)
- Partner with disability groups (Disability Action Islington/Elfrida)
- continue to progress our organisational pledge to improve representation of people from minoritised ethnic communities in our workforce
- recruit a Neurodiversity Champion to further improve Equity, Diversity (EDI) together with our DEI Champion across the organisation
- Conduct an EDI workforce Survey will be conducted. Results will be analysed by EDI and Neurodiversity Champion who will submit a report with recommendations to SMT
- Provide at least one annual EDI training open to all Islington Mind's staff and volunteers
- further develop and expand our work with young adults through our chance4young service
- engage with LGBTQI+ education, awareness raising, campaign and influencing activities
- sustain and further develop our specialist services.

To progress **strategic priority 2, Services - high quality dynamic, and safe services**, we will:

- ensure Co-production is embedded and underpins all activities, procedures and decision making. We will further develop Co-production methods including expanding our Co-Production Group, and co-developing and conducting an annual survey
- review internal pathways and collaboration between different teams, and improve our internal integrated work
- review our outcome tool, adopt DIALOG+ outcome tool, Care Plan/Self-Care Safety Plan templates that are used by the North London Mental Health NHS Partnership Core Teams in order to build integrated care framework across the borough. DIALOG+ measures satisfaction from own quality of life and experience of care received, providing regular impact feedback across domains.
- further review all health and safety procedures and implement actions
- further develop accessible promotion material for each project/service
- continue to develop peer led volunteering programs.

To progress strategic **Priority 3, External Engagement – improving Islington Mind's visibility, engagement, and collaborative / joint working**, we will:

- continue to participate in local strategic platforms/boards, advocating for the needs of residents with mental health concerns
- continue to ensure SMT engages with partnership work/activities/meeting regularly
- form a Community Mental Health Providers Network (MHPN) (13 committed partners), working operationally and strategically to:
 - improve reach/target support for underrepresented communities;
 - promote cross-organisational working, adding value and improving effectiveness/efficiencies, sharing skills, resources, learning, and referral pathways;
 - widen participation and influence strategic platforms (e.g. All Adult MH Partnership Board/Locality Leadership teams/VCFSE Advisory Group/Suicide Prevention Partnership)
- participate in monthly CT Multidisciplinary meetings (HOYD, AUKI, IPR, IM, HWI and CT clinical leads)
- continue to participate in the Bright Lives Alliance Partnership, co-lead the alliance mental health subgroup, providing support and advice and host Alliance Cost-of-Living events.
- support the Access Islington Hubs through monthly surgeries, providing expertise, floating support, advice and referral point, coaching colleagues and assisting multidisciplinary case reviews
- continue to ensure staff engagement with the Mind network (MiL, Mind in NCL, NM)
- further develop our promotion and communication systems, exploring social media options, improving our website, and producing a regular newsletter.

To progress strategic **Priority 4**, *Our People – ensuring staff, volunteers' and trustees' wellbeing, engagement, and involvement*, we will:

- strengthen governance and ensure effective use of trustees specialist skills across the Board of trustees' sub-committees
- improve EDI recruitment protocols:
 - diversity and Lived Experience banners in advertisements;
 - accessible material and processes (plain English, adjustments);
 - representative interview panels, involving diverse communities and clients
- ensure every staff and every volunteer have access to regular, scheduled, structured supervision sessions, wellbeing and stress at work to be a standing item of each individual supervision
- organise regular all staff meetings, away days, events, training
- continue producing internal all staff newsletter with information of changes, developments, achievements
- review volunteer recruitment process, induction and support offer
- provide 40 weekly supervised volunteering placement opportunities, prioritising local students/professionals

To progress strategic **Priority 5**, *Financial Strength*, we will:

- increase the capacity of fundraising team
- work to further diversify income streams, reduce reliance on our statutory funding
- work with a consulting agency
- prioritise the funding causes that serve our priority groups and the projects which are at financial risk.

To progress strategic **Priority 6, Organisational Capacity**, we will review, update and embed all our operating policies and procedures, ensuring policies meet safety requirements.

Structure, Governance and Management

The organisation is a charitable company limited by guarantee, incorporated on 20 March 1986. We were registered as a charity on 21 October 1982.

The company was established under a memorandum of association that established the objects and powers of the charitable company and is governed under its articles of association. These Our Memorandum and Articles of Association and our Scheme of Delegation were revised and updated in February 2019.

Islington Mind is governed by a Board of Trustees who are elected at our AGM. All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts.

The Trustees are responsible for the policy direction of the organisation and key personnel decisions, the employment of new staff and disciplinary procedures. The day-to-day operational issues are delegated to the CEO who in turn delegates operational issues to individual Project Managers.

Appointment of Trustees

New trustees are recruited from a variety of sources. We maintain a complement of 50% of our trustees having lived experience of mental health problems and of using mental health services. We advertise for trustees in the local press and through other voluntary project networks. The trustees decide which skills are needed on the committee and people with those skills are targeted for recruitment. Each prospective Board/Management Committee member is asked to attend three management committee meetings after which they can be co-opted on to the committee by the existing management committee. They can then stand for election at our AGM.

Trustee Induction and Training

Each new trustee is provided with an induction pack and an induction programme, which introduces them to our various projects and our staff team. Each new trustee is inducted into the legal responsibilities of their role and training about such roles is provided either from external training organisations or from the organisation's key staff. Training needs are reviewed regularly, and trustees are offered training where necessary, particularly in relation to changing policy regulations.

Related Parties and Relationships with Other Organisations

Islington Mind is an independent charitable organisation affiliated to "Mind, the Mental Health Charity". Membership depends upon meeting the Mind Quality Mark's standards, which include standards of service delivery, personnel management, and appropriate policy implementation. Our quality standards were last reviewed in July 2018.

Islington Mind procures service contracts from Islington Clinical Commissioning Group / London Borough of Islington and Camden Clinical Commissioning Group / London Borough of Camden, which are accompanied by rigorous monitoring procedures related to service delivery, staff welfare, equal opportunities, and vulnerable adult protection procedures.

Remuneration policy

Islington Mind is committed to equality of access to employment opportunities.

We aim to recruit talented people with the skills, experience and personal qualities which will contribute to a thriving, diverse and inclusive organisation. Our recruitment practices aim to be fair and inclusive to all.

Islington Mind's salaries are benchmarked internally and externally annually.

All salary increases must be approved by the Chief Executive (and in the case of the Chief Executive any salary increase must be approved by the Chair of the Board of Trustees).

Annual salaries review and uplifts are approved by the Finance Committee, the CEO and the Board of Trustees as part of setting the budget for the organisation.

In line with the Hutton Fair Pay Review recommendation on executive pay; the salary of the highest paid employee is no more than four times the median salary of the organisation.

Statement of responsibilities of the trustees

The Trustees (who are also the Directors of Islington Mind for the purposes of company law) are responsible for preparing the Trustees' Annual Report including the Strategic Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these 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
- state whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They 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.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Islington Mind
Trustees' Annual Report
For the year ended 31 March 2024

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees are members of the charity, but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

We thank all Islington Mind's dedicated staff and volunteers for working above and beyond their roles to support our clients during a year of challenges and uncertainty. We also thank our funders who supported us in providing the vital services that we offer.

Auditor

Sayer Vincent LLP were re-appointed as the charitable company's auditors during AGM this year and have expressed their willingness to continue in that capacity.

The Trustees' Annual Report has been approved by the Trustees on 12 December 2024 and signed on their behalf by

Gwen Williams

Chair

Opinion

We have audited the financial statements of Islington Mind (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2024 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the group financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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 Islington Mind's ability to continue as a going concern for a period of at least twelve 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 other information comprises the information included in the trustees' annual report, including the strategic report, other than the group financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the group 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 group financial statements or our knowledge obtained in the course of 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 this gives rise to a material misstatement in the group financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the Trustees' annual report, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements.
- The trustees' annual report, including the strategic report, has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' annual report, including the strategic report.

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

- Adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- The parent charitable company financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities set out in the Trustees' annual report, the Trustees (who are also the directors of the parent charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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 are set out below.

Capability of the audit in detecting irregularities

- In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:
 - We enquired of management and the finance and audit committee, which included obtaining and reviewing supporting documentation, concerning the group's policies and procedures relating to:

- Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
 - We obtained an understanding of the legal and regulatory framework that the group operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the group from our professional and sector experience.
 - We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
 - We reviewed any reports made to regulators.
 - We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
 - We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
 - In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Noelia Serrano (Senior statutory auditor)

DATE 16 December 2024

for and on behalf of Sayer Vincent LLP, Statutory Auditor

110 Golden Lane, LONDON, EC1Y 0TG

Islington Mind

Statement of Financial Activities (incorporating an income and expenditure account)

For the year ended 31 March 2024

	Note	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Income from:					
Donations and legacies	3	10,840	–	10,840	7,721
Charitable activities	4				
Support Services		1,187,478	63,770	1,251,248	1,190,586
Age UK		–	62,074	62,074	–
COVID Enablement		–	132,323	132,323	95,701
Outcome Support Groups		–	88,607	88,607	59,380
Welfare Benefits Clinic		–	25,762	25,762	15,800
Mother 2 Mother Group		1,438	22,000	23,438	22,543
Miscellaneous projects		–	97,437	97,437	95,634
Total income		1,199,756	491,973	1,691,729	1,487,365
Expenditure on:					
Raising funds		42,580	–	42,580	35,273
Charitable activities					
Support Services		1,076,206	70,618	1,146,823	1,146,843
Age UK		–	68,748	68,748	2,078
COVID Enablement		–	109,248	109,248	117,973
Outcome Support Groups		–	31,048	31,048	72,966
Welfare Benefits Clinic		2,034	34,278	36,312	18,186
Mother 2 Mother Group		29,516	24,104	53,620	31,051
Miscellaneous projects		–	114,408	114,408	96,460
Total expenditure	5	1,150,336	452,452	1,602,788	1,520,830
Net income /(expenditure) for the year		49,420	39,521	88,941	(33,465)
Net movement in funds		49,420	39,521	88,941	(33,465)
Reconciliation of funds:					
Total funds brought forward		606,812	107,036	713,848	747,313
Total funds carried forward		656,232	146,557	802,789	713,848

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 Note 16 to the financial statements.

Islington Mind

Balance sheet

Company no. 02002508

As at 31 March 2024

	Note	2024 £	2023 £
Fixed assets:			
Tangible assets	11	3,452	7,356
		<u>3,452</u>	<u>7,356</u>
Current assets:			
Debtors	12	103,396	70,438
Cash at bank and in hand		880,693	773,727
		<u>984,089</u>	<u>844,165</u>
Liabilities:			
Creditors: amounts falling due within one year	13	(184,752)	(137,673)
		<u></u>	<u></u>
Net current assets		799,337	706,492
Total net assets		802,789	713,848
		<u><u>802,789</u></u>	<u><u>713,848</u></u>
The funds of the charity:	16		
Restricted income funds		146,557	107,036
General funds		656,232	606,812
		<u>656,232</u>	<u>606,812</u>
Total unrestricted funds		656,232	606,812
Total charity funds		802,789	713,848
		<u><u>802,789</u></u>	<u><u>713,848</u></u>

Approved by the trustees on 12 December 2024 and signed on their behalf by

Gwen Williams
Chair of trustees

Statement of cash flows

For the year ended 31 March 2024

Reconciliation of net income to net cash flow from operating activities

	2024 £	2023 £
Net income/ (expenditure) for the reporting period (as per the Statement of Financial Activities)	88,941	(33,465)
Depreciation charges	3,904	5,564
(Decrease)/increase in debtors	(32,958)	62,959
Increase/(decrease) in creditors	47,079	(118,221)
Net cash provided by/(used in) operating activities	106,966	(83,163)

	2024 £	2023 £
Cash flows from operating activities		
Net cash provided by/(used in) operating activities	106,966	(83,163)
Cash flows from investing activities:		
Purchase of fixed assets	-	(2,836)
Net cash used in investing activities	-	(2,836)
Change in cash and cash equivalents in the year	106,966	(85,999)
Cash and cash equivalents at the beginning of the year	773,727	859,726
Cash and cash equivalents at the end of the year	880,693	773,727

Analysis of cash and cash equivalents and of net debt

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank and in hand	773,727	106,966	880,693
Total cash and cash equivalents	773,727	106,966	880,693

1 Accounting policies

a) Statutory information

Islington Mind is a charitable company limited by guarantee and is incorporated in England & Wales. The registered office address is Unit 4, Archway Business Centre, 19–23 Wedmore Street, Islington, London, N19 4RU.

b) Basis of preparation

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 the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

f) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has received the service, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the Trustees' Annual Report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1 Accounting policies (continued)

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

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

i) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, other activities undertaken to further the purposes of the charity and their associated support costs

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity.

Support and governance costs are re-allocated to each of the activities on the basis of the proportion of each project's funding which is specifically for core costs.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- | | |
|-------------------------|---------|
| ● Fixtures and fittings | 5 years |
| ● Website redesign | 5 years |
| ● Computer equipment | 5 years |

1 Accounting policies (continued)

m) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

n) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

p) Pensions

Four staff members previously employed by the NHS are in the NHS defined benefit pension scheme. Further detail of this is given in note 19. All our other qualifying staff are enrolled in a Friends Life defined contribution scheme.

2 Detailed comparatives for the statement of financial activities

	Unrestricted £	Restricted £	2023 Total £
Income from:			
Donations and legacies	7,721	–	7,721
Charitable activities			
Support Services	1,148,865	41,721	1,190,586
COVID	–	–	–
COVID Enablement	–	95,701	95,701
Outcome Support Groups	–	59,380	59,380
Welfare Benefits Clinic	–	15,800	15,800
Mother 2 Mother Group	543	22,000	22,543
Miscellaneous projects	416	95,218	95,634
Total income	1,157,545	329,820	1,487,365
Expenditure on:			
Raising funds	35,273	–	35,273
Charitable activities			
Support Services	1,108,316	38,527	1,146,843
COVID	2,078	–	2,078
COVID Enablement	19,528	98,445	117,973
Outcome Support Groups	5,136	67,830	72,966
Welfare Benefits Clinic	–	18,186	18,186
Mother 2 Mother Group	–	31,051	31,051
Miscellaneous projects	2,663	93,797	96,460
Total expenditure	1,172,994	347,836	1,520,830
Net income for the year	(15,449)	(18,016)	(33,465)
Transfers between funds	(3,000)	3,000	–
Net income for the year and net movement in funds	(18,449)	(15,016)	(33,465)
Reconciliation of funds:			
Total funds brought forward	625,261	122,052	747,313
Total funds carried forward	606,812	107,036	713,848

3 Income from donations and legacies

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Gifts	10,840	–	10,840	7,721	–	7,721
	–	–	10,840	7,721	–	7,721

4 Income from charitable activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Islington & Camden CCG/LBI	1,187,478	–	1,187,478	1,123,493	4,762	1,128,255
Other income from Support Services	–	63,770	63,770	25,372	36,959	62,331
Sub-total for Support Services	1,187,478	63,770	1,251,248	1,148,865	41,721	1,190,586
Age UK	–	62,074	62,074	–	–	–
COVID Enablement	–	132,323	132,323	–	95,701	95,701
Outcome Support Groups	–	88,607	88,607	–	59,380	59,380
Mother 2 Mother Support Group	1,438	22,000	23,438	543	22,000	22,543
Welfare Benefits Clinic	–	25,762	25,762	–	15,800	15,800
Miscellaneous projects	–	97,437	97,437	416	95,218	95,634
Total income from charitable activities	1,188,916	491,973	1,680,889	1,149,824	329,820	1,479,644

5a Analysis of expenditure (current year)

	Cost of raising funds £	Charitable activities							Governance costs £	Support costs £	2024 Total £	2023 Total £
		Support Services £	Age UK £	COVID Enablement £	WBC £	M2M £	Outcome £	Misc. £				
Salaries (note 7)	42,580	532,932	53,690	66,840	25,094	25,272	41,712	92,470	–	182,655	1,063,245	924,294
Agency	–	19,809	–	–	–	2,426	–	–	–	14,655	36,890	28,674
Recruitment	–	668	–	–	–	–	–	–	–	–	668	19,620
Volunteers	–	4,634	–	–	–	–	265	–	–	1,047	5,946	4,961
Training	–	5,662	1,853	–	–	–	–	–	–	4,758	12,273	12,050
Activities	–	–	–	–	–	–	–	–	–	–	–	10,034
Travel	–	8	22	–	–	–	–	–	–	60	90	63
Catering	–	47,417	–	121	–	1,651	1,361	–	–	865	51,415	40,139
Premises	–	224,542	–	21,122	–	–	–	–	–	40,220	285,884	341,447
Equipment/maintenance	–	24,296	–	216	–	–	–	–	–	1,001	25,513	31,826
Depreciation	–	–	–	–	–	–	–	–	–	3,905	3,905	5,564
Phone and internet	–	18,585	–	–	–	–	–	–	–	8,308	26,893	16,823
Printing, postage and stationery	–	2,935	–	–	–	–	–	–	–	4,329	7,264	5,985
IT maintenance/software	–	25,377	–	–	–	–	–	–	–	6,274	31,651	26,324
Publications & subs	–	420	–	–	–	–	–	–	–	7,268	7,688	5,180
Professional fees	–	–	–	–	–	–	–	–	9,000	14,006	23,006	19,179
Sundry expenditure	–	3,675	–	–	–	–	–	–	–	820	4,495	8,294
Grants to users	–	15,961	–	–	–	–	–	–	–	–	15,961	20,373
	42,580	926,921	55,565	88,299	25,094	29,349	43,338	92,470	9,000	290,171	1,602,787	1,520,830
Support costs	–	213,289	12,786	20,318	5,774	6,753	9,972	21,278	–	(290,171)	–	–
Governance costs	–	6,613	397	631	179	210	310	661	(9,000)	–	–	–
Total expenditure 2024	42,580	1,146,823	68,748	109,248	31,048	36,312	53,620	114,408	–	–	1,602,787	
Total expenditure 2023	35,273	1,146,843	2,078	117,973	18,186	31,051	72,966	96,460	–	–		1,520,830

5b Analysis of expenditure (prior year)

	Cost of raising funds £	Charitable activities								Governance costs £	Support costs £	2023 Total £
		Support Services £	COVID £	COVID Enablement £	WBC £	M2M £	Outcome £	CRCE £	Misc. £			
Salaries (note 7)	35,273	521,059	2,078	77,183	13,638	26,554	54,353	-	68,215	-	125,941	924,294
Agency	-	27,916	-	-	-	124	537	-	97	-	-	28,674
Recruitment	-	19,620	-	-	-	-	-	-	-	-	-	19,620
Volunteers	-	3,828	-	346	94	31	572	-	90	-	-	4,961
Training	-	8,186	-	-	-	-	1,950	-	1,690	-	224	12,050
Activities	-	3,107	-	-	-	-	520	-	6,407	-	-	10,034
Travel	-	56	-	-	-	-	-	-	7	-	-	63
Catering	-	36,691	-	242	-	806	625	-	835	-	940	40,139
Premises	-	274,092	-	21,046	-	-	1,139	-	-	-	45,170	341,447
Equipment/maintenance	-	29,547	-	(6)	-	-	162	-	-	-	2,123	31,826
Depreciation	-	-	-	-	-	-	-	-	-	-	5,564	5,564
Phone and internet	-	6,271	-	1,258	850	-	1,288	-	419	-	6,737	16,823
Printing, postage and stationery	-	2,364	-	472	-	-	-	-	-	-	3,149	5,985
IT maintenance/software	-	8,750	-	2,596	1,298	-	2,666	-	1,186	-	9,828	26,324
Publications & subs	-	36	-	-	-	-	-	-	-	-	5,144	5,180
Professional fees	-	-	-	-	-	-	-	-	-	8,100	11,079	19,179
Sundry expenditure	-	2,286	-	-	-	3	25	-	-	-	5,980	8,294
Grants to users	-	19,993	-	-	-	150	-	-	230	-	-	20,373
	35,273	963,802	2,078	103,137	15,880	27,668	63,837	-	79,176	8,100	221,879	1,520,830
Support costs	-	176,519	-	14,307	2,224	3,262	8,804	-	16,763	-	(221,879)	-
Governance costs	-	6,522	-	529	82	121	325	-	521	(8,100)	-	-
Total expenditure 2023	35,273	1,146,843	2,078	117,973	18,186	31,051	72,966	-	96,460	-	-	1,520,830

Notes to the financial statements

For the year ended 31 March 2024

6 Net income/(expenditure) for the year

This is stated after charging:

	2024	2023
	£	£
Depreciation	3,904	5,564
Operating lease rentals:		
Property	54,197	52,525
Auditor's remuneration (excluding VAT):		
Audit	8,400	8,000

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024	2023
	£	£
Salaries and wages	956,230	827,572
Social security costs	84,907	77,529
Employer's contribution to defined contribution pension schemes	22,108	19,655
	1,063,245	924,756

One employee earned between £60,000 and £70,000 during the year (2023:1).

The total employee benefits including pension contributions of the key management personnel were £281,508 (2023: £272,930).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2023: £Nil). No charity trustee received payment for professional or other services supplied to the charity (2023: £Nil).

No trustees were reimbursed for travel expenses in the year (2023: £0).

8 Staff numbers

The average number of employees based on average head count of staff employed (full-time equivalent) during the year was as follows:

	2024	2023
	No.	No.
	Head Count	Head Count
	(FTE)	(FTE)
Support Services	17.1 (12.4)	17.6 (13.1)
Covid Enablement	2.5 (1.9)	3.0 (2.6)
Outcome Support Groups	4.5 (1.5)	2.6 (1.1)
Mother2Mother Group	1.0 (0.2)	2.0 (0.5)
Welfare Benefits Clinic	1.0 (0.4)	1.0 (0.4)
Miscellaneous projects	3.8 (2.9)	2.0 (1.2)
Support	6.2 (4.3)	6.1 (4.2)
	36.1 (23.6)	34.3 (23.1)

9 Related party transactions

There are no related party transactions to disclose for 2024 (2023: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

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

11 Tangible fixed assets

	Fixtures and fittings £	Website redesign £	Computer equipment £	Total £
Cost or valuation				
At the start of the year	19,775	3,696	21,152	44,623
At the end of the year	19,775	3,696	21,152	44,623
Depreciation				
At the start of the year	15,657	3,634	17,976	37,267
Charge for the year	666	62	3,176	3,904
At the end of the year	16,323	3,696	21,152	41,171
Net book value				
At the end of the year	3,452	–	–	3,452
At the start of the year	4,118	62	3,176	7,356

All of the above assets are used for charitable purposes.

12 Debtors

	2024 £	2023 £
Other debtors	24,347	49,746
Prepayments	79,049	20,692
	103,396	70,438

13 Creditors: amounts falling due within one year

	2024 £	2023 £
Taxation and social security	21,243	28,796
Other creditors	50,738	55,877
Deferred income	112,771	53,000
	184,752	137,673

14 Deferred income

Deferred income comprises grants received for projects that are being delivered in the following financial year.

	2024 £	2023 £
Balance at the beginning of the year	53,000	11,000
Amount released to income in the year	(53,000)	(11,000)
Amount deferred in the year	112,771	53,000
Balance at the end of the year	112,771	53,000

Notes to the financial statements

For the year ended 31 March 2024

15a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	3,452	-	3,452
Net current assets	652,780	146,557	799,337
Net assets at the end of the year	656,232	146,557	802,789

15b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	7,356	-	7,356
Net current assets	599,456	107,036	706,492
Net assets at the end of the year	606,812	107,036	713,848

16a Movements in funds (current year)

	At the start of the year £	Income £	Expenditure £	Transfers between funds £	At the end of the year £
Restricted funds:					
Richard Cloudesley Fund (for clients)	7,679	18,010	(20,911)	-	4,778
DWP adaptations	-	1,764	(1,764)	-	-
Mind – ELEDF grant	-	6,000	(6,000)	-	-
LBI Local Initiatives Funds	1,978	4,645	(4,645)	-	1,978
B & O Furniture grant	-	5,750	(5,750)	-	-
Percy Bilton software grant	-	3,816	-	-	3,816
Cripplegate Catalyst	6,977	3,000	(1,560)	-	8,417
CDA gardening grant	2,214	-	(875)	-	1,339
Cripplegate Cost of Living grant	2,900	-	(2,900)	-	-
Screwfix – for improvements	5,000	-	(5,000)	-	-
NHS Health Inequalities grant	-	20,785	(20,785)	-	-
Biq Lottery Fund (Covid Enablement)	-	96,500	(73,110)	-	23,390
Cripplegate Mind the Gap grant	-	15,823	(15,823)	-	-
Mind Cost of Living grant	-	20,000	(20,000)	-	-
City Bridge Trust	-	43,425	(15,527)	-	27,898
Sir Halley Stewart Trust	-	17,380	(4,345)	-	13,035
Netflix/ T Daley donation	-	1,773	(200)	-	1,573
Mind Psychotherapy grant	-	20,000	(5,026)	-	14,974
DHSC Suicide Prevention grant	-	6,029	(6,029)	-	-
Fishmongers	8,609	25,762	(34,371)	-	-
Cripplegate – Mother 2 Mother	2,226	22,000	(24,226)	-	-
Age UK Islington (Carers group)	6,830	10,612	(17,442)	-	-
Age UK Islington Core team grant)	-	51,462	(51,462)	-	-
GLA Sports grant	15,997	-	(15,997)	-	-
Mind Get Active Connect grant	-	22,780	(12,769)	-	10,011
Mind Series – Sports grant	9,928	-	(9,928)	-	-
R Cloudesley – counselling	15,227	20,000	(20,000)	-	15,227
Mind SelfHelp grant	-	17,502	(17,502)	-	-
Islington PCT – Hand in Hand	7,533	37,155	(26,110)	-	18,578
LBI – LD Together	12,395	-	(12,395)	-	-
Mind – Drama Group	766	-	-	-	766
Pilgrim Trust	777	-	-	-	777
Total restricted funds	107,036	491,973	(452,452)	-	146,557
Unrestricted funds:					
General funds	606,812	1,199,756	(1,150,336)	-	656,232
Total unrestricted funds	606,812	1,199,756	(1,150,336)	-	656,232
Total funds	713,848	1,691,729	(1,602,788)	-	802,789

Notes to the financial statements

For the year ended 31 March 2024

16b Movements in funds (prior year)

	At the start of the year £	Income £	Expenditure £	Transfers between funds £	At the end of the year £
Restricted funds:					
Richard Cloudesley Fund (for clients)	8,733	15,159	(16,213)	-	7,679
Cripplegate Catalyst	4,477	3,000	(500)	-	6,977
LBI Local Initiatives Funds	-	3,588	(1,610)	-	1,978
Mind – Talking Therapies (Outcome)	(3,000)	-	-	3,000	-
Second Chance	3,000	-	(3,000)	-	-
CDA gardening grant	3,000	-	(786)	-	2,214
LBI webhosting	-	1,174	(1,174)	-	-
Cripplegate Cost of Living grant	-	5,000	(2,100)	-	2,900
Screwfix – for improvements	-	5,000	-	-	5,000
Mind – Co-Production	-	2,800	(2,800)	-	-
Healthwatch – community research	-	2,500	(2,500)	-	-
Healthwatch – motivational training	-	3,000	(3,000)	-	-
Pilkington Trust	4,344	-	(4,344)	-	-
Miscellaneous grants for clients	-	500	(500)	-	-
Big Lottery Fund (Covid Enablement)	2,744	95,701	(98,445)	-	-
Sir Halley Stewart Trust	2,725	17,380	(20,105)	-	-
City Bridge Trust	2,725	42,000	(44,725)	-	-
Goldsmiths	3,000	-	(3,000)	-	-
Fishmongers	10,995	15,800	(18,186)	-	8,609
Cripplegate	11,277	22,000	(31,051)	-	2,226
Mind – Drama Group	766	-	-	-	766
GLA Sports grant	-	15,997	-	-	15,997
Pilgrim Trust	777	-	-	-	777
R Cloudesley – counselling	-	35,000	(19,773)	-	15,227
Age UK Islington	-	10,107	(3,277)	-	6,830
Active Londoners	5,000	-	(5,000)	-	-
Mind Series – Sports grant	19,000	-	(9,072)	-	9,928
Big Lottery Fund (LD Together)	7,489	-	(7,489)	-	-
LBI – LD Together	25,000	-	(12,605)	-	12,395
Stebbing – Counselling	10,000	-	(10,000)	-	-
Islington PCT – Hand in Hand	-	34,114	(26,581)	-	7,533
Total restricted funds	122,052	329,820	(347,836)	3,000	107,036
Unrestricted funds:					
General funds	625,261	1,157,545	(1,172,994)	(3,000)	606,812
Total unrestricted funds	625,261	1,157,545	(1,172,994)	(3,000)	606,812
Total funds	747,313	1,487,365	(1,520,830)	-	713,848

16 Movement in funds (continued)**Purposes of restricted funds**

Richard Cloudesley Fund	This is a fund for clients in need which we administer.
DWP Grant for adaptations	This is a fund to pay for adaptations for a staff member.
Mind ELEDf grant	This is a fund to enable clients to more fully participate in the service.
LBI Local Initiatives Funds	These funds are for outings and events.
B & Q grant	This is a fund for buy furniture for our Day Centres.
Percy Bilton Charity	This is a fund for buy computers and software.
Cripplegate Catalyst	This is a fund for clients in need which we administer.
CDA gardening grant	This is a fund to run a gardening club.
Cripplegate Cost of Living grant	This is a fund to help clients with the cost of living.
Screwfix grant	This is to fund improvements to the boiler and radiators at Ashley Road.
NHS Health Inequalities grant	This is a fund to research inequalities in mental health services.
Big Lottery Fund (Covid Enablement)	This is a fund to provide a COVID Enablement service.
Cripplegate Mind the Gap grant	This is a fund to provide an Enablement Housing service.
Mind Cost of Living grant	This is a fund to help clients with the cost of living.
City Bridge Trust	This is a fund for an asylum seekers' group.
Sir Halley Stewart Trust	This is a fund for an asylum seekers' group.
Netflix/ Tom Daley donation	This is a fund to provide travel expenses for an asylum seeker's group.
Mind Psychotherapy grant	This is a fund for an asylum seekers' group.
DHSC Suicide Prevention grant	This is a fund to provide counselling and suicide prevention outreach.
Fishmongers Company	This is a fund to run a welfare benefits clinic.
Mind Cost of Living grant	This is a fund to help clients with the cost of living.
Cripplegate Mother 2 Mother grant	This is a fund to run a Mother2Mother support group.
Age UK Islington – Carers grant	This is a fund to run a carers group.
Age UK Islington – Core Team grant	This is a fund to employ keyworkers to provide community support.
GLA Sports grant	This is a fund to promote sporting activities.
Mind Get Active Connect grant	This is a fund to
Mind Series – Sports grant	This is a fund to run a Sports group.
Richard Cloudesley – counselling	This is a fund to run a counselling service.
Mind Self-Help grant	This is a fund to run a counselling service.
Islington PCT (Hand in hand)	This is a fund to run a buddying project.
LBI – LD Together	This is a fund to run a Learning Disability Support group.
Mind – Drama Group	This is a fund to run a drama group.
Pilgrim Trust	This is for a domestic violence support group.

17 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows:

	Property 2024 £	2023 £
Less than one year	143,323	225,970
One to five years	–	31,917
	143,323	257,887

18 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

19 NHS Pension Scheme

A number of Islington Mind employees are covered by the provisions of the two NHS Pension Schemes. Details of the benefits payable and rules of the Schemes can be found on the NHS Pensions website at www.nhsbsa.nhs.uk/pensions. Both are unfunded defined benefit schemes that cover NHS employers, GP practices and other bodies, allowed under the direction of the Secretary of State for Health and Social Care in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, each scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating in each scheme is taken as equal to the contributions payable to that scheme for the accounting period.

In order that the defined benefit obligations recognised in the financial statements do not differ materially from those that would be determined at the reporting date by a formal actuarial valuation, the FReM requires that "the period between formal valuations shall be four years, with approximate assessments in intervening years". An outline of these follows:

a) Accounting valuation

A valuation of scheme liability is carried out annually by the scheme actuary (currently the Government Actuary's Department) as at the end of the reporting period. This utilises an actuarial assessment for the previous accounting period in conjunction with updated membership and financial data for the current reporting period, and is accepted as providing suitably robust figures for financial reporting purposes. The valuation of the scheme liability as at 31 March 2024, is based on valuation data as 31 March 2023, updated to 31 March 2024 with summary global member and accounting data. In undertaking this actuarial assessment, the methodology prescribed in IAS 19, relevant FReM interpretations, and the discount rate prescribed by HM Treasury have also been used.

The latest assessment of the liabilities of the scheme is contained in the report of the scheme actuary, which forms part of the annual NHS Pension Scheme Accounts. These accounts can be viewed on the NHS Pensions website and are published annually. Copies can also be obtained from The Stationery Office.

b) Full actuarial (funding) valuation

The purpose of this valuation is to assess the level of liability in respect of the benefits due under the schemes (taking into account recent demographic experience), and to recommend contribution rates payable by employees and employers.

The latest actuarial valuation undertaken for the NHS Pension Scheme was completed as at 31 March 2016. The results of this valuation set the employer contribution rate payable from April 2019 to 20.6% of pensionable pay. The 2016 funding valuation was also expected to test the cost of the Scheme relative to the employer cost cap that was set following the 2012 valuation. In January 2019, the Government announced a pause to the cost control element of the 2016 valuations, due to the uncertainty around member benefits caused by the discrimination ruling relating to the McCloud case.

HMT published valuation directions dated 7 October 2021 (see Amending Directions 2021) that set out the technical detail of how the costs of remedy are included in the 2016 valuation process. Following these directions, the scheme actuary has completed the cost control element of the 2016 valuation for the NHS Pension Scheme, which concludes no changes to benefits or member contributions are required. The 2016 valuation reports can be found on the NHS Pensions website at <https://www.nhsbsa.nhs.uk/nhs-pension-scheme-accounts-and-valuation-reports>.

ISLINGTON MIND

England & Wales - Charity number 294535

Accounts

Company number: 02002508
Charity Number: 294535



Islington Mind

Report and financial statements

For the year ended 31 March 2023

Content

For the year ended 31 March 2023

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Islington Mind
Reference and administrative information
For the year ended 31 March 2023

Company number: 02002508

Charity Number: 294535

Trustees: Trustees who are also directors under company law, who served during the year and up to the date of this report were as follows:

Gwen Williams – Chair

Anna Macgillivray – Secretary

Rob Jessett – Treasurer

PJ Samuels

Roman Podolczuk

Lisa Haywood

Brenda Kabaseke (*appointed August 2022*)

Mehdi Samadzadeh (*resigned 14 July 2022*)

Key management personnel:

Sigal Avni – CEO

Gemma Watts – Head of Service and Quality (*Appointed May 2022*)

Pat O’Driscoll – Integrated Community Support Manager

Ossi Ron – Structured Intervention Support Manager

Gerry Turley – Head of Finance, HR and Resources

Bankers: Lloyds Bank
273-275 Kentish Town
London
NW5 2LP

Auditor: Sayer Vincent LLP
Chartered Accountants and Statutory Auditors
Invicta House
108-114 Golden Lane
London
EC1Y 0TL

The trustees present their report and the audited financial statements for the year ended 31 March 2023.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association, the requirement of a directors’ report as required under company law, and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Objectives and Activities

The trustees review the charity’s vision, purpose, values, objectives and activities every year, referring to the Charity Commission’s general guidance on public benefit. In particular, the trustees consider how planned activities contribute to the aims and objectives that have been set.

Our Vision

We want everyone in Islington to get the respect and support they need to improve their mental health and wellbeing.

Our Purpose

- We are Islington Mind, an independent charitable organisation, part of the Mind network.
- We help people connect to themselves, to each other and to their support networks and communities
- We empower people by providing mental health support focused on strengths and assets, not on diagnoses
- We promote community cohesion

Our Values

- Respect - we listen with care, respect and provide reassurance to everyone we encounter
- Equality - we are committed to easy and equal access to mental health services and support for everyone in Islington
- Strength orientated – we help people find their voice, connect to their strengths and use their skills and assets
- Co-Production – we strive to develop and deliver services with the people we support
- Challenging Stigma and Discrimination - we seek to influence and improve mental health services in Islington, raising awareness surrounding mental health
- Community Cohesion - we actively seek opportunities for collaboration when developing services.

Our Objectives

We believe that everyone has a right to good mental health. We are here to safeguard and promote the mental health and wellbeing of all adults (18+) Islington residents, and to offer support to residents who experience mental distress, so they:

- improve self-esteem and confidence and live independently in their communities
- reduce the need to access secondary mental health services, so that mental health crisis and hospital admissions are reduced
- reduce the isolation that often accompanies mental illness by offering immediate access to integrated recovery pathways that enable people to live full and enriching lives, and by promoting community integration.improve their capacity to represent their own needs, and make their voices heard
- improve independence, financial security, and resilience – reducing the poverty often accompanying mental ill health, as well as the risk of destitution and homelessness.

We also aim to contribute to a stronger and more cohesive community and to raise awareness surrounding mental health problems, making a significant contribution to the local integrated care.

This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remain focused on its stated purposes.

To achieve the charity's aims and objectives, as in the charity's 2022 – 2025 strategy, Islington Mind's management and trustees have set up the following priorities and goals for the reporting period 2022 – 2023:

1. Beneficiaries – Equity of access and inclusion

To focus on progressing equity of access and inclusion of people from minority groups who face multiple disadvantages combined with mental health concerns, including people from BAME and LGBTQ+ communities, people with learning disabilities, young adults (18-35), and people especially challenged by the Costs-Of-Living crisis and who experience poverty and risk of destitution.

2. Services, Clients And Activities – strength based approach and co- production

To continue to provide and further develop dynamic, innovative, and high-quality early intervention and prevention mental health support services, which improve the quality of the lives of people with mental health problems and their carers.

To ensure that co production and a strength-based approach underpin all the charity's activities. To work to improve our health and safety protocols.

3. Collaborative and Engagement work - External Relationships

To work to increase the charity's visibility, engagement, partnerships and collaborative work.

4. Our People

To be focused on our staff's wellbeing and involvement, and on strengthening our senior management team and the board of trustees.

To further developed support of volunteers.

5. Financial strength

To work to improve all finance protocols and processes.

National Mind's strategic development priorities:

1. Responding to poverty & social deprivation
2. Becoming an anti-racist organisation
3. Supporting young people with a focus on trauma are also embedded in this year's objectives.

This Year's Performance and Achievements

Referrals to Islington Mind this year were 10% higher than in previous year (from 1225 in 21/22 to 1346 in 22/23), as our vulnerable target groups were adversely disadvantaged by the long term impact of the Covid-19 pandemic and the subsequent cost-of-living crisis (see below), triggering mental health decline and isolation, and leading to risk of mental health crisis and destitution.

We supported a total of 1617 individuals between April 2022 and March 2023.

Equity of Access and Inclusions

We continued to focus on identifying and responding to the needs of the most marginalised, seldom-heard and underserved people in our community, working to progress equity and inclusion in access and opportunities in our Islington and the wider London area.

This year we have continued to co-chair the All Age Mental Health Partnership Board / Inequalities subgroup - working together with Health Watch Islington to develop Islington's 'Progressing Inequalities' Toolkit. We will continue to collaborate with Health Watch Islington to carry out this work, now funded by NHS North Central London ICB.

Our clients demographics in the reporting period show that we have been succesful in expanding our reach - in the year 2022/2023, 745 clients (46%) were from BAME communities. 508 clients (31%) identified as LGBTQ+. The number of young adults aged between 18 and 35 who engage with our services increased from 258 in 2020/2021 to 444 in 2022/2023.

We continued to sustain and further develop our specialist services (see below) which respond to the needs of minoritized and disadvantaged communities.

Strength Based Approach and Co-Production

We have focused on developing our co-production, influence, engagement and involvement methods across the organisation.

50% of our board of trustees are people with lived experience of mental concerns who use services, and co production is a standing item on our Board's meetings' agenda.

Our All Islington Mind co-production group brings together clients, volunteers and staff members to look at strategic decisions and actions across the organisation. This year the group developed the organisation's Annual Survey, which we conducted in March 2023. The survey collected the views of 123 clients who access the wide range of the services we deliver.

Regular client meetings in all our services and projects encourage clients to get involved in the development of projects, and in the delivery of services.

Our open-door policy encourages and empowers clients to reach out to our staff team and share their views and feedback.

All clients are offered to participate in flexible peer volunteering programs, sharing their experiences, skills and expertise. This may be facilitating activities (e.g. running the Knit and Natter activity, facilitating the women's group or a yoga class), work in reception and on one of our lines, help with gardening or in the kitchen. Everyone can volunteer as much as they are able and willing to.

Our 2023 annual survey shows that 83% of our clients were 'satisfied' or 'very satisfied' with our overall support, 88% said Islington Mind helped them spend time with other people, and 87% said Islington Mind helped them when they needed to solve a problem.

Clients said:

"It makes me feel valued and cared for having lunch made for me."

"I have met wonderful people and this has boosted my self confidence."

"Islington Mind has given me much needed support over the years, financial, emotional, creative and holistic. The staff are empathetic and supportive. Islington Mind is a greatly needed service and in trying times a life saver. I am so grateful for this service."

Services

All our services were provided in-person across four sites in the London Borough of Islington: our Wedmore Street main office and Despard Road day centre in the north of the borough, and our Ashley Road and Isledon Road day centres in the middle of the borough.

All one-to-one structured intervention services (and some group activities) offered a hybrid option. This involved combining face-to-face delivery with remote phone and/or video calls according to clients' preferences.

The Mental Health Recovery Pathway

We continued to develop and expand the Mental Health Recovery Pathway programme, refining and adapting our approach with clients through co-production work, ensuring services are developed with the people who access them, and focusing on responding to the changing needs of our disadvantaged target groups.

This service model began on the 1st of June 2019. This contract's original end date - May 2024 – has been extended to October 2024.

The model consists of two elements:

- The Integrated Community Support service
- The Structured Intervention Support services.

The Integrated Community Support Service (ICS)

Our Day Opportunities supported 527 individuals with mild/preventative mental health needs this year.

Day Opportunities are available every day between 10:00 – 4:00.

We offer daily on-site open access, open ended opportunities to socialise and access peer support in safe, therapeutic drop-ins sessions, a daily program of activities to improve wellbeing and enhance skills, daily nutritious communal subsidised hot lunch, outings, and ad-hoc one-to-one mental health support and advice.

Day Opportunities operate a **'Point of Contact' system** which ensures everyone who access Day Opportunities at Islington Mind has a point of contact within our staff team.

Day Opportunities' program of activities this year included: Drama therapy, Drama group, Paranoia group, Hearing Voices group, Music tuition and band practice Music Therapy, Gardening, Jewellery making group, Mindfulness, Yoga, Knit and Natter, Bereavement Support Group, Creative Design group, art groups and a hoarding group. These group activities helped people tackle social isolation and maintain wellbeing. They also provided opportunities to enhance skills and improve employability: this year ICS has offered education workshops on community volunteering, and encouraged our art and jewellery craft participants to display and market their work.

A total of 527 individuals accessed these activities.

We continued to offer daily nutritious, hot meals at our day centres. 4877 meals were served during 2022/23.

Clients said that open access day opportunities are crucial in preventing mental health decline, crisis and hospitalisation.

They said:

- 'knowing there is a building open for me every day to access when I need to...'
- 'to just turn up with I feel I am on the verge of crisis...'
- 'just to meet people in the same situation as I am...'
- 'break isolation...'
- 'a chance to have a quick chat with a mental health professional...'
- 'a few guidance how to complete this form that I received in the post today...'

(quotes from our clients)

The Structured Intervention Support services offer **tailored one-to-one support**, including:

Our Reablement service helped 172 individuals to re-settle in their homes and re-engage with their communities. 58% of people were supported in their homes, 23% in our centres and 19% were supported remotely over telephone and video calls depending on people's needs and preferences.

The CovidRecovery Enablement Service supported **210 clients** this year to re-engage with community resources, treatments, training/education and voluntary/employment opportunities. Clients were supported to better manage day-to-day living and develop self-reliance and management strategies.

The CovidRecovery Enablement Service was set up in June 2021 to support vulnerable communities to manage the short and long-term implications of the Covid-19 crisis. The specific adaptation to specialist Covid-19 support was piloted in 2020/2021, supported by a National Lottery Covid-19 Emergency Grant.

Following from an initial assessment facilitated by the service team leader, the service offers an 8-10 week program of targeted, person-centred practical and emotional support to help clients engage with community resources and connect with their own existing strengths and assets.

Outcomes are observed through self-assessment scores at the beginning and at the end of the programme. These scores measure the impact of the enablement program on: self-management of mental health, mental health and quality of life, management of the home, general confidence, meeting people and doing things, social situation, managing money, and managing physical health.

Sessions are facilitated by 'Enabler-Connector' staff (or closely supported and supervised volunteers) who work together with the clients on the agreed action plans.

We found that the Enablement Service played a significant role in tackling cost-of-living challenges faced by Islington residents, supporting them to address immediate problems and develop personal toolkits for longer-term resilience.

Being able to address acute and immediate problems in the first instance through grants to individuals partnerships and agreements (see below) and referral arrangements with Food Banks and with Islington Residents Support Scheme ensured we prioritise clients' urgent health and wellbeing needs before moving on to longer-term planning.

This year:

- At least 20% of clients were supported directly with housing issues, including tenancy sustainment or exploring housing options, tackling issues such as hoarding/cluttering, and signposting accordingly, with several more being helped indirectly to maintain their tenancies.
- 50% of clients were provided help with welfare benefits exploration and support, poverty and risk of destitution - including exploring access to grants, food banks, free or affordable white goods and IT equipment, and issues such as debt and gambling. 41 clients (26%) were supported to access emergency welfare grants, 50% of clients were given help with finance exploration and support. 19 of those were supported to access our Cloudesley Partnership grants for essential goods such as clothing and household furniture; 12 clients were supported to access the Islington Resident Support Scheme.
- 25% of clients were supported to access health services, including arranging health checks, and accompanying clients to key appointments and GP visits.
- Almost all our clients – 95% - were supported to access community resources and the best services for their needs
- 15% were supported with the development of strategies to support ADL, including learning to cook a basic meal, cleaning their home, personal hygiene, etc.

The Talking Therapies Clinic (TTC) / Counselling Service

Supported largely by the Cloudesley Principal Grant, our Talking Therapies/Counselling Service provides a combination of 10- and 20-week talking therapy programmes. The sessions are designed around the clients' specific needs, exploring solutions from an in-depth, trauma-informed therapeutic engagement.

Various types of counselling are offered including Integrative, Humanistic, Psychodynamic, and Cognitive Behavioural Therapy (CBT) approaches.

The service focuses on reaching and supporting residents from minoritised communities and diverse backgrounds who are underserved by mainstream mental health services (for example people from BAME and/or LGBTQ+ communities).

Clients are given an initial assessment by the clinic's team leader, before being matched with a trainee/volunteer therapist/counsellor based on their needs and requests, and the counsellors' lived experience and methodology.

All counsellors and therapists hold (or in their final year of working towards) BACP, UKCP or BPC accreditation, and are provided with regular clinical supervision and management support by Islington Mind.

A few measurement tools are used at the initial assessment, providing a baseline to evaluate the impact of the talking therapies sessions. They include the CORE10, (the Clinical Outcomes in Routine Evaluation tool), covering anxiety, depression, trauma, physical problems, functioning and risk to self.

Comparison of CORE10 scores at initial assessment and during the final meeting show that our talking therapies sessions significantly helped over 80% of participants manage stress and anxiety, and relieve the symptoms of depression and trauma.

The service worked to its full capacity all year round, and we found there is higher demand for talking therapies spaces in the borough than availability. 117 new clients have been referred to counselling / talking therapies sessions this year, with 93 people receiving sessions in this period in total, and we have supported 14 trainee/volunteer therapists’ placements.

Sadly, high demand for talking therapies meant that frequently we had to close our waiting list to new referrals for at least two months at a time.

The service also has a subcontracting arrangement with AgeUK Islington to provide talking therapies to The Carers Hub’s clients.

The Psychosis Therapy Project (PTP)

The PTP offered opportunities for psychotherapeutic treatment with a team of psychoanalytically trained practitioners working in the area of psychosis to 46 individuals. The project is committed to strategies of stabilisation and the management of persistent symptoms.

The therapeutic work the PTP offers is long-term, giving clients time and space to articulate distressing experiences and cultivate robust and enduring solutions.

Further Structured Psychosocial Support

Key working sessions were provided to 12 individuals.

All structured Intervention Support services utilise our internal referral pathways to Day Opportunities and specialist services to help clients ‘step down’ from structured intervention support to longer-term prevention support.

The Crisis Café – Out of Hours Service

This service provided support to 134 Islington residents who experienced risk of mental health crisis, helping them to prevent mental health crisis and hospitalisation.

The team developed close working relationships with Islington crisis team who used the service for 14 referrals during the year.

The service opens every evening and at the weekend. It offers one-to-one appointments to people at risk of crisis who do not meet the criteria of the Camden and Islington NHS Foundations Trust's Crisis Team. It also offers an out of hours drop-in space and activities to residents who need extra support during hours when services are closed.

Eight Psychotherapists in placements (who are part of the Psychosis Therapy Project – see below) offered a therapeutic space to the Crisis Café's clients every evening and in the weekend. 12 to 18 clients per week benefited from the PTP therapists' support in the Crisis Café.

Three art therapists worked with the Crisis Café to provide support to service users. Additionally, the project hosted one therapist running a weekly support group co-facilitated by one of the therapists offering individual support. The group ran weekly throughout the period and an average of 6 service users attended regularly.

Outcome LGBTQ+ Support

Outcome is a London-Wide LGBTQ+ service run by staff and volunteers from the LGBTQ+ community. It supported 442 individuals, facing increased risk of social exclusion, domestic abuse, homelessness, and destitution.

Outcome is a 1-day-a-week open access project which provides a sanctuary for LGBTQ+ people. It offers somewhere safe where they can be themselves, socialise free from discrimination, receive therapies to improve their mental health, join peer support groups such as the hybrid Trans, Non-binary, and Gender-queer/fluid and women-only groups, access activities such as creative writing, art, walking, yoga, gardening and nail painting, and acquire knowledge to improve their quality of life.

In collaboration with CLASH (with Central and North West London NHS Foundation Trust), Outcome host a sexual health pop-up clinic on the first Tuesday afternoon of every month.

The services six-weekly 'house meetings' are an essential part of the Outcome service, wherein members can direct the ways in which Outcome is run.

During the spring and summer, Outcome runs special summer activities, including picnics and trips to the seaside, chosen by our clients.

Outcome works closely with other service providers to raise awareness about the specific needs of LGBTQ+ individuals who experience mental distress.

Within Outcome, The **Freedom From Fear To Love (FFFTL)** project provided targeted, specialist support to 114 LGBTQ+ asylum seekers and refugees in their challenging journeys to escape years of persecution owing to sexual and/or gender identity, and serious threats to their safety, and to transition to life in the UK as a newly 'out' individuals.

The project provided support through two challenging transition periods:

1. The complex asylum process, which presents emotional and practical challenges.
2. The Move On period for LGBTQ+ refugees who have just granted status on the grounds of sexual/gender identity.

Our support combined emotional support with practical help, including access to basic goods, housing solutions, employability/employment related activities, welfare benefits, therapy and social and (LGBTQ+ and generic) cultural platforms.

The project offered 180+ weekly peer support groups and activities (e.g., LGBTQ+ women asylum seekers and refugee group, yoga, therapy group), face to face, one to one appointments (one-off and/or up to 10 weekly sessions) to 100 individuals, supporting people through their asylum application or with resettling when granted asylum (including - housing, access to financial help, training/education/employment, community support and social network), and talking therapies/psychotherapy, through (10 or 20) weekly sessions, to 60 individuals.

At the end of the year the Freedom From Fear To Love project made the shortlist for the 2023 Civil Society Charity Awards in the category Social Care, Advice & Support. The project was highly commended.

The Chance4Young Project

This is part of our Mental Health Recovery Pathway designed to provide targeted support to our younger clients under 35 years old, who are facing multiple disadvantages combined with ongoing complex mental health problems and financial difficulties, and who are underserved by mental health services. This service is led by a specialist Chance4Young team leader and provides activities tailored to young adult's preferences and one to one support.

Chance4Young supported 21 young adults this year.

The Women Only Space

Our specialist women-only weekly space offered a safe, therapeutic women-only social group and activities one day a week to 32 self-identifying women.

The Mental Health Welfare Benefits Clinic (WBC)

Funded by the Fishmongers Company, the WBC project supported and enabled 50 existing Islington Mind service users to navigate the welfare benefit system and access their benefit entitlement – most often their only source of income.

Each WBC beneficiary is provided with three 1-hour, personalised one-to-one appointments, providing information and explaining the process, assisting with completing relevant forms, gathering the required evidence, and offering accompaniment and support during

assessment interviews and representation at tribunals. Support is tailored to each individual's needs and is offered in-person or remotely (through phone calls or digital meetings).

Most WBC clients were supported with applications for Employment Support Allowance (ESA) and Personal Independence Payments (PIP). Out of all WBC users who were supported with applications, all but one have been successful at achieving some level of welfare benefits award. The majority of clients were also found to be entitled to the Severe Disability Premium as a result of receiving PIP, while all ESA applications resulted in clients qualifying for additional payments. Successful PIP Applicants were awarded between £3500 and £8967 per year, while successful ESA applicants were awarded between £7,000 and 10,000 per year. The total additional income awarded from all outcomes received during the year has been approximately £225,000.

The WBC project coordinator has also been able to use project data and the testimonies of our clients to influence approaches to mental health welfare benefits on a national level. This has included contributing to the UK Government's consultation on disability benefits, help inform national Mind's research and campaigning around social security, attended meetings with MPs to highlight experiences and concerns about the social security system, and helped form proposals for a better social security system by working with the Commission on Social Security.

The LDTogether Project

This project provided specialised support for 21 people who live with learning difficulties/disabilities combined with mental health problems. LDTogether provided a safe space for this client group to come together, socialise with people who have similar experiences, and access activities which match their needs.

Funding for LDTogether expired at the end of March 2023 and we had to close the project. We continue to seek alternative funding sources. In the meantime an LDTogether peer support group is offered every Friday from the Isledon Road Centre as part of our Day opportunities service.

Mother2Mother

Supported by Islington Giving/Cripplegate Foundation the Mother2Mother project provided therapeutic sessions including a therapy group, peer support groups, a program of activities, a communal lunch, outings and ad-hoc emotional and practical support to 45 women mothers and female guardians of people with mental health problems.

The women said:

"It makes me feel valued and cared for having lunch made for me"
"Therapy group has been very helpful; lunch is very important, as is the interaction"
"The group therapy was amazing. Being among a supportive group that understands has really helped me feel less alone. The others at the group have been brilliant."

The Hand in Hand Project

Hand in Hand is a Volunteer Peer Buddy scheme that recruits, trains and supports volunteers with lived experience of mental health concerns to accompany residents with mental health problems to other locations in the borough for appointments, courses and training, services, green spaces, activities and events. It is delivered in collaboration with Manor Gardens Welfare Trusts, the Camden & Islington NHS Foundation Trust and the Side By Side Network.

This project is vital for connecting our clients to services, treatments and community resources offered by external providers. 59 individuals benefitted from the Hand in Hand project this year.

Advice and Information

Our offices took an average of 30 calls from clients, carers and members of the community every day – over 16,000 calls in the year. Many of these calls are from people seeking advice and information about mental health issues in general, and about mental health services in the borough. This can range from signposting to appropriate statutory mental health services or inviting people to use one of our own services.

Through the provision of the above services the issues we aimed to tackle were:

- Loneliness and isolation
- Poor mental health
- Poverty and deprivation
- Employability
- Stigma of living with a mental health problem
- The distress associated with being a carer
- Over dependence on statutory services
- Information, signposting, advice

Grants to Individuals

through partnership arrangements (e.g. the Cloudesley Partners grants), and the generous support of trusts and foundations such as the National Lottery, Islington Giving/Cripplegate Foundation, Sports Unites and National Mind as well as the generosity of private donors, we were able to offer Costs of Living welfare grants to help individuals access essential goods such as food, fuel or household appliances. We were also able to offer health and wellbeing grants to individuals for the purchase of gym memberships. A total of 113 welfare grants were awarded to our clients this year with a total value of £24,758.

Campaigning, Events, and Outings this Year Included:

- Our Christmas celebration supported by Islington councillors’ Local Initiative Fund. This included a large celebration, games, music and festive meal at our Isledon Road day centre. Smaller celebrations were arranged for specialist projects such as Mother2Mother and Outcome.

- A Pride Month celebration at our Ashley Road day centre
- A Mental Health Awareness Week open day at our Isledon Road day centre
- A celebration of Black History Month at our day centres
- Several group outings to free Community Partner performances at the English National Opera
- Two trips to Lords Cricket Ground in May
- A day trip to Arsenal stadium, taking 25 clients for a walking tour around the stadium and friendly kickabout
- Day trips for clients to Kew gardens in May to celebrate early Summer
- Client wellbeing workshop to Rainbow Sisters in May
- Hosting a stall at Migrant Pride for Outcome in June
- Hosting a stall at St Mungos' open day hub for Outcome in June
- A Footy Addicts panel event on women and LGBTQI+ people in football representing Islington Mind and Outcome in July
- A roundtable event at Houses of Parliament representing Outcome advising Labour MPs on LGBTQI+ mental health policies for their next manifesto
- A playwright workshop at Outcome with a local expert in July
- An LGBTQI+ History Month open-day Feb, welcoming approx. 30 other services and new clients to the space
- Hosting Women's Day at Outcome in May celebrating all LGBTQI+ women

Collaborative and Engagement Work

We have engaged with integrated work with hundreds of local partners, including our commissioners and statutory and voluntary sector local health and care providers. These working relationships helped to ensure Islington residents who experience mental health problems are adequately supported. We have also collaborated with colleagues in the Mind network, working towards becoming an effective and an important voice locally, and gaining wider engagement and support for our strategic priorities.

Our formal working partnerships include:

- Subcontracting arrangements with Age UK Islington to deliver together the VCS key working role within the Camden and Islington NHS Foundation Trust's 3 mental health Core Teams across Islington.
- Subcontracting arrangements with Age UK Islington to deliver a counselling service for their Carers' Hub clients.
- Our membership in the Islington Fairer Together Bright Lives Alliance initiative, designing the model of the Early Intervention and Prevention Wellbeing local offer together with representatives of 6 key local VCS organisations, Camden and Islington Foundation Trust and representatives from LBI services such as Bright Lives Coaching and commissioners
- hosting Camden and Islington Public Health's suicide prevention Toolkit on our website.

We are active members of Islington All Adult Mental Health Partnership Board (AAMHPB), co-chairing the Progressing Equalities subgroup, which works to improve representation of minoritized and marginalised groups in mental health services and progress equity of access and opportunities.

This year we participated in multiple consultation groups, steering groups and platforms, influencing the development of the local mental health transformation plans. This included the local VCSF Advisory Group, the Community Partnership Board, the Central Locality Leadership group, the Cross Islington Coordination Call, the Suicide Prevention Partnership group, and the Carers Strategy Partnership Board

We are also part of the Mind in London and Mind in North Central London networks, aiming to work together in our Integrated Care System area.

Our Team

This year Islington Mind employed 42 staff members (23.1 FTE), and supported 114 volunteers in placement in the year.

Our staff members are all highly skilled, trained, experienced, committed and hard-working individuals. We provide regular one to one supervision sessions to each staff member, alongside team meetings and debriefs, as well as reflective space opportunities.

Each staff member has a personal, tailored development program which combines mandatory and voluntary training sessions. Mandatory training includes safeguarding and health and safety training/annual refresher, fire awareness, manual handling and DSE.

Gender Intelligence training was offered during the financial year to all staff and volunteers.

We have an Employee Assistance Programme in place. We have improved HR systems and processes and are integrating wellbeing check and plans into our supervision and appraisal processes.

The Role and Contribution of Volunteers (and an Estimate of the Value of their Contribution)

Our volunteers provide valuable support in one-to-one and group settings. They each bring their unique set of skills, experience, and expertise which they are eager to share. Their enthusiasm inspires, energises and enriches all our services.

We supported 114 volunteers during the year across our services, proving an average of 7 hours per week each. This is an approximate value of £457,732 a year if employed staff undertook the same task.

The Mind Quality Mark Review (MQM) 2021 - 2024

This year the organisation underwent its full Mind Quality Mark review. The review looked at 20 quality standards: leadership, strategy, Mind federation, Board of trustees, legal

compliance, risk, finance, policies, health and safety, information governance, equality and diversity, effective services, safeguarding, Evaluation and impact, collaboration, profile and influence, influence and participation, promoting positive attitudes to mental health, and environment.

Following our submission of evidence of good practice in all the above areas, the panel visited one of our centres, spending a full day of meetings and interviews with clients, staff and volunteers.

The MQM report says:

"The review team were extremely impressed by Islington Mind and the overall open and reflective culture of the organisation. It has many strengths to celebrate, including its dedicated and passionate staff team, volunteers and trustees, and its commitment to quality and continuous improvement was obvious throughout the MQM review. It excels in many areas and has the potential to be a beacon of best practice. The review team would like to highlight the following areas of particular excellence.

Leadership:

Leaders at Islington Mind reflect the values of the organisation, with openness, respect and access for all at the heart of everything they do. Trustees are visible yet stay well within the strategic and governance functions. The CEO and wider management team are passionate and dedicated leaders, bringing a wealth of experience, community knowledge and history to their roles. Islington Mind is a place with strong and effective leaders who are accountable and willing to listen, always making time for staff and services users.

Equality and diversity:

Commitment to equality and diversity is evident at Islington Mind, with a particular focus on inclusion and intersectionality. Outcome, a service supporting the LGBTQIA+ community, amongst other specialist services, is a prime example of Islington Mind’s innovative work. The organisation works closely with smaller providers who specialise in working with under-represented groups to ensure people from all backgrounds have the support they need.

These tailored services are overwhelmingly popular amongst services users, and people said how relieved they are to be able to be fully themselves in a safe environment. Similarly, the workforce is diverse, with staff, volunteers and trustees stating that being able to show up authentically at work and being valued for their differences is what attracted them to the organisation.

Effective services:

Intersectionality is a prominent feature in service design and delivery at Islington Mind, putting the individual and their unique needs at the forefront. The organisation is always looking for ways to ensure there are positive outcomes for its beneficiaries, aiming to improve overall quality of life by supporting both physical and mental wellbeing.

Services users expressed that they have choice and control in setting their goals, with continuous engagement available if needed and wanted and Islington Mind helps people to feel included and able to overcome barriers. Staff and volunteers were described as caring, welcoming, supportive, and empathetic, and Islington Mind described as a home away from home and like *‘having extra family’*."

On National Mind’s invitation, Islington Mind has applied to the Mind Excellence Awards in the three categories above.

Charity Awards Nomination

At the end of the year we proud and delighted to hear that Islington Mind had made the shortlist for 2023 Civil Society Charity Awards in the Social Care, Advice & Support category with our unique Freedom From Fear To Love project.

All 30 shortlisted charities were judged by an independent panel of sector leaders as having demonstrated best practice in leadership and management, from which other organisations can learn.

Matthew Nolan, chief executive of Civil Society Media, which organises the Charity Awards, congratulated Islington Mind on making the highly-coveted shortlist. He said: *"The external environment in which the sector is operating has seldom been more challenging, yet charities continue to inspire us with their imagination, ambition and professionalism."*

Charity Awards judge Richard Hawkes said: "Islington Mind had identified and plugged a real gap in service provision for a highly vulnerable group."

Judge Karin Woodley added: *"This is a really difficult issue that sometimes people can't even talk about with their own families, particularly for trans or non-binary refugees. The fact that Mind has taken this on is really ground-breaking and will have a real impact across the sector in terms of awareness. I celebrate them for being brave enough to do it."*

Financial Review

There has been no significant reduction in the value of any of our contracts or charitable grants.

The cost-of-living crisis impacted all of Islington Mind's projects this year. We continue to respond to the increasing demand for early, community-based mental health intervention and prevention support. Our responses require increased staff capacity throughout our organisation in the coming years. An increase in client attendance, along with increase in the complexity of clients' needs, caused additional pressure on staff capacity and project resources. Volunteer recruitment, turnover, and retention continued to be a challenge, as community members were more likely to seek out more paid work hours and less likely to volunteer their time.

Our organisation is in a healthy financial position, although we anticipate working to a deficit in the next financial year. We are keenly aware that the ongoing cost-of-living crisis is set to impact our organisation significantly in the coming months and years as energy bills and supply costs increase; at the same time, we are doing our best to support our staff and volunteers with salaries, training, and supervision.

Reserves Policy

Our reserves policy states that we should aim to secure 6 months' running costs for the organisation should a substantial amount of our statutory funding cease. 6 months running costs would be £759,083. We currently hold £599,456 in free unrestricted reserves, a

decrease of 2.6% from the end of 21/22. We also have £107,036 of restricted funds for a range of charitable activities.

Principal Funding Sources and How Expenditure in the Year Under Review has Supported the Key Objectives of the Charity

Our principal funding sources have been Islington Clinical Commission Group/London Borough of Islington.

Our Successful Fundraising

During the year 2022/2023, we were fortunate in being awarded a number of grants from various grant making organisations.

Organisation	Confirmation Date	Award
NM Asylum Seekers and Refugees Fund	14-Mar-2023	£20,000
NM Lived Experience and Participation Grant	06-Mar-23	£6,000
Schrier Foundation	1-Mar-2023	£2,000
NM Cost of Living Fund	6-Feb-2023	£20,000
Islington Councillors’ Local Initiative Fund	11-Nov-22	£1,900
ScrewFix Foundation	01-Jun-22	£5,000

Additionally, Islington Mind was grateful to receive donations of:

- £3,000 from The Grace Trust in June 2022
- £3,000 from the Second Chances Charity Shop in Archway in December 2022
- £2870.79 in November, £522.30 in February and £1,264.96 in July from Angel Central Shopping Centre
- £7,042.99 in total from smaller donations from individuals.

Risks and Uncertainties

Trustees have overall responsibility for risk management. The SMT review the organisation's Risk Register quarterly, and the Finance Committee monitors, reviews and updates the risk register at its quarterly meetings, with key issues being reported to the Board. The full Board reviews the full risk register on an annual basis.

Risks are considered in seven key areas: Governance and policy, HR, operational, finance, external, personal, and safety premises and facilities, crisis and emergency. All identified risks are assessed for both the likelihood and severity. Existing controls are considered and any further mitigating actions specified, identifying the responsible person and the deadline for implementation.

Key risks identified for the year and ongoing are:

Our Income and Expenditures and the Current Funding Environment

With the Costs of Living Crisis worsening - operation costs increase significantly more than the uplifts offered by funders. This impacts on the charity's budget and ability to offer salaries' uplifts which are proportionate to the market's inflation.

It is therefore that the trustees with the CEO and the senior management team made the decision this year to leave the National Join Council (NJC) pay scale through a consultation process with our staff.

A significant financial risk for the organisation is the end of the organisation's main source of income – the Mental Health Recovery Pathway contract with the London Borough of Islington and the Camden and Islington CCG at the end of the next Financial year. Some other funding for specialist projects are also coming to an end at the end of next financially year or the beginning of the following year.

In preparing for the procurement and the re-tendering of the new contract Head of Finance, HR and Resources will carry out HR and finance analysis, considering different possible scenarios. We are investing in research of local needs alongside consultation with our clients, staff, volunteers and partners and with co production work to strengthen our position and understanding of local needs. We are liaising with our commissioners in reviewing the exiting contract, what is going well, what can be approved, and which gaps should be considered for the future service.

We have identified a consulting agency to support our fundraising efforts, which we will continue, utilising the confidence we already gained from major local and national trusts and foundation, and the reputation we built in the last five of years. Our sound monitoring and evaluation systems will provide evidence for the need and the impact of the services we are seeking funding for.

Increased Demand and Need Versus Resources

The long-term impact of the Covid-19 crisis continued to impact upon Islington Mind this year. The pandemic caused disproportionate hardship to our clients, and many are still struggling to recover from the impact of service closures and isolation, facing issues such as long-term health problems, loneliness, and mental health decline.

The subsequent current cost-of-living crisis exacerbates existing poverty, increasing the risk of destitution and mental health decline among our target groups. Many clients are telling us that they are at the point of choosing between “heating or eating” – many are in debt, some are struggling with rent and bills, while others can’t access adequate food. As the crisis worsened, it was harder for many of our clients to afford social activities; their home life became increasingly isolated, worsening their existing mental health symptoms and leading to risk of crisis. This has led to increase in the numbers of people who needed our help as well as to the complexity of needs presented. We find that increased isolation, fear, anxiety and depression triggered by these national crises also means that more people are finding it difficult to be proactive, leave the house and start the journey towards recovery.

These national crises also had an accumulated impact on our staff and volunteers’ personal lives; some experienced loss, long-term illness, and emotional and financial distress.

Factors such as: significant increase in number of referrals and complexity of need with no additional resources, and increased staff turnover alongside a much slower recruitment of new staff (compared to pre-pandemic) added to this pressure. This experience has been similar to those of other charities across the country (including our colleagues at other local Mind associations).

We expect that the increased demand, complexity of needs, and need for specialist services, as well as increased expectations from referral agencies (including emergency services) will continue throughout 2023/2024, driven by factors such as post-pandemic effects on mental health, and the ongoing cost of living crisis.

In response, we will develop clear priorities and eligibility criteria, prioritising Islington residents from minoritised and underserved groups: people from minority groups, people who experience multiple disadvantages and who are underserved by existing services (e.g., LGBTQ+ individuals from racialised communities, people with learning difficulties and mental health problems) and young adults (aged 18-35). We will work in collaboration with other service providers and become part of the local integrated care to increase efficiency. We will further develop smooth referral and signposting systems, ensuring clients ‘step up’ and ‘step down’ when required and that everyone gains access to the specialist services they need.

We will also:

- continue to utilise our effective infrastructure and delivery models.
- continue to utilise peer support and support of volunteers

- utilise all Islington Mind's services to offer support to clients on waiting list, e.g.: utilise our open access / open ended day opportunities services to offer support to clients on waiting lists
- offer ad hoc emergency support and begin longer term structure support when possible
- offer a choice of engagement platforms (i.e., via phone, video meetings, face to face in the office or at home) when possible
- engage partner organisations to provide temporary support
- set up a triage system of support – low, medium or high support from the start of the clients engagement
- share workload across services
- provide an overview to the remit of services at the first point of contact
- ensure regular communication with clients awaiting support
- continue our fundraising efforts to ensure the sustainability of the services we offer.

Staff and Volunteer Recruitment, Turnover, and Retention:

The pandemic and the cost-of-living crisis have had a significant and lasting impact on staff morale and wellbeing, in Islington Mind, at other local Mind associations, and the voluntary sector as a whole. These challenges led to a high risk of burnout, high employee turnover, against a background of significant difficulties in recruitment of workforce, and an increase in HR challenges. We continued to experience a high staff turnover in line with that experienced by other charities and LMAs since 2020.

Volunteer recruitment, turnover, and retention also continues to be a challenge. We have continued to find it challenging to recruit and retain volunteers in a way that was not experienced prior to the pandemic. We have had to extend how and where we advertise to try and reach potential candidates. Because of the complex nature of the support Islington Mind offers, it is quite a challenging volunteering role and requires a significant commitment.

We will:

- work to improve internal communications.
- ensure a schedule of regular supervision and support of staff is in place.
- monitor staff wellbeing, respond to difficulties, and offer adaptations when possible.
- identify and address the needs of staff from diverse groups.
- review appraisal and uplift of salaries procedures.
- work to improve staff relationships and our reputation as an employer.
- organise staff Away Days and events.
- support our staff members in developing their annual development programmes, utilising the allocated funding for employee training.

We will review our recruitment procedures through the perspective of equal opportunities, diversity and inclusion, ensuring we encourage people from diverse communities to apply for job opportunities. We will advertise job opportunities widely through both new and tried and tested channels, utilising existing networks and relationships.

We will encourage people who have volunteered for Islington Mind's services for over six months, and who are sufficiently trained and skilled, to apply for job opportunities.

In order to attract a larger pool of volunteer applications, we will engage our organisational partners in the local community to assist us in promoting our volunteer vacancies. This will also help reach a more diverse range of communities and attract a greater number of volunteers with lived experience of marginalised backgrounds.

Our Reserves are Not in Line with our Reserves Policy

Our fundraising campaign in the last four years aims to increase our unrestricted reserves through social media campaigns and other possible methods of attracting more generalised donations to the organisation. We aim to maintain an elevated fundraising approach incorporating a more diverse selection of income streams. We are aiming to maintain this increase through an elevated fundraising approach incorporating a more diverse selection of income streams.

Fundraising Policy

All fundraising practices are framed within the values and principles of the organisation. Where expenditure is required to generate income, there is an analysis of the return on investment to ensure the organisation can make informed decisions regarding activities.

Islington Mind's Fundraising Policy is reviewed and approved by the Board of Trustees annually. Islington Mind is the brand name for the majority of the fundraising activities for the Association. Supporters of Islington Mind are a key element in the fundraising activities, and we are committed to employing a transparent and ethical approach to all our fundraising activities. As such we are committed to ensuring that our fundraising practices go above and beyond all regulations that we rigorously monitor and adhere to. To help guarantee the availability of continuing funds to fund the work of Islington Mind we aim to maintain a broad base of funding sources. We do not pressure supporters to make gifts and respects decisions to stop giving.

The regulatory landscape for fundraising is evolving and we will continue to monitor and adapt with these changes. When we work with suppliers and agencies, we ensure that they are fully registered with all the appropriate regulatory bodies and reviewing all their policies as part of our robust procurement due-diligence process. As of 31 March 2023 no complaints about fundraising activities have been received.

Our Ethical Fundraising and Investment Policy guides the organisation in the extent to which it might accept donations and other forms of finance support, guides the way fundraising initiatives the organisation might engage with, and ensures that any investments are in keeping with the ethics of the organisation.

Islington Mind is registered with the Fundraising Regulator and is committed to abiding by its Code of Fundraising Practice. Islington Mind senior managers with the CEO are responsible for ensuring that our fundraising efforts adhere to this code.

We accept voluntary donations from individuals, companies and other organisations, and make every effort to apply these donations in a manner consistent with donors' wishes, accounting for the operational constraints and strategic priorities of Islington Mind, and ensuring the conditions attached to donations are reasonable.

Our Policies, including our Fraud Prevention and Bribery Prevention Policies, ensure that we comply with all relevant legislation including money laundering laws, the Bribery Act and Charity Commission guidance, including terrorism and political activity.

We monitor and record any complaints resulting from our fundraising practices, and an annual report is provided to our trustees. We also ensure vulnerable people are protected through our safeguarding policy and that staff continue to be aware of the need to raise concerns if they suspect someone is vulnerable by utilising the procedures laid down in our safeguarding policy.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Plans for the Future

We have an ambitious Operational Plan in place to progress our strategic priorities.

To progress **strategic priority 1, Beneficiaries – improving access for people from minoritised communities**, we will:

- engage in progressing equality work across Islington
- recruit an equality officer / equality champion
- review policies with the perspective of equality, diversity and inclusion (EDI)
- review our recruitment policy and procedure, ensuring EDI consideration underpins the policy
- offer staff, volunteers and clients EDI training
- allocate a costs of living lead
- further develop and expand our work with young adults through our chance4young service
- sustain and further develop our specialist services.

To progress **strategic priority 2, Services - high quality dynamic, and safe services**, we will:

- develop effective, clear communication systems for clients
- ensure co production is embedded and underpins all activities, procedures and decision making. we will further develop co production methods including expanding our Co-Production Group, and co-developing and conducting an annual survey
- ensure equality, diversity and inclusion considerations are embedded
- review internal pathways and collaboration between different teams, and improve our internal integrated work

- review our outcome tool and ensure implementation of the outcome tool across all services
- review all health and safety procedures and implement actions
- develop accessible promotion material for each project/service
- develop induction pack for new clients
- continue to develop peer led volunteering programs.

To progress strategic **Priority 3**, *External Engagement – improving Islington Mind's visibility, engagement, and collaborative / joint working*, we will:

- develop 2 years Partnership / Engagement Plan
- ensure all SMT engages with partnership work/activities/meeting regularly
- develop formal partnerships with local agencies
- ensure CEO involvement in the local Bright Lives Alliance initiative (BLA)
- ensure staff engagement with the Mind network (MiL, Mind in NCL, NM)
- develop our promotion and communication systems, exploring social media options, improving our website, and producing a regular newsletter.

To progress strategic **Priority 4**, *Our People – ensuring staff, volunteers' and trustees' wellbeing, engagement, and involvement*, we will:

- strengthen governance and ensure effective use of trustees specialist skills across the Board of trustees' new 5 Sub-committees: Finance, Safeguarding and Health and Safety, HR, Co Production and Mental Health Recovery Pathway
- develop systems to monitor staff wellbeing and stress at work
- further develop reflective space opportunities, and ensure every staff and every volunteer have access to regular, scheduled, structured supervision sessions
- review HR Policies, ensure EDI considerations underpin all policies
- review training and personal development offer for staff and volunteers
- organise regular all staff meetings, away days, events, training
- produce internal all staff newsletter with information of changes, developments, achievements
- review volunteer recruitment process, induction and support offer
- review clients volunteers / peer mentors recruitment, training and support.

To progress strategic **Priority 5**, *Financial Strength*, we will:

- prioritise resources and capacity in preparing for and engaging with the development and the writing of the tender for the future Mental Health Recovery Pathway contract
- recruit a Fundraising, Communication and Business Development Manager, who will further develop our fundraising department, including the recruitment, training and support of fundraising volunteers to increase capacity
- work to further diversify income streams, reduce reliance on our statutory funding
- further develop and improve our finance policy and procedures
- prioritise the funding causes that serve our priority groups and the projects which are at financial risk.

To progress strategic **Priority 6, Organisational Capacity**, we will review, update and embed all our operating policies and procedures, ensuring policies meet safety requirements.

Structure, Governance and Management

The organisation is a charitable company limited by guarantee, incorporated on 20 March 1986. We were registered as a charity on 21 October 1982.

The company was established under a memorandum of association that established the objects and powers of the charitable company and is governed under its articles of association. These Our Memorandum and Articles of Association and our Scheme of Delegation were revised and updated in February 2019.

Islington Mind is governed by a Board of Trustees who are elected at our AGM. All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts.

The Trustees are responsible for the policy direction of the organisation and key personnel decisions, the employment of new staff and disciplinary procedures. The day-to-day operational issues are delegated to the CEO who in turn delegates operational issues to individual Project Managers.

Appointment of Trustees

New trustees are recruited from a variety of sources. We maintain a complement of 50% of our trustees having lived experience of mental health problems and of using mental health services. We advertise for trustees in the local press and through other voluntary project networks. The trustees decide which skills are needed on the committee and people with those skills are targeted for recruitment. Each prospective Board/Management Committee member is asked to attend three management committee meetings after which they can be co-opted on to the committee by the existing management committee. They can then stand for election at our AGM.

Trustee Induction and Training

Each new trustee is provided with an induction pack and an induction programme, which introduces them to our various projects and our staff team. Each new trustee is inducted into the legal responsibilities of their role and training about such roles is provided either from external training organisations or from the organisation's key staff. Training needs are reviewed regularly, and trustees are offered training where necessary, particularly in relation to changing policy regulations.

Related Parties and Relationships with Other Organisations

Islington Mind is an independent charitable organisation affiliated to "Mind, the Mental Health Charity". Membership depends upon meeting the Mind Quality Mark's standards, which include standards of service delivery, personnel management, and appropriate policy implementation. Our quality standards were last reviewed in July 2018.

Islington Mind procures service contracts from Islington Clinical Commission Group / London Borough of Islington and Camden Clinical Commissioning Group / London Borough of Camden, which are accompanied by rigorous monitoring procedures related to service delivery, staff welfare, equal opportunities, and vulnerable adult protection procedures.

Remuneration policy

Islington Mind is committed to equality of access to employment opportunities.

We aim to recruit talented people with the skills, experience and personal qualities which will contribute to a thriving, diverse and inclusive organisation. Our recruitment practices aim to be fair and inclusive to all.

We have opted out the NJC for national local government pay scales this year and have developed our own pay scales.

Islington Mind’s salaries are considered to be fair, competitive within the charity sector and proportionate to the complexity of each role. We benchmark internally and externally.

All salary increases must be approved by the Chief Executive (and in the case of the Chief Executive any salary increase must be approved by the Chair of the Board of Trustees.)

We hope to continue to uplift salaries in line with the NJC increase. The annual salary review must be approved by the Finance Committee, the CEO and the Board of Trustees as part of setting the budget for the organisation.

In line with the Hutton Fair Pay Review recommendation on executive pay; the salary of the highest paid employee is no more than four times the median salary of the organisation.

Statement of responsibilities of the trustees

The Trustees (who are also the Directors of Islington Mind for the purposes of company law) are responsible for preparing the Trustees’ Annual Report including the Strategic Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- state whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They 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.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees are members of the charity, but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

We thank all Islington Mind's dedicated staff and volunteers for working above and beyond their roles to support our clients during a year of challenges and uncertainty. We also thank our funders who supported us in providing the vital services that we offer.

Auditor

Sayer Vincent LLP were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

The Trustees' Annual Report has been approved by the Trustees on
and signed on their behalf by

Gwen Williams

Chair

Opinion

We have audited the financial statements of Islington Mind (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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 Islington Mind's ability to continue as a going concern for a period of at least twelve 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 other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The 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 directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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 are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.

- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Noelia Serrano (Senior statutory auditor)

Date

for and on behalf of Sayer Vincent LLP, Statutory Auditor
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Statement of Financial Activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

	Note	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Income from:					
Donations and legacies	3	7,721	–	7,721	67,533
Charitable activities	4				
Support Services		1,148,865	41,721	1,190,586	1,113,847
COVID		–	–	–	20,890
COVID Enablement		–	95,701	95,701	106,501
Outcome Support Groups		–	59,380	59,380	112,033
Welfare Benefits Clinic		–	15,800	15,800	15,000
Mother 2 Mother Group		543	22,000	22,543	22,221
Miscellaneous projects		416	95,218	95,634	80,618
Total income		1,157,545	329,820	1,487,365	1,538,643
Expenditure on:					
Raising funds		35,273	–	35,273	35,337
Charitable activities					
Support Services		1,108,316	38,527	1,146,843	997,900
COVID		2,078	–	2,078	50,262
COVID Enablement		19,528	98,445	117,973	113,757
Outcome Support Groups		5,136	67,830	72,966	173,022
Welfare Benefits Clinic		–	18,186	18,186	15,419
Mother 2 Mother Group		–	31,051	31,051	18,765
CRCE		–	–	–	29,532
Miscellaneous projects		2,663	93,797	96,460	31,292
Total expenditure	5	1,172,994	347,836	1,520,830	1,465,286
Net income for the year		(15,449)	(18,016)	(33,465)	73,357
Transfers between funds		(3,000)	3,000	–	–
Net movement in funds		(18,449)	(15,016)	(33,465)	73,357
Reconciliation of funds:					
Total funds brought forward		625,261	122,052	747,313	673,956
Total funds carried forward		606,812	107,036	713,848	747,313

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 Note 16 to the financial statements.

As at 31 March 2023

	Note	2023 £	2022 £
Fixed assets:			
Tangible assets	11	<u>7,356</u>	<u>10,084</u>
		7,356	10,084
Current assets:			
Debtors	12	70,438	133,397
Cash at bank and in hand		<u>773,727</u>	<u>859,726</u>
		844,165	993,123
Liabilities:			
Creditors: amounts falling due within one year	13	<u>(137,673)</u>	<u>(255,894)</u>
Net current assets		<u>706,492</u>	<u>737,229</u>
Total assets less current liabilities		<u>713,848</u>	<u>747,313</u>
Total net assets		<u><u>713,848</u></u>	<u><u>747,313</u></u>
The funds of the charity:	16		
Restricted income funds		107,036	122,052
General funds		<u>606,812</u>	<u>625,261</u>
Total unrestricted funds		<u>606,812</u>	<u>625,261</u>
Total charity funds		<u><u>713,848</u></u>	<u><u>747,313</u></u>

Approved by the trustees on 28 September 2023 and signed on their behalf by

Anna Macgillivray
Trustee

Statement of cash flows

For the year ended 31 March 2023

Reconciliation of net income to net cash flow from operating activities

	2023 £	2022 £
Net income for the reporting period (as per the Statement of Financial Activities)	(33,465)	73,357
Depreciation charges	5,564	6,101
Decrease/(Increase) in debtors	62,959	(26,043)
(Decrease)/increase in creditors	(118,221)	(145,291)
Net cash provided by operating activities	(83,163)	(91,876)

	2023 £	£	2022 £	£
Cash flows from operating activities				
Net cash (used in)/provided by operating activities		(83,163)		(91,876)
Cash flows from investing activities:				
Purchase of fixed assets	(2,836)		(2,772)	
Net cash used in investing activities		(2,836)		(2,772)
Change in cash and cash equivalents in the year		(85,999)		(94,648)
Cash and cash equivalents at the beginning of the year		859,726		954,374
Cash and cash equivalents at the end of the year		773,727		859,726

Analysis of cash and cash equivalents and of net debt

	At 1 April 2022 £	Cash flows £	At 31 March 2023 £
Cash at bank and in hand	859,726	(85,999)	773,727
Total cash and cash equivalents	859,726	(85,999)	773,727

1 Accounting policies

a) Statutory information

Islington Mind is a charitable company limited by guarantee and is incorporated in England & Wales. The registered office address is Unit 4, Archway Business Centre, 19–23 Wedmore Street, Islington, London, N19 4RU.

b) Basis of preparation

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 the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

f) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has received the service, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the Trustees' Annual Report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1 Accounting policies (continued)

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

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

i) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, other activities undertaken to further the purposes of the charity and their associated support costs

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity.

Support and governance costs are re-allocated to each of the activities on the basis of the proportion of each project's funding which is specifically for core costs.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

1 Accounting policies (continued)

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Computer equipment and website design 5 years
- Office furniture and equipment 5 years
- Day centre furniture and equipment 5 years

m) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

n) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

p) Pensions

Four staff members previously employed by the NHS are in the NHS defined benefit pension scheme. Further detail of this is given in note 19. All our other qualifying staff are enrolled in a Friends Life defined contribution scheme.

Notes to the financial statements

For the year ended 31 March 2023

2 Detailed comparatives for the statement of financial activities

	Unrestricted £	Restricted £	2022 Total £
Income from:			
Donations and legacies	64,533	3,000	67,533
Charitable activities			
Support Services	1,094,884	18,963	1,113,847
COVID	–	20,890	20,890
COVID Enablement	–	106,501	106,501
Outcome Support Groups	–	112,033	112,033
Welfare Benefits Clinic	–	15,000	15,000
Mother 2 Mother Group	221	22,000	22,221
Miscellaneous projects	98	80,520	80,618
Total income	1,159,736	378,907	1,538,643
Expenditure on:			
Raising funds	35,337	–	35,337
Charitable activities			
Support Services	982,112	15,788	997,900
COVID	23,992	26,270	50,262
COVID Enablement	–	113,757	113,757
Outcome Support Groups	–	173,022	173,022
Welfare Benefits Clinic	–	15,419	15,419
Mother 2 Mother Group	–	18,765	18,765
CRCE	14,234	15,298	29,532
Miscellaneous projects	–	31,292	31,292
Total expenditure	1,055,675	409,611	1,465,286
Net income for the year and net movement in funds	104,061	(30,704)	73,357
Reconciliation of funds:			
Total funds brought forward	521,200	152,756	673,956
Total funds carried forward	625,261	122,052	747,313

3 Income from donations and legacies

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Gifts	7,721	–	7,721	64,533	3,000	67,533
	<u>7,721</u>	<u>–</u>	<u>7,721</u>	<u>64,533</u>	<u>3,000</u>	<u>67,533</u>

4 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Islington & Camden CCG/LBI	1,123,493	4,762	1,128,255	1,085,783	6,130	1,091,913
Other income from Support Services	25,372	36,959	62,331	9,101	12,833	21,934
Sub-total for Support Services	<u>1,148,865</u>	<u>41,721</u>	<u>1,190,586</u>	<u>1,094,884</u>	<u>18,963</u>	<u>1,113,847</u>
COVID emergency funding	–	–	–	–	20,890	20,890
COVID Enablement	–	95,701	95,701	–	106,501	106,501
Outcome Support Groups	–	59,380	59,380	–	112,033	112,033
Mother 2 Mother Support Group	543	22,000	22,543	221	22,000	22,221
Welfare Benefits Clinic	–	15,800	15,800	–	15,000	15,000
Miscellaneous projects	416	95,218	95,634	98	80,520	80,618
Total income from charitable activities	<u>1,149,824</u>	<u>329,820</u>	<u>1,479,644</u>	<u>1,095,203</u>	<u>375,907</u>	<u>1,471,110</u>

5a Analysis of expenditure (current year)

	Cost of raising funds £	Charitable activities								Governance costs £	Support costs £	2023 Total £	2022 Total £
		Support Services £	COVID £	COVID Enablement £	WBC £	M2M £	Outcome £	CRCE £	Misc. £				
Salaries (note 7)	35,273	521,059	2,078	77,183	13,638	26,554	54,353	-	68,215	-	125,941	924,294	919,629
Agency	-	27,916	-	-	-	124	537	-	97	-	-	28,674	32,151
Recruitment	-	19,620	-	-	-	-	-	-	-	-	-	19,620	14,104
Volunteers	-	3,828	-	346	94	31	572	-	90	-	-	4,961	2,401
Training	-	8,186	-	-	-	-	1,950	-	1,690	-	224	12,050	8,142
Activities	-	3,107	-	-	-	-	520	-	6,407	-	-	10,034	722
Travel	-	56	-	-	-	-	-	-	7	-	-	63	221
Catering	-	36,691	-	242	-	806	625	-	835	-	940	40,139	20,264
Premises	-	274,092	-	21,046	-	-	1,139	-	-	-	45,170	341,447	323,803
Equipment/maintenance	-	29,547	-	(6)	-	-	162	-	-	-	2,123	31,826	37,269
Depreciation	-	-	-	-	-	-	-	-	-	-	5,564	5,564	6,100
Phone and internet	-	6,271	-	1,258	850	-	1,288	-	419	-	6,737	16,823	19,458
Printing, postage and stationery	-	2,364	-	472	-	-	-	-	-	-	3,149	5,985	8,784
IT maintenance/software	-	8,750	-	2,596	1,298	-	2,666	-	1,186	-	9,828	26,324	25,662
Publications & subs	-	36	-	-	-	-	-	-	-	-	5,144	5,180	3,580
Professional fees	-	-	-	-	-	-	-	-	-	8,100	11,079	19,179	17,529
Sundry expenditure	-	2,286	-	-	-	3	25	-	-	-	5,980	8,294	7,038
Grants to users	-	19,993	-	-	-	150	-	-	230	-	-	20,373	18,429
	35,273	963,802	2,078	103,137	15,880	27,668	63,837	-	79,176	8,100	221,879	1,520,830	1,465,286
Support costs	-	176,519	-	14,307	2,224	3,262	8,804	-	16,763	-	(221,879)	-	-
Governance costs	-	6,522	-	529	82	121	325	-	521	(8,100)	-	-	-
Total expenditure 2023	35,273	1,146,843	2,078	117,973	18,186	31,051	72,966	-	96,460	-	-	1,520,830	
Total expenditure 2022	35,337	997,900	50,262	113,757	15,419	18,765	173,022	29,532	31,292	-	-	-	1,465,286

5b Analysis of expenditure (Prior year)

	Cost of raising funds £	Charitable activities								Governance costs £	Support costs £	2022 Total £
		Support Services £	COVID £	COVID Enablement £	WBC £	M2M £	Outcome £	CRCE £	Misc. £			
Salaries (note 7)	35,337	422,023	40,043	75,112	12,468	14,104	125,816	21,727	15,235	-	157,764	919,629
Agency	-	22,423	180	-	-	-	9,483	-	-	-	65	32,151
Recruitment	-	11,197	-	-	-	-	-	-	-	-	2,907	14,104
Volunteers	-	2,269	-	20	-	80	32	-	-	-	-	2,401
Training	-	4,037	-	-	-	-	4,105	-	-	-	-	8,142
Activities	-	472	-	250	-	-	-	-	-	-	-	722
Travel	-	195	-	-	-	-	-	-	-	-	26	221
Catering	-	15,191	-	-	-	292	2,846	-	649	-	1,286	20,264
Premises	-	250,353	121	17,239	-	-	4,777	7,804	-	5,619	37,890	323,803
Equipment/maintenance	-	26,276	1,533	428	-	-	3,360	-	-	-	5,672	37,269
Depreciation	-	-	-	-	-	-	-	-	-	-	6,100	6,100
Phone and internet	-	4,558	284	307	84	-	411	(180)	-	-	13,994	19,458
Printing, postage and stationery	-	3,969	-	46	-	-	777	181	-	-	3,811	8,784
IT maintenance/software	-	3,105	288	-	-	-	-	-	-	-	22,269	25,662
Publications & subs	-	92	-	-	-	-	-	-	-	-	3,488	3,580
Professional fees	-	877	-	-	-	-	-	-	-	8,300	8,352	17,529
Sundry expenditure	-	3,373	-	-	-	-	3	-	-	-	3,662	7,038
Grants to users	-	14,609	3,820	-	-	-	-	-	-	-	-	18,429
	35,337	785,019	46,269	93,402	12,552	14,476	151,610	29,532	15,884	13,919	267,286	1,465,286
Support costs	-	202,344	3,795	19,347	2,725	4,077	20,352	-	14,645	-	(267,286)	-
Governance costs	-	10,537	198	1,008	142	212	1,060	-	763	(13,919)	-	-
Total expenditure 2022	35,337	997,900	50,262	113,757	15,419	18,765	173,022	29,532	31,292	-	-	1,465,286

Notes to the financial statements

For the year ended 31 March 2023

6 Net income for the year

This is stated after charging:

	2023 £	2022 £
Depreciation	5,564	6,101
Operating lease rentals:		
Property	52,525	56,826
Auditor's remuneration (excluding VAT):		
Audit	8,000	7,000
	<u>8,000</u>	<u>7,000</u>

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	827,572	822,100
Social security costs	77,529	77,092
Employer's contribution to defined contribution pension schemes	19,655	20,437
	<u>924,756</u>	<u>919,629</u>

One employee earned between £60,000 and £70,000 during the year (2022: one).

The total employee benefits including pension contributions of the key management personnel were £272,930 (2022: £268,369).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2022: £Nil).
No charity trustee received payment for professional or other services supplied to the charity (2022: £Nil).

No trustees were reimbursed for travel expenses in the year (2022: £4).

8 Staff numbers

The average number of employees based on average head count of staff employed (full-time equivalent) during the year was as follows:

	2023 No. Head Count (FTE)	2022 No. Head Count (FTE)
Support Services	17.6 (13.1)	19.4 (13.5)
Covid Enablement	3.0 (2.6)	2.8 (2.4)
CRCE	–	0.4 (0.4)
Outcome Support Groups	2.6 (1.1)	4.2 (2.3)
Mother2Mother Group	2.0 (0.5)	1.4 (0.3)
COVID Funds	–	0.4 (0.2)
Welfare Benefits Clinic	1.0 (0.4)	1.0 (0.4)
Miscellaneous projects	2.0 (1.2)	0.9 (0.2)
Support	6.1 (4.2)	5.3 (3.7)
	<u>34.3 (23.1)</u>	<u>35.8 (23.4)</u>

Notes to the financial statements

For the year ended 31 March 2023

9 Related party transactions

There are no related party transactions to disclose for 2023 (2022: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

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

11 Tangible fixed assets

	Fixtures and fittings £	Website redesign £	Computer equipment £	Total £
Cost or valuation				
At the start of the year	19,775	3,696	18,316	41,787
Additions in year	–	–	2,836	2,836
Disposals	–	–	–	–
At the end of the year	19,775	3,696	21,152	44,623
Depreciation				
At the start of the year	14,389	2,895	14,419	31,703
Charge for the year	1,268	739	3,557	5,564
Disposals	–	–	–	–
At the end of the year	15,657	3,634	17,976	37,267
Net book value				
At the end of the year	4,118	62	3,176	7,356
At the start of the year	5,386	801	3,897	10,084

All of the above assets are used for charitable purposes.

12 Debtors

	2023 £	2022 £
Other debtors	49,746	74,011
Prepayments	20,692	59,386
	70,438	133,397

13 Creditors: amounts falling due within one year

	2023 £	2022 £
Taxation and social security	28,796	28,539
Other creditors	55,877	216,355
Deferred income	53,000	11,000
	137,673	255,894

Notes to the financial statements

For the year ended 31 March 2023

14 Deferred income

Deferred income comprises grants received for projects that are being delivered in the following financial year.

	2023 £	2022 £
Balance at the beginning of the year	11,000	11,000
Amount released to income in the year	(11,000)	(11,000)
Amount deferred in the year	53,000	11,000
Balance at the end of the year	<u>53,000</u>	<u>11,000</u>

15a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	7,356	–	7,356
Net current assets	599,456	107,036	706,492
Net assets at the end of the year	<u>606,812</u>	<u>107,036</u>	<u>713,848</u>

15b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	10,084	–	10,084
Net current assets	615,177	122,052	737,229
Net assets at the end of the year	<u>625,261</u>	<u>122,052</u>	<u>747,313</u>

Notes to the financial statements

For the year ended 31 March 2023

16a Movements in funds (current year)

	At the start of the year £	Income £	Expenditure £	At the end of the year £
Restricted funds:				
S/S Richard Cloudesley Fund (for clients)	8,733	15,159	(16,213)	7,679
S/S Cripplegate Catalyst	4,477	3,000	(500)	6,977
S/S LBI Local Initiatives Funds	-	3,588	(1,610)	1,978
S/S Mind – Talking Therapies (Outcome)	(3,000)	-	-	-
S/S Second Chance	3,000	-	(3,000)	-
S/S CDA gardening grant	3,000	-	(786)	2,214
S/S LBI webhosting	-	1,174	(1,174)	-
S/S Cripplegate Cost of Living grant	-	5,000	(2,100)	2,900
S/S Screwfix – for improvements	-	5,000	-	5,000
S/S Mind – Co-Production	-	2,800	(2,800)	-
S/S Healthwatch – community research	-	2,500	(2,500)	-
S/S Healthwatch – motivational training	-	3,000	(3,000)	-
S/S Pilkington Trust	4,344	-	(4,344)	-
S/S Miscellaneous grants for clients	-	500	(500)	-
CE Big Lottery Fund (Covid Enablement)	2,744	95,701	(98,445)	-
OSG Sir Halley Stewart Trust	2,725	17,380	(20,105)	-
OSG City Bridge Trust	2,725	42,000	(44,725)	-
OSG Goldsmiths	3,000	-	(3,000)	-
WB Fishmongers	10,995	15,800	(18,186)	8,609
MM Cripplegate	11,277	22,000	(31,051)	2,226
misc Mind – Drama Group	766	-	-	766
misc GLA Sports grant	-	15,997	-	15,997
misc Pilgrim Trust	777	-	-	777
misc R Cloudesley – counselling	-	35,000	(19,773)	15,227
misc Age UK Islington	-	10,107	(3,277)	6,830
misc Active Londoners	5,000	-	(5,000)	-
misc Mind Series – Sports grant	19,000	-	(9,072)	9,928
misc Big Lottery Fund (LD Together)	7,489	-	(7,489)	-
misc LBI – LD Together	25,000	-	(12,605)	12,395
misc Stebbing – Counselling	10,000	-	(10,000)	-
misc Islington PCT – Hand in Hand	-	34,114	(26,581)	7,533
Total restricted funds	122,052	329,820	(347,836)	107,036
Unrestricted funds:				
General funds	625,261	1,157,545	(1,172,994)	606,812
Total unrestricted funds	625,261	1,157,545	(1,172,994)	606,812
Total funds	747,313	1,487,365	(1,520,830)	713,848

Notes to the financial statements

For the year ended 31 March 2023

16b Movements in funds (prior year)

	At the start of the year £	Income £	Expenditure £	At the end of the year £
Restricted funds:				
Richard Cloudesley Fund (for clients)	3,758	11,393	(6,418)	8,733
Cripplegate Catalyst	3,317	3,000	(1,840)	4,477
LBI Local Initiatives Funds	1,431	2,196	(3,627)	-
Mind – Talking Therapies (Outcome)	-	(3,000)	-	(3,000)
Mind – Drama Group	766	-	-	766
Sir Halley Stewart Trust	15,014	17,580	(29,869)	2,725
Second Chance	-	3,000	-	3,000
City Bridge Trust	-	41,750	(39,025)	2,725
LBI workplace retention grant	-	3,934	(3,934)	-
Goldsmiths	-	3,000	-	3,000
Pilgrim Trust	777	-	-	777
Cripplegate	8,042	22,000	(18,765)	11,277
CDA gardening grant	-	3,000	-	3,000
Big Lottery Fund (Covid Enablement)	-	96,501	(93,757)	2,744
Mind (Pears grant)	-	48,703	(48,703)	-
LBI running grant	-	1,000	(1,000)	-
Fishmongers	11,414	15,000	(15,419)	10,995
Big Lottery Fund (CRCE)	15,298	-	(15,298)	-
Comic Relief/GLA	54,425	-	(54,425)	-
Active Londoners	5,000	-	-	5,000
Mind Series – Sports grant	-	19,000	-	19,000
Big Lottery Fund (LD Together)	-	10,000	(2,511)	7,489
LBI – LD Together	-	25,000	-	25,000
Sir Jules Thorn Trust	369	-	(369)	-
Baily Thomas	12,261	-	(12,261)	-
R Cloudesley (COVID Enablement)	10,000	5,000	(15,000)	-
Stebbing – Counselling	-	10,000	-	10,000
Islington PCT – Hand in Hand	-	9,520	(9,520)	-
Hobsons – Get2gether	-	3,000	(3,000)	-
London Catalyst – Get2gether	-	2,000	(2,000)	-
Mind – COVID Emergency	1,940	-	(1,940)	-
Schreier Foundation – Get2gether	-	2,000	(2,000)	-
Islington Council – infection control	-	17,890	(17,890)	-
GLA/Cripplegate – volunteering	4,600	-	(4,600)	-
Pilkington Trust	4,344	-	-	4,344
Pilkington Trust	-	5,000	(5,000)	-
Miscellaneous grants for clients	-	1,440	(1,440)	-
Total restricted funds	152,756	378,907	(409,611)	122,052
Unrestricted funds:				
General funds	521,200	1,159,736	(1,055,675)	625,261
Total unrestricted funds	521,200	1,159,736	(1,055,675)	625,261
Total funds	673,956	1,538,643	(1,465,286)	747,313

16 Movement in funds (continued)

Purposes of restricted funds

Richard Cloudesley Fund	This is a fund for clients in need which we administer.
Cripplegate Catalyst	This is a fund for clients in need which we administer.
LBI Local Initiatives Funds	These funds are for outings and events
Mind – Talking Therapies	This is a fund to provide therapy at Outcome and the PTP projects however funds expected were not received last year therefore a balance has been moved from unrestricted funds to bring the balance to nil.
Second Chance	This is a fund for art activities at the Day Centre
CDA gardening grant	This is a fund to run a gardening club.
LBI webhosting	This is a fund to run a suicide webhosting line.
Cripplegate Cost of Living grant	This is a fund to help clients with the cost of living.
Screwfix grant	This is to fund improvements to the boiler and radiators at Asshley rd
Mind Co-Production grant	This is a fund to run a co-production group for clients.
Healthwatch – community research	This is a fund to conduct community research on mental health.
Healthwatch – motivational training	This is a fund to offer motivational training.
Pilkington Trust	This is a fund to run a Get2Gether older person's group
Big Lottery Fund (Covid Enablement)	This is a fund to provide a COVID Enablement service.
Sir Halley Stewart Trust	This is a fund for an asylum seekers' group.
City Bridge Trust	This is a fund for an asylum seekers' group.
Goldsmiths	This is a fund for an asylum seekers' group.
Fishmongers Company	This is a fund to run a welfare benefits clinic.
Cripplegate Foundation	This is a fund to run a Mother2Mother support group.
Mind – Drama Group	This is a fund to run a drama group.
GLA Sports grant	This is a fund to promote sporting activities.
Pilgrim Trust	This is for a domestic violence support group.
Richard Cloudesley – counselling	This is a fund to run a counselling service.
Aqe UK Islington	This is a fund to run a carers group.
Active Londoners	This is a fund to run a sports group.
Mind Series	This is a fund to run a Sports group.
Big Lottery Fund (LD Together)	This is a fund to run a Learning Disability Support group.
LBI – LD Together	This is a fund to run a Learning Disability Support group.
Stebbing	This is a fund to run a counselling service.
Islington PCT (Hand in hand)	This is a fund to run a buddying project.

17 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows:

	Property 2023 £	2022 £
Less than one year	225,970	237,460
One to five years	31,917	257,887
	257,887	495,347

18 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

19 NHS Pension Scheme

A number of Islington Mind employees are covered by the provisions of the two NHS Pension Schemes. Details of the benefits payable and rules of the Schemes can be found on the NHS Pensions website at www.nhsbsa.nhs.uk/pensions. Both are unfunded defined benefit schemes that cover NHS employers, GP practices and other bodies, allowed under the direction of the Secretary of State for Health and Social Care in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, each scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating in each scheme is taken as equal to the contributions payable to that scheme for the accounting period.

In order that the defined benefit obligations recognised in the financial statements do not differ materially from those that would be determined at the reporting date by a formal actuarial valuation, the FReM requires that "the period between formal valuations shall be four years, with approximate assessments in intervening years". An outline of these follows:

a) Accounting valuation

A valuation of scheme liability is carried out annually by the scheme actuary (currently the Government Actuary's Department) as at the end of the reporting period. This utilises an actuarial assessment for the previous accounting period in conjunction with updated membership and financial data for the current reporting period, and is accepted as providing suitably robust figures for financial reporting purposes. The valuation of the scheme liability as at 31 March 2023, is based on valuation data as 31 March 2022, updated to 31 March 2023 with summary global member and accounting data. In undertaking this actuarial assessment, the methodology prescribed in IAS 19, relevant FReM interpretations, and the discount rate prescribed by HM Treasury have also been used.

The latest assessment of the liabilities of the scheme is contained in the report of the scheme actuary, which forms part of the annual NHS Pension Scheme Accounts. These accounts can be viewed on the NHS Pensions website and are published annually. Copies can also be obtained from The Stationery Office.

b) Full actuarial (funding) valuation

The purpose of this valuation is to assess the level of liability in respect of the benefits due under the schemes (taking into account recent demographic experience), and to recommend contribution rates payable by employees and employers.

The latest actuarial valuation undertaken for the NHS Pension Scheme was completed as at 31 March 2016. The results of this valuation set the employer contribution rate payable from April 2019 to 20.6% of pensionable pay. The 2016 funding valuation was also expected to test the cost of the Scheme relative to the employer cost cap that was set following the 2012 valuation. In January 2019, the Government announced a pause to the cost control element of the 2016 valuations, due to the uncertainty around member benefits caused by the discrimination ruling relating to the McCloud case.

HMT published valuation directions dated 7 October 2021 (see Amending Directions 2021) that set out the technical detail of how the costs of remedy are included in the 2016 valuation process. Following these directions, the scheme actuary has completed the cost control element of the 2016 valuation for the NHS Pension Scheme, which concludes no changes to benefits or member contributions are required. The 2016 valuation reports can be found on the NHS Pensions website at <https://www.nhsbsa.nhs.uk/nhs-pension-scheme-accounts-and-valuation-reports>.

ISLINGTON MIND

England & Wales - Charity number 294535

Accounts

Company number: 02002508
Charity Number: 294535

Islington Mind

Report and financial statements

For the year ended 31 March 2022

Content

For the year ended 31 March 2022

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Company number: 02002508

Charity Number: 294535

Trustees: Trustees who are also directors under company law, who served during the year and up to the date of this report were as follows:

Gwen Williams – Chair

Anna Macgillivray – Secretary

Rob Jessett – Treasurer

PJ Samuels

Mehdi Samadzadeh

Roman Podolczuk (appointed 28 April 2021)

Lisa Haywood (appointed 9 June 2021)

Errol Brown (resigned 28 April 2021)

Key management personnel:

Sigal Avni – CEO

Anna Ware – Head of Service and Quality (resigned February 2022)

Pat O’Driscoll – Integrated Community Support Manager

Ossi Ron – Structured Intervention Support Manager

Gerry Turley – Head of Finance, HR and Resources

Bankers: Lloyds Bank
273-275 Kentish Town
London
NW5 2LP

Auditor: Sayer Vincent LLP
Chartered Accountants and Statutory Auditors
Invicta House
108-114 Golden Lane
LONDON
EC1Y 0TL

The trustees present their report and the audited financial statements for the year ended 31 March 2022.

Reference and administrative information set out on page 2 forms part of this report. The financial statements comply with current statutory requirement, the memorandum and articles of association, the requirement of a directors' report as required under company law, and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Objectives And Activities

The trustees review the charity's aims, objectives, and activities every year. This year the trustees reviewed the charity's Vision, Purpose, Values and Objectives as part of developing the organisation's Strategy for 2022-2025:

Our Vision

We want everyone in Islington to get the respect and support they need to improve their mental health and wellbeing.

Our Purpose

- We are Islington Mind, an independent charitable organisation, part of the Mind network.
- We help people connect to themselves, to each other and to their support networks and communities
- We empower people by providing mental health support focused on strengths and assets, not on diagnoses
- We promote community cohesion

Our Values

- Respect - we listen with care and respect, and provide reassurance to everyone we encounter
- Equality - we are committed to easy and equal access to mental health services and support for everyone in Islington
- Strength orientated – we help people find their voice, connect to their strengths, and use their skills and assets
- Co-Production – we strive to develop and deliver services with the people we support
- Challenging Stigma and Discrimination - we seek to influence and improve mental health services in Islington, raising awareness surrounding mental health
- Community Cohesion - we actively seek opportunities for collaboration when developing services.

Our objectives

We believe that everyone has a right to good mental health. We are here to safeguard and promote the mental health and wellbeing of all adult (18+) Islington residents, and to offer support to residents who experience mental distress, so they:

- Improve self-esteem and confidence and live independently in their communities
- Reduce the need to access secondary mental health services, so that mental health crisis and hospital admissions are reduced
- Reduce the isolation that often accompanies mental illness by offering immediate access to integrated recovery pathways that enable people to live full and enriching lives, and by promoting community integration
- Improve their capacity to represent their own needs, and make their voices heard
- Improve independence, financial security, and resilience – reducing the poverty often accompanying mental ill health, as well as the risk of destitution and homelessness.

We also aim to contribute to a stronger and more cohesive community and to raise awareness surrounding mental health problems, making a significant contribution to local integrated care.

This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remain focused on its stated purposes.

The trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

Our objectives for this year were to:

- Increase reach and inclusion, ensuring we engage with:
 - People from minority groups, people who experience multiple disadvantages and who are underserved by existing services (e.g. LGBTQ+ individuals from racialised communities, people with learning difficulties and mental health problems).
 - Young adults (aged 18-35)
 - People who have been/are most severely impacted by the Covid-19 pandemic (e.g., older people with long term health conditions and mental health problems who cannot access face to face support.)

- Continue to provide dynamic, sensitive, and high-quality services, which improve the quality of life of people with mental health problems and their carers.
- Build relationships with relevant stakeholders, specifically external to our organisation in order to promote our work and gain wider engagement and support for our strategic priorities.
- Improve staff and volunteers' wellbeing.
- Improve financial strength and viability.

National Mind's strategic development priorities are also embedded in this year's objectives. These are:

1. Responding to poverty & social deprivation,
2. Becoming an anti-racist organisation,
3. Supporting young people with a focus on trauma

Our strategy for achieving our aims and objectives

We continued to develop and expand the Mental Health Recovery Pathway programme, refining and adapting our approach with service users through co-production work, ensuring services are developed in collaboration with the people who access them, focusing on responding to the changing needs of our disadvantaged target groups.

Throughout 2021/22, we developed flexible delivery models designed to adapt smoothly to changes in the Covid-19 virus risk and government guidelines.

We engaged with fundraising efforts and recruited additional staff members to offer Covid-19-recovery related support. While adapting to frequently changing Covid-19 regulations and guidelines, we continued to provide training, support, and equipment to staff and volunteers to maximise the effectiveness of home working. Our 'hybrid' approach to service delivery (developed in 2020 in response to the first lockdown period) continued to combine in-person and online mental health support to boost engagements and support to people less able to access our services.

Through the employment of dedicated, highly skilled, trained and well-supported and supervised staff, alongside continued efforts to increase the use of trained and supported volunteers, we continued to provide high quality dynamic services and projects. These services empowered and enabled many residents to access appropriate treatments and services that they need, improve their wellbeing and self-management strategies, enhance skills, and gain volunteering and/or employment opportunities.

To ensure our service users access the specialist support that they need, we draw on established working relationships with 70+ local statutory and voluntary mental health and other community support providers. These include specialist agencies (such as LGBTQ+ support provisions, immigration agencies, faith groups, community centers, etc.). We continued to have a prominent role as a center for community involvement and mental health volunteering.

Our Services

The Mental Health Recovery Pathway

The Mental Health Recovery Pathway operates across four sites in the London Borough of Islington: Despard Road in the north of the borough; Ashley Road and Isledon Road in the middle of the borough and our main office at Wedmore Street in the north of the borough. This service model began on the 1st of June 2019. This 3-year contract with Islington CCG/LBI has been extended for a further 2 years in May 2022.

The support offered by the Mental Health Recovery Pathway is underpinned by a strength-based philosophy. The model consists of two elements:

- **The Integrated Community Support Service** supports individuals with mild/preventative mental health needs. It offers day opportunities including social spaces and access to peer support in safe, therapeutic drop-in sessions, activities to improve wellbeing and enhance skills, communal lunches, outings, and ad-hoc one-to-one support.
- **The Structured Intervention Support Services** offer individual, psychosocial one-to-one support. This can include regular individualised sessions, Enablement Support (see below), the Reablement Service (supporting people in transition e.g. from hospital and/or crisis houses to community re-integration) and talking therapies for people with complex / acute mental health needs.

The Crisis Café – Out of Hours Service

The Crisis Café – Out of Hours Service supports Islington residents at risk of crisis, helping them to prevent mental health crisis and hospitalisation. It also provides an out of hours drop-in space and activities for residents who need extra support during hours when services are closed.

The Crisis Café – Out of Hours Service opens every evening and at the weekend.

The Chance4Young Project

This year we have focused our resources to establish our Chance4Young service, a part of our Mental Health Recovery Pathway designed to provide targeted support to younger service users under 35 years old.

Our newly developed Chance4Young Strategy focuses on maximising reach to young adults aged 18–35 who are facing multiple disadvantages combined with ongoing complex mental health problems and financial difficulties, and who are underserved by mental health services.

The Women Only Space

The Women Only Space offers safe, therapeutic women only spaces one day a week.

CovidRecovery Enablement Service

The CovidRecovery Enablement Service provides a unique combination of practical and emotional, psychosocial support to address challenges and barriers arising from the Covid 19 pandemic.

Service users co-produce and work within a tailored support plan, following an introductory meeting where they are matched with a supervised volunteer. This year we focused on tackling practical issues emerging from the Covid-19 crisis, which include healthcare, housing, community engagement, education, and employment.

This recovery-oriented model focuses on strengths and assets rather than on problems or barriers, helping people to build self-management and independence, and reduce dependence on statutory services.

The Talking Therapies Clinic / Counselling Service

Our Talking Therapies Clinic / Counselling Service provides a space to self-reflect and to explore difficulties and concerns with a trained counsellor or counsellor in training. The counsellors help the client explore what is troubling them, and to work towards a resolution.

The Psychosis Therapy Project (PTP)

The PTP offers opportunities for psychotherapeutic treatment with a team of psychoanalytically trained practitioners working in the area of psychosis. The project is committed to strategies of stabilisation and the management of persistent symptoms.

The therapeutic work offered by PTP is long-term, giving clients time and space to articulate distressing experiences and to cultivate robust and enduring solutions.

Outcome – LGBTQ+

Outcome is a London-Wide LGBTQ+ service run by staff and volunteers from the LGBTQ+ community.

It is a 1-day a week open access project which provides a sanctuary for LGBTQ+ people - somewhere safe where they can be themselves, socialise free from discrimination, receive

therapies to improve their mental health, and join peer support groups (such as a women only group). Outcome offers specialist activities such as creative writing, an art and crafts

Group, a walking group, a running group, a film club, ICT training and board games, and acquire knowledge to improve their quality of life.

The Freedom From Fear To Love Project (FFFTL)

FFFTL is a specialist project within Outcome, which supports LGBTQ+ asylum seekers and refugees.

Years of persecution linked to sexual and/or gender identity, and the challenging process of transitioning to life in the UK as a newly 'out' person, puts these individuals at greater risk of mental health decline, social exclusion, and destitution.

The project provides support through two challenging transition periods:

1. The complex asylum process, which presents emotional and practical challenges.
2. The Move On period for LGBTQ+ refugees who have just been granted status on the grounds of sexual/gender identity.

Our support combined emotional support with practical help, including access to basic goods, housing solutions, employability/employment related activities, welfare benefits, therapy and social and (LGBTQ+ and generic) cultural platforms.

The Mental Health Welfare Benefits Clinic (WBC)

The WBC provides specialist support to our service users to access Employment Support Allowance (ESA), Personal Independence Payment (PIP) and Universal Credit welfare benefits. The service includes online registrations, form completion, gathering/assembling documentation, DWP liaison, supporting letters, assisting with Mandatory Reconsiderations and appeals, and representation/emotional support at assessments and tribunals.

This volunteer-based project is unique in providing practical guidance with experienced mental health support within a trusted therapeutic environment. Each service user is offered

3 appointments in support of their benefit application, which allows the time to manage a complicated and challenging process.

The LDTogether Project

The LDTogether is a new project piloted last year, which has now received enough funding to run for a further 12 months. It provides a specialised support for people who have learning difficulties combined with mental health problems. LDTogether provides a space for this client group to come together, socialise in a safe space, and access activities which match their needs and interests.

The Mother-To-Mother Women Carers' Project

Supported by Islington Giving / Cripplegate Foundation this project brings together Islington mothers of people with mental health problems. It offers peer support, a space to socialise, access to activities and outings, and communal lunches.

Advice and Information

The staff in our offices respond to daily telephone calls from people seeking advice and information about mental health issues in general and mental health services in the borough.

This can range from signposting to appropriate statutory mental health services or inviting people to use one of our own services.

Through the provision of the above services the issues we aimed to tackle were:

- Loneliness and isolation
- Poor mental health
- Poverty and deprivation
- Employability
- Stigma of living with a mental health problem
- Distress associated with being a carer
- Over-dependence on statutory services
- Information, signposting, advice

The impact of the COVID-19 pandemic

The Covid-19 crisis continued to present a key challenge and have a significant impact upon Islington Mind. The number of referrals as well as the level of complexity were rising as the pandemic crisis continued to impact on residents' mental health. While resources and capacity remained the same, delivery models had to be adapted and re-adapted regularly in response to continuing changes in the level of spread and to government guidelines. The

pandemic also had an accumulated impact on our staff and volunteers' personal lives, some experienced loss, bereavement, long-term illness, and emotional distress including anxiety and fears. Regular staff shortages due to sickness and self-isolation also increased our burden and stretched our capacity.

We have provided additional support to staff including additional staff meetings, team briefings, one-to-one supervision sessions, reflective spaces and clinical supervision. Even so, all of the above challenges impacted on retention and increased staff turnover, much like the experience of other charities across the country including our colleagues at other local Mind associations.

We developed our Covid Safety Policy And Procedures to ensure we provide the team with clear guidance for Covid safety measures in the buildings, access to PPE, and testing routines and monitoring. All PPE and testing kits were provided throughout the year by the Department of Health and Social Care (DHSC) on request.

Since August 2020 we gradually returned to providing services from our buildings. We started by offering on-site one-to-one support to the most vulnerable and we gradually re-introduced the on-site social space and group activities by appointments throughout the year.

As of April 2021, we have followed our Covid Recovery Roadmap, increasing site-based provisions according to government guidelines.

All our staff are equipped and trained to work remotely, and we have offered a hybrid program in all services - combining remote (through digital meetings and/or phone calls) with face-to-face support in one-to-one and in group settings throughout the year, changing the balance between remote and face-to face according to changes in the spread of the virus and government guidelines.

This Year's Performance and Achievements

Islington Mind supported 1,243 individuals between April 2021 and March 2022. Referrals to Islington Mind for this year were 12% higher than just before the pandemic, as our vulnerable target groups were adversely disadvantaged by anxiety, illness, isolation, reduced community opportunities, and service disruptions which continued after the lockdown period ended.

The Mental Health Recovery Pathway's Day Opportunities offered daily on-site socialising opportunities, activities and peer support groups combined with digital activities. These included Zoom drop-in sessions, peer support groups (e.g. Hearing Voices Group, Men's Group, Decluttering, Self-Care Group, and Hoarding and De Cluttering Group) and activities to improve wellbeing and acquire and enhance skills (e.g. Creative Writing, Arts Appreciation, Yoga, etc.). These group activities helped people tackle social isolation and maintain wellbeing during lockdowns. They continued to support people who felt too anxious to socialise even when measures were relieved, as well as those with mobility issues.

Daily nutritious hot meals were provided throughout the year to 74 individuals, including sit-in and take away lunches from our 3 centres: Isledon Road, Despard Road and Ashley Road.

A total of 630 individuals accessed our day opportunities last year.

We developed the 'Point of Contact' system – ensuring everyone who accesses Day Opportunities at Islington Mind has a point of contact within the team.

Our Crisis Café also provided hybrid offer to 125 people experiencing a mental health crisis but who were not deemed in need of statutory crisis services. The team developed close working relationships with Islington crisis team who used the service for 83 referrals during the year. Seven PTP therapists in placement – one every day - joined the crisis café team in March this year – offering the café's service users opportunities to engage with ad-hoc therapy space.

Structured Intervention Support was offered through online meetings, phone calls, and on-site appointments, and included:

- Reablement service helped 150 individuals to re-settle in their homes and re-engage with their communities. Support was offered throughout the year in people's homes, and/or in our centres and or online depending on people's needs and references.
- Counselling was provided to 63 individuals
- Psychotherapy was provided by the Psychosis Therapy Project to 24 individuals experiencing complex needs, through on-site and remote one-to-one service and peer-support groups.
- Structured psychosocial support was provided to 537 individuals.
- CovidRecovery Enablement Service provided recovery planning and support to 187 service users.

With the generous support of trusts and foundations such as the National Lottery, Comic Relief, Cloudesley and Islington Giving / Cripplegate Foundation, The Pears Foundation, The Goldsmith Company and National Mind as well as the generosity of private donors, we were able to continue to offer welfare grants helping individuals to access essential goods such as food, fuel or household appliances as well as basic IT equipment, including tablets, smartphones, and laptops and internet access. A total of 94 **welfare grants** were awarded to our service users this year.

Regular ICT training and support provided in house to our service users along with grants for IT equipment helped promote digital inclusion. It enabled our service users to access our online services, and to connect to further external support, social opportunities and information online.

All our **specialist services** offered a hybrid program combining face-to-face with online social spaces, therapies and activities, including communal lunch offer.

Our London-wide LGBTQ+ project, Outcome, supported 314 individuals. The increased risk of homelessness, destitution and domestic abuse experienced by our LGBTQ+ asylum seekers and refugees was addressed through remote and face to face support. 105 LGBTQ+ asylum seekers and refugees were supported this year.

We were grateful to The Pears Foundation and National Mind for their support of our Freedom From Fear To Love Talking Therapies Clinic which provided 11 individuals with access to talking therapies.

We continued to provide sports and physical activity sessions through our RainbowSports@Mind project funded by Comic Relief – the London Together programme.

We ran 48 therapeutic groups for mothers of people with mental health problems. 27 women accessed our Women Only Space.

Self-referrals and referrals from local professionals to our new LDTogether project for people with learning difficulties and mental health problems were increasingly rising and we identified a significant gap in support provision for this specific group. We supported a total of 14 individuals with learning difficulties through this project this year, and focused fundraising efforts to be able to continue the project (see below.)

Our Welfare Benefits Clinic (WBC) supported 46 individuals to access their welfare benefit entitlements, at a time when Universal Credit and Disability Living Allowance systems were disrupted by the pandemic. Over 90% of WBC participants were successful in their applications and appeals, with many being awarded increased levels of payment. The WBC Team also provided evidence to the Work and Pensions Select Committee inquiry on Health Assessments, contributing to National Mind's submission to the Government's Health and Disability Green Paper consultation. This data will be used to give evidence to the Work and Pensions Select Committee.

We took an average of 30 calls from clients and carers every day in our different sites – over 16,000 calls in the year.

In October 2021 we organised a hybrid World Mental Health Day event, and an online Black History Month Celebration for all including themed food and a quiz.

In December 2021, an average of 30 people each day accessed our day opportunities, and we were ready to open our drop-in sessions. With the generous help of Highbury West, Highbury East, Hillrise, Junction, Tollington, St Georges, Finsbury Park, and Holloway wards through the Local Initiative Fund – 5 on-site Christmas parties for users of our generic services were planned (including for our specialist services) to celebrate Christmas and the end of our Covid-

19 Road Map. Unfortunately, the Omicron Covid-19 variant hit the country before we could host these parties, meaning that our Covid safety measures had to be increased once again. Instead of on-site parties, we provided a 3-course take-away Christmas meal to service users accessing our generic day opportunities and small in-person events to our smaller specialist groups.

Hampers with food and toys were donated for families in need, tackling food poverty. Day opportunities remained open during the Christmas and New Year period, offering one to one ad-hoc support to the most vulnerable and in need.

Throughout the year we have been working closely with our 70+ local partners, including our commissioners and statutory and voluntary sector local care providers, to ensure Islington residents who experience mental health problems are adequately supported.

We are active members of Islington All Adult Mental Health Partnership Board (AAMHPB) and the Fairer Together Islington initiative, being key members of the AAMHPB's Inequalities subgroup, which worked to improve representation of minoritized and marginalised groups in mental health services. We participated in multiple consultation and steering groups, influencing the development of local mental health transformation plans.

We are part of the Mind in London and Mind in North Central London networks, aiming to work together in our Integrated Care System area.

Our 2021/2022 Annual survey shows that 82% of our service users were 'satisfied' or 'very satisfied' with our overall support and 88% found our remote offer during the pandemic 'helpful' or 'very helpful.'

Service users said:

'Islington Mind plays a very important role in my life. They help me cope and deal with my emotions. Also with the practical side of my life. I would be left on my own if Islington Mind did not exist.'

In the year 2021/2022, 583 service users (46%) were from racialised communities. 383 service users (31%) identified as LGBTQ+. The number of young adults aged between 18 and 35 increased from 258 in 2020/2021 to 314 in 2021/2022.

Role and contribution of volunteers (and an estimate of the value of the contribution)

Our volunteers provide valuable support in one-to-one and group service user support. They each bring their unique set of skills, experience, and expertise which they are eager to share. Their enthusiasm inspires, energises and enriches all our services.

The disruption to volunteer availability and changes to delivery caused by Covid-19 has meant that we have reduced our volunteer intake during the pandemic. Numbers of volunteers are now starting to increase.

We supported 40 volunteers during the year across our services, providing an average of 7 hours per week each. This is an approximate value of £148,512 a year if employed staff undertook the same task.

Financial review

There has been no significant reduction in the value of any of our contracts or charitable grants as a result of the pandemic, however, there have been additional costs to the organisation. This includes IT equipment for staff, service users and for our sites, and the costs of additional supervision and emotional support to staff, and of cover for increased sick/compassionate leave, and employment adjustments and flexibility.

Reserves policy

Our reserves policy states that we should aim to secure 6 months' running costs for the organisation should a substantial amount of our statutory funding cease. 6 months running are estimated to be £732,642. We currently hold £625,261 in free unrestricted reserves, an increase of 20% from the end of 20/21. We will budget for a surplus each year until the reserve target is reached.

We also have £122,052 of restricted funds for a range of charitable activities.

Principal funding sources and how expenditure in the year under review has supported the key objectives of the charity

Our principal funding sources have been Islington Clinical Commission Group/London Borough of Islington.

Our Successful Fundraising

During the year 2021/2022, we were fortunate in being awarded a number of grants from various grant making organisations. We are grateful to the following trusts and foundations for their generous support of Islington Mind's work:

- London Catalyst
- The Pears Foundation
- National Mind
- The Austin and Hope Pilkington Trust
- Cloudesley

- Peter Stebbings Memorial Charity
- Cripplegate Foundation & Islington Giving
- Central District Alliance Islington Community Fund
- National Lottery Awards For All England
- The GLA Sports Unites Fund

Additionally, Islington Mind was grateful to receive a donation of £29,645 from London consulting firm OC&C, and a gift of £20,000 from the legacy of Miss Christine Jennifer Chambers.

Principal risks and uncertainties

We anticipate that the long-term impact of the Covid-19 crisis will continue to present a key challenge next year. Challenges include the continued disruption to statutory services, a persisting high level of need from new and existing service users, and a high staff turnover in line with that experienced by other charities and LMAs since 2020.

We will:

- Utilise our successful delivery arrangements developed in the last 2 years
- Continue to review the Covid-19 situation and implement adaptations to delivery models accordingly.

Our continued close links with the community benefit us with the opportunity to develop support services with a consistent focus on recovery using personalised, person-centred planning tools.

Other risks:

- **Income / Funding Environment changes in commissioning and funding environment, and increased competition**

Our main contract – the Mental Health Recovery Pathway expires in June 2024.

The proportion of funding from statutory sources has reduced in the past four years. In financial year 2017/18, 87% of our income came from the statutory sector, comprising Islington Council and NHS Camden, while 13% came from elsewhere. In 2018/19 and 2019/20, 70% of our income came from the statutory sector and 30% from other sources. For 2020/21 65% of our income came from the statutory sector and 35% from other sources. For 2021/22 72% of our income came from the statutory sector and 28% from other sources.

In 2022/2023 we will recruit a part time Fundraising Manager. They will lead on developing our 2022-2023 Fundraising Strategy, focusing on diversifying income and reducing reliance on statutory income and on fundraising and income generating activities. In doing so, they

will utilise the confidence we have already gained from major local and national trusts and foundations, and the reputation we have built in the last four years. Our sound monitoring and evaluation systems will provide evidence for the need and the impact of the services we are seeking funding for.

- **Our reserves are not in line with our reserves policy**

Our fundraising campaign in the last four years aims to increase our unrestricted reserves through social media campaigns and other possible methods of attracting more generalised donations to the organisation. In the last four years our income has grown steadily – our total yearly income in March 2022 shows a £121,201 decrease from 2021, a £189,042 increase from 2020 and a £343,510 increase from 2019. We are aiming to maintain this increase through an elevated fundraising approach incorporating a more diverse selection of income streams.

- **Increased demand**

Lack of capacity to meet a large increase in demand post Covid-19 crisis, the required adaptations to delivery models e.g. the need for both face to face and remote services, and existing service users' expectations.

We will:

- Develop clear priorities and eligibility criteria, prioritising Islington residents from the following minoritised and underserved groups:
- People from minority groups, people who experience multiple disadvantages and who are underserved by existing services (e.g. LGBTQ+ individuals from racialised communities, people with learning difficulties and mental health problems).
- Young adults (aged 18-35)
- People who have been/are most severely impacted by the Covid-19 pandemic (e.g. older people with long term conditions and mental health problems who cannot access face to face support).
- Further develop smooth referral and signposting systems, ensuring service users 'step up' and 'step down' when required and that everyone gains access to the specialist services they need.
- Create a comprehensive list of bank workers available to cover staff absence by offering trained volunteers, volunteering for Islington Mind for over 6 months, to be added to our bank worker list.

- **Staffing**

The pandemic had a significant and lasting impact on staff morale and wellbeing, in Islington Mind, at other local Mind associations, and the voluntary sector as a whole.

These challenges led to a high risk of burnout and high employee turnover against a background of significant difficulties in recruitment, and an increase in HR challenges.

In 2022/2023 we will work to improve our staff wellbeing and capacity. We will:

- Work to improve internal communications
- Monitor staff wellbeing, respond to difficulties, and offer adaptations when possible
- Identify and address the needs of staff from diverse groups
- Ensure staff are supported and supervised regularly
- review and embed appraisal processes
- Offer Development Programmes to all staff
- Improve our reputation as an employer
- Review, update and embed all HR policies and procedures
- Link employment contracts to length of funding
- Develop flexible/generic job descriptions which can be adapted if funding streams change

Fundraising Policy

All fundraising practices are framed within the values and principles of the organisation. Where expenditure is required to generate income, there is an analysis of the return on investment to ensure the organisation can make informed decisions regarding activities. Islington Mind's Fundraising Policy is reviewed and approved by the Board of Trustees annually. Islington Mind is the brand name for the majority of the fundraising activities for the Association. Supporters of Islington Mind are a key element in the fundraising activities, and we are committed to employing a transparent and ethical approach to all our fundraising activities. As such we are committed to ensuring that our fundraising practices go above and beyond all regulations that we rigorously monitor and adhere to.

To help guarantee the availability of continuing funds to fund the work of Islington Mind we aim to maintain a broad base of funding sources. The purpose of the policy is to ensure clarity and openness to all our stakeholders. Islington Mind does not pressure supporters to make gifts and respects decisions to stop giving.

The regulatory landscape for fundraising is evolving and we will continue to monitor and adapt with these changes. When we work with suppliers and agencies, we ensure that they are fully registered with all the appropriate regulatory bodies and reviewing all their policies as part of our robust procurement due-diligence process. As of 31 March 2022, no complaints have been received.

Our Ethical Fundraising and Investment Policy guides the organisation in the extent to which it might accept donations and other forms of finance support, guides the way fundraising

initiatives the organisation might engage with, and ensures that any investments are in keeping with the ethics of the organisation.

Islington Mind is registered with the Fundraising Regulator and is committed to abiding by its Code of Fundraising Practice. Islington Mind senior managers with the CEO are responsible for ensuring that our fundraising efforts adhere to this code.

We accept voluntary donations from individuals, companies and other organisations, and make every effort to apply these donations in a manner consistent with donors' wishes, accounting for the operational constraints and strategic priorities of Islington Mind, and ensuring the conditions attached to donations are reasonable.

Our Policies, including our Fraud Prevention and Bribery Prevention Policies, ensure that we comply with all relevant legislation including money laundering laws, the Bribery Act and Charity Commission guidance, including terrorism and political activity.

We monitor and record any complaints resulting from our fundraising practices, and an annual report is provided to our trustees. We also ensure vulnerable people are protected

through our safeguarding policy and that staff continue to be aware of the need to raise concerns if they suspect someone is vulnerable by utilising the procedures laid down in our safeguarding policy.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Plans for the future

We expect that increased demand for our services will continue throughout 2022/23, as vulnerable individuals in our community continue to face critical challenges as a result of the pandemic.

We will work to maximise reach to minorities and marginalised groups who were most impacted by the Covid-19 pandemic yet are underserved by mental health services, for example individuals from racialised and/or LGBTQ+ communities.

We will

- Engage in consultations and research to gain understanding and identify who these groups are and how can they be supported
- Recruit an Equality Officer who will lead on ensuring our services reach and are accessible to all

- Develop and embed an outreach plan to target and respond to the needs of under-served people
- Work to become inclusive to all – and *a truly anti-racist organisation*
- Continue developing and embedding the Chance4Young strategy and plans to outreach and offer support that addresses the needs of young adults
- Continue to pursue funding to:
 - increase resources, sustain, and develop specialist project/groups
 - explore potential for digital support for people who cannot attend our centres
 - sustain our welfare benefit support to tackle poverty
- Develop smooth signposting systems to ensure people access the best specialist support to meet their needs
- Target local organisations, community groups, businesses, and corporations whose staff may have been more vulnerable to mental health challenges in the last two years
- Develop offers of wellbeing training, workshops, and presentations to local agencies

We plan to continue to provide the same level of direct service provision in the forthcoming year.

The Mental Health Recovery Pathway is funded until April 2024. The CovidRecovery Enablement Project is funded until 2026. The Freedom From Fear to Love project has funding for the next 2 years and we will continue to actively seek funding to sustain and expand this service.

Our small counselling service operated at its full capacity with its waiting lists full and closed to new referrals most of the year round. We have identified a gap in availability of accessible, individualised community talking therapies relevant to the needs and experiences of people from minoritized groups, who face multiple disadvantages, risks, and health inequalities. We are grateful to Cloudesley for their support of our counselling service; through the Cloudesley Principal Grant we will be able to sustain and expand our talking therapies offer in the next 3 years, allowing us to offer high quality talking therapy sessions free of charge to residents. We have been also subcontracted to offer talking therapy sessions to AgeUK Carers Hub clients next year.

We also secured funding for the LDTogether project for at least one more year.

We aim to expand our work with younger people with mental health problems, and we are actively fundraising to meet this objective.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated on 20 March 1986. We were registered as a charity on 21 October 1982.

The company was established under a memorandum of association that established the objects and powers of the charitable company and is governed under its articles of association. These articles of association were updated on 18 February 2019.

Islington Mind is governed by a board of Trustees who are elected at our AGM. All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts.

The Trustees are responsible for the policy direction of the organisation and key personnel decisions, the employment of new staff and disciplinary procedures. The day-to-day operational issues are delegated to the CEO who in turn delegates operational issues to individual Project Managers.

Appointment of trustees

New trustees are recruited from a variety of sources. We maintain a complement of 50% of our trustees having lived experience of mental health problems and of using mental health services. We advertise for trustees in the local press and through other voluntary project networks. The trustees decide which skills are needed on the committee and people with those skills are targeted for recruitment. Each prospective Board / Management Committee member is asked to attend three management committee meetings after which they can be co-opted on to the committee by the existing management committee. They can then stand for election at our AGM.

Trustee induction and training

Each new trustee is provided with an induction pack and an induction programme, which introduces them to our various projects and our staff team. Each new trustee is inducted into the legal responsibilities of their role and training about such roles is provided either from external training organisations or from the organisation's key staff. Training needs are reviewed regularly, and trustees are offered training where necessary, particularly in relation to changing policy regulations.

Related parties and relationships with other organisations

Islington Mind is an independent charitable organisation affiliated to "Mind, the Mental Health Charity". Membership depends upon meeting the Mind Quality Mark's standards, which include standards of service delivery, personnel management, and appropriate policy implementation. Our quality standards were last reviewed in July 2018.

Islington Mind procures service contracts from Islington Clinical Commission Group / London Borough of Islington and Camden Clinical Commissioning Group / London Borough of Camden, which are accompanied by rigorous monitoring procedures related to service delivery, staff welfare, equal opportunities, and vulnerable adult protection procedures.

Remuneration policy for key management personnel

Islington Mind adopts the NJC for national local government pay scales to determine rates of pay for key management personnel. The grades are evaluated based on agreed, organisation-wide criteria that determine the grade and salary for all posts.

In line with the Hutton Fair Pay Review recommendation on executive pay; the salary of the highest paid employee is no more than four times the median salary of the organisation.

Statement of responsibilities of the trustees

The Trustees (who are also the Directors of Islington Mind for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these 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
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They 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.

In so far as the Trustees are aware: There is no relevant audit information of which the charitable company's auditor is unaware. The Trustees have taken all steps that they ought to

have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees are members of the charity, but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

We thank all Islington Mind's dedicated staff and volunteers for working above and beyond their roles to support our service users during a year of challenges and uncertainty. We also thank our funders who supported us in providing the vital services that we offer.

Auditor

Sayer Vincent LLP were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

The Trustees' Annual Report has been approved by the Trustees on 8 December 2022 and signed on their behalf by

Anna Macgillivray

Trustee

Opinion

We have audited the financial statements of Islington Mind (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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 Islington Mind's ability to continue as a going concern for a period of at least twelve 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 other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The 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 directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions

in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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 are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 -

- Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance. We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Noelia Serrano (Senior statutory auditor)
15 December 2022
for and on behalf of Sayer Vincent LLP, Statutory Auditor
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Statement of Financial Activities (incorporating an income and expenditure account)

For the year ended 31 March 2022

	Note	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Income from:					
Donations and legacies	3	64,533	3,000	67,533	9,001
Charitable activities	4				
Support Services		1,094,884	18,963	1,113,847	1,108,801
COVID		–	20,890	20,890	240,245
COVID Enablement		–	106,501	106,501	10,000
PTP		–	–	–	12,000
Outcome Support Groups		–	112,033	112,033	96,460
Welfare Benefits Clinic		–	15,000	15,000	34,500
Mother 2 Mother Group		221	22,000	22,221	22,006
CRCE		–	–	–	108,053
Miscellaneous projects		98	80,520	80,618	18,778
Total income		1,159,736	378,907	1,538,643	1,659,844
Expenditure on:					
Raising funds		35,337	–	35,337	35,250
Charitable activities					
Support Services		982,112	15,788	997,900	811,306
COVID		23,992	26,270	50,262	242,923
COVID Enablement		–	113,757	113,757	–
PTP		–	–	–	22,937
Outcome Support Groups		–	173,022	173,022	115,295
Welfare Benefits Clinic		–	15,419	15,419	23,086
Mother 2 Mother Group		–	18,765	18,765	21,176
CRCE		14,234	15,298	29,532	121,551
Miscellaneous projects		–	31,292	31,292	13,968
Total expenditure	5	1,055,675	409,611	1,465,286	1,407,492
Net income for the year		104,061	(30,704)	73,357	252,352
Net movement in funds		104,061	(30,704)	73,357	252,352
Reconciliation of funds:					
Total funds brought forward		521,200	152,756	673,956	421,604
Total funds carried forward		625,261	122,052	747,313	673,956

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 Note 16 to the financial statements.

As at 31 March 2022

	Note	2022 £	2021 £
Fixed assets:			
Tangible assets	11	10,084	13,413
		<u>10,084</u>	<u>13,413</u>
Current assets:			
Debtors	12	133,397	107,354
Cash at bank and in hand		859,726	954,374
		<u>993,123</u>	<u>1,061,728</u>
Liabilities:			
Creditors: amounts falling due within one year	13	(255,894)	(401,185)
		<u></u>	<u></u>
Net current assets		<u>737,229</u>	<u>660,543</u>
Total assets less current liabilities		<u>747,313</u>	<u>673,956</u>
Total net assets		<u><u>747,313</u></u>	<u><u>673,956</u></u>
The funds of the charity:	16		
Restricted income funds		122,052	152,756
General funds		625,261	521,200
		<u>625,261</u>	<u>521,200</u>
Total unrestricted funds		<u>625,261</u>	<u>521,200</u>
Total charity funds		<u><u>747,313</u></u>	<u><u>673,956</u></u>

Approved by the trustees on 8 December 2022 and signed on their behalf by

Anna Macgillivray
Trustee

Statement of cash flows

For the year ended 31 March 2022

Reconciliation of net income to net cash flow from operating activities

	2022 £	2021 £
Net income for the reporting period (as per the Statement of Financial Activities)	73,357	252,352
Depreciation charges	6,101	5,877
Increase in debtors	(26,043)	(7,493)
(Decrease)/increase in creditors	(145,291)	175,052
Net cash provided by operating activities	(91,876)	425,788

	Note 17	2022 £	£	2021 £	£
Cash flows from operating activities					
Net cash (used in)/provided by operating activities			(91,876)		425,788
Cash flows from investing activities:					
Purchase of fixed assets		(2,772)		–	
Net cash used in investing activities			(2,772)		–
Change in cash and cash equivalents in the year			(94,648)		425,788
Cash and cash equivalents at the beginning of the year			954,374		528,586
Cash and cash equivalents at the end of the year			859,726		954,374

Analysis of cash and cash equivalents and of net debt

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	954,374	(94,648)	859,726
Total cash and cash equivalents	954,374	(94,648)	859,726

1 Accounting policies

a) Statutory information

Islington MIND is a charitable company limited by guarantee and is incorporated in England & Wales. The registered office address is Unit 4, Archway Business Centre, 19–23 Wedmore Street, Islington, London, N19 4RU.

b) Basis of preparation

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 the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

f) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has received the service, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the Trustees' Annual Report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1 Accounting policies (continued)

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

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

i) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, other activities undertaken to further the purposes of the charity and their associated support costs

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity.

Support and governance costs are re-allocated to each of the activities on the basis of the proportion of each project's funding which is specifically for core costs.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

1 Accounting policies (continued)

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Computer equipment and website design 5 years
- Office furniture and equipment 5 years
- Day Centre furniture and equipment 5 years

m) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

n) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

p) Pensions

Four staff members previously employed by the NHS are in the NHS defined benefit pension scheme. Further detail of this is given in note 19. All our other qualifying staff are enrolled in a Friends Life defined contribution scheme.

Notes to the financial statements

For the year ended 31 March 2022

2 Detailed comparatives for the statement of financial activities

	Unrestricted £	Restricted £	2021 Total £
Income from:			
Donations and legacies	9,001	–	9,001
Charitable activities			
Support Services	1,083,221	25,580	1,108,801
COVID	6,773	233,472	240,245
COVID Enablement	–	10,000	10,000
PTP	12,000	–	12,000
Outcome Support Groups	9,995	86,465	96,460
Welfare Benefits Clinic	–	34,500	34,500
Mother 2 Mother Group	6	22,000	22,006
CRCE	–	108,053	108,053
Miscellaneous projects	–	18,778	18,778
Total income	1,120,996	538,848	1,659,844
Expenditure on:			
Raising funds	35,250	–	35,250
Charitable activities			
Support Services	783,508	27,798	811,306
COVID	13,308	229,615	242,923
PTP	22,937	–	22,937
Outcome Support Groups	10,000	105,295	115,295
Welfare Benefits Clinic	–	23,086	23,086
Mother 2 Mother Group	–	21,176	21,176
CRCE	–	121,551	121,551
Miscellaneous projects	2,855	11,113	13,968
Total expenditure	867,858	539,634	1,407,492
Net income for the year and net movement in funds	253,138	(786)	252,352
Reconciliation of funds:			
Total funds brought forward	268,062	153,542	421,604
Total funds carried forward	521,200	152,756	673,956

3 Income from donations and legacies

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Gifts	64,533	3,000	67,533	9,001	–	9,001
	<u>64,533</u>	<u>3,000</u>	<u>67,533</u>	<u>9,001</u>	<u>–</u>	<u>9,001</u>

4 Income from charitable activities

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Islington & Camden CCG/LBI	1,085,783	6,130	1,091,913	1,073,783	–	1,073,783
Other income from Support Services	9,101	12,833	21,934	9,438	25,580	35,018
Sub-total for Support Services	<u>1,094,884</u>	<u>18,963</u>	<u>1,113,847</u>	<u>1,083,221</u>	<u>25,580</u>	<u>1,108,801</u>
COVID emergency funding	–	20,890	20,890	6,773	233,472	240,245
COVID Enablement	–	106,501	106,501	–	10,000	10,000
Psychosis (PTP) project	–	–	–	12,000	–	12,000
Outcome Support Groups	–	112,033	112,033	9,995	86,465	96,460
Mother 2 Mother Support Group	221	22,000	22,221	6	22,000	22,006
Welfare Benefits Clinic	–	15,000	15,000	–	34,500	34,500
CRCE Project	–	–	–	–	108,053	108,053
Miscellaneous projects	98	80,520	80,618	–	18,778	18,778
Total income from charitable activities	<u>1,095,203</u>	<u>375,907</u>	<u>1,471,110</u>	<u>1,111,995</u>	<u>538,848</u>	<u>1,650,843</u>

5a Analysis of expenditure (current year)

	Cost of raising funds £	Charitable activities								Governance costs £	Support costs £	2022 Total £	2021 Total £
		Support Services £	COVID £	COVID Enablement £	WBC £	M2M £	Outcome £	CRCE £	Misc. £				
Salaries (note 7)	35,337	422,023	40,043	75,112	12,468	14,104	125,816	21,727	15,235	-	157,764	919,629	878,333
Agency	-	22,423	180	-	-	-	9,483	-	-	-	65	32,151	57,292
Recruitment	-	11,197	-	-	-	-	-	-	-	-	2,907	14,104	6,479
Volunteers	-	2,269	-	20	-	80	32	-	-	-	-	2,401	400
Training	-	4,037	-	-	-	-	4,105	-	-	-	-	8,142	2,236
Activities	-	472	-	250	-	-	-	-	-	-	-	722	3,859
Travel	-	195	-	-	-	-	-	-	-	-	26	221	68
Catering	-	15,191	-	-	-	292	2,846	-	649	-	1,286	20,264	3,206
Premises	-	250,352	121	17,239	-	-	4,777	7,804	-	5,619	37,890	323,802	295,434
Equipment/maintenance	-	26,276	1,533	428	-	-	3,360	-	-	-	5,672	37,269	38,359
Depreciation	-	-	-	-	-	-	-	-	-	-	6,100	6,100	5,878
Phone and internet	-	4,558	284	307	84	-	411	(180)	-	-	13,994	19,458	18,714
Printing, postage and stationery	-	3,969	-	46	-	-	777	181	-	-	3,811	8,784	6,341
IT maintenance/software	-	3,105	288	-	-	-	-	-	-	-	22,269	25,662	24,300
Publications & subs	-	92	-	-	-	-	-	-	-	-	3,488	3,580	3,592
Professional fees	-	877	-	-	-	-	-	-	-	8,300	8,352	17,529	17,927
Sundry expenditure	-	3,373	-	-	-	-	3	-	-	-	3,662	7,038	7,744
Grants to users	-	14,609	3,820	-	-	-	-	-	-	-	-	18,429	37,330
	35,337	785,018	46,269	93,402	12,552	14,476	151,610	29,532	15,884	13,919	267,286	1,465,285	1,407,492
Support costs	-	202,345	3,795	19,347	2,725	4,077	20,352	-	14,645	-	(267,286)	1	-
Governance costs	-	10,537	198	1,008	142	212	1,060	-	763	(13,919)	-	-	-
Total expenditure 2022	35,337	997,900	50,262	113,757	15,419	18,765	173,022	29,532	31,292	-	-	1,465,286	
Total expenditure 2021	35,250	811,306	242,923	22,937	23,086	21,176	115,295	121,551	13,968	-	-	-	1,407,492

5b Analysis of expenditure (prior year)

	Cost of raising funds £	Charitable activities								Governance costs £	Support costs £	2021 Total £
		Support Services £	COVID £	PTP £	WBC £	M2M £	Outcome £	CRCE £	Misc. £			
Salaries (note 7)	35,250	393,594	148,344	–	16,668	18,751	91,143	72,405	7,507	–	94,671	878,333
Agency	–	18,429	8140	22,237	–	–	4,294	–	4,192	–	–	57,292
Recruitment	–	1,679	–	–	–	–	–	–	–	–	4,800	6,479
Volunteers	–	153	247	–	–	–	–	–	–	–	–	400
Training	–	–	–	700	246	–	1,290	–	–	–	–	2,236
Activities	–	635	3,099	–	–	–	125	–	–	–	–	3,859
Travel	–	110	–	–	–	–	–	–	–	–	(42)	68
Catering	–	2,886	–	–	–	–	–	–	–	–	320	3,206
Premises	–	226,173	–	–	–	–	1,488	33,347	–	4,915	29,511	295,434
Equipment/maintenance	–	11,961	22,275	–	–	–	2,161	–	–	–	1,962	38,359
Depreciation	–	3,272	–	–	379	–	520	104	–	–	1,603	5,878
Phone and internet	–	8,064	3,682	–	804	–	1,270	1,205	81	–	3,608	18,714
Printing, postage and stationery	–	1,220	2,132	–	–	–	–	209	–	–	2,780	6,341
IT maintenance/software	–	4,260	4,304	–	1,187	–	2,374	2,374	–	–	9,801	24,300
Publications & subs	–	24	–	–	–	–	–	–	–	–	3,568	3,592
Professional fees	–	–	2,306	–	–	–	–	–	–	7,920	7,701	17,927
Sundry expenditure	–	3,554	–	–	–	–	–	–	–	–	4,190	7,744
Grants to users	–	15,645	21,565	–	–	–	–	–	120	–	–	37,330
	35,250	691,659	216,094	22,937	19,284	18,751	104,665	109,644	11,900	12,835	164,473	1,407,492
Support costs	–	110,986	24,887	–	3,527	2,249	9,860	11,045	1,919	–	(164,473)	–
Governance costs	–	8,661	1,942	–	275	176	770	862	149	(12,835)	–	–
Total expenditure 2021	35,250	811,306	242,923	22,937	23,086	21,176	115,295	121,551	13,968	–	–	1,407,492

Notes to the financial statements

For the year ended 31 March 2022

6 Net income for the year

This is stated after charging:

	2022 £	2021 £
Depreciation	6,101	5,877
Operating lease rentals:		
Property	56,826	60,069
Auditor's remuneration (excluding VAT):		
Audit	7,000	6,700
	7,000	6,700

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2022 £	2021 £
Salaries and wages	822,100	793,174
Social security costs	77,092	65,857
Employer's contribution to defined contribution pension schemes	20,437	19,302
	919,629	878,333

One employee earned between £60,000 and £70,000 during the year (2021: one).

The total employee benefits including pension contributions of the key management personnel were £268,369 (2021: £247,133).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2021: £nil). No charity trustee received payment for professional or other services supplied to the charity (2021: £nil).

One trustee was reimbursed £4 for travel expenses in the year (2021: £nil).

8 Staff numbers

The average number of employees based on average head count of staff employed (full-time equivalent) during the year was as follows:

	2022 No. Head Count (FTE)	2021 No. Head Count (FTE)
Support Services	19.4 (13.5)	17.6 (12.9)
Covid Enablement	2.8 (2.4)	–
CRCE	0.4 (0.4)	1.2 (1.2)
Outcome Support Groups	4.2 (2.3)	2.7 (1.6)
Mother2Mother Group	1.4 (0.3)	2 (0.4)
COVID Funds	0.4 (0.2)	3.7 (2.9)
Welfare Benefits Clinic	1.0 (0.4)	1 (0.4)
Miscellaneous projects	0.9 (0.2)	1 (0.2)
Support	5.3 (3.7)	4.7 (3.6)
	35.8 (23.4)	33.9 (23.2)

Notes to the financial statements

For the year ended 31 March 2022

9 Related party transactions

There are no related party transactions to disclose for 2022 (2021: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

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

11 Tangible fixed assets

	Fixtures and fittings £	Website redesign £	Computer equipment £	Total £
Cost or valuation				
At the start of the year	19,775	3,696	15,544	39,015
Additions in year	–	–	2,772	2,772
Disposals	–	–	–	–
At the end of the year	19,775	3,696	18,316	41,787
Depreciation				
At the start of the year	11,598	2,156	11,848	25,602
Charge for the year	2,791	–	2,571	6,101
Disposals	–	–	–	–
At the end of the year	14,389	2,156	14,419	31,703
Net book value				
At the end of the year	5,386	1,540	3,897	10,084
At the start of the year	8,177	1,540	3,696	13,413

All of the above assets are used for charitable purposes.

12 Debtors

	2022 £	2021 £
Other debtors	74,011	77,141
Prepayments	59,386	30,213
	133,397	107,354

13 Creditors: amounts falling due within one year

	2022 £	2021 £
Taxation and social security	28,539	17,295
Other creditors	216,355	372,890
Deferred income	11,000	11,000
	255,894	401,185

Notes to the financial statements

For the year ended 31 March 2022

14 Deferred income

Deferred income comprises Cripplegate money for the Mother2Mother Service (£11,000) for the following financial year.

	2022 £	2021 £
Balance at the beginning of the year	11,000	20,000
Amount released to income in the year	(11,000)	(20,000)
Amount deferred in the year	11,000	11,000
Balance at the end of the year	11,000	11,000

15a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	10,084	–	10,084
Net current assets	615,177	122,052	737,229
Net assets at the end of the year	625,261	122,052	747,313

15b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	13,413	–	13,413
Net current assets	507,787	152,756	660,543
Net assets at the end of the year	521,200	152,756	673,956

Notes to the financial statements

For the year ended 31 March 2022

16a Movements in funds (current year)

	At the start of the year £	Income £	Expenditure £	At the end of the year £
Restricted funds:				
Richard Cloudesley Fund (for clients)	3,758	11,393	(6,418)	8,733
Cripplegate Catalyst	3,317	3,000	(1,840)	4,477
LBI Local Initiatives Funds	1,431	2,196	(3,627)	-
Mind – Talking Therapies (Outcome)	-	(3,000)	-	(3,000)
Mind – Drama Group	766	-	-	766
Sir Halley Stewart Trust	15,014	17,580	(29,869)	2,725
Second Chance	-	3,000	-	3,000
City Bridge Trust	-	41,750	(39,025)	2,725
LBI workplace retention grant	-	3,934	(3,934)	-
Goldsmiths	-	3,000	-	3,000
Pilgrim Trust	777	-	-	777
Cripplegate	8,042	22,000	(18,765)	11,277
CDA gardening grant	-	3,000	-	3,000
Big Lottery Fund (Covid Enablement)	-	96,501	(93,757)	2,744
Mind (Pears grant)	-	48,703	(48,703)	-
LBI running grant	-	1,000	(1,000)	-
Fishmongers	11,414	15,000	(15,419)	10,995
Big Lottery Fund (CRCE)	15,298	-	(15,298)	-
Comic Relief/GLA	54,425	-	(54,425)	-
Active Londoners	5,000	-	-	5,000
Mind Series – Sports grant	-	19,000	-	19,000
Big Lottery Fund (LD Together)	-	10,000	(2,511)	7,489
LBI – LD Together	-	25,000	-	25,000
Sir Jules Thorn Trust	369	-	(369)	-
Baily Thomas	12,261	-	(12,261)	-
R Cloudesley (COVID Enablement)	10,000	5,000	(15,000)	-
Stebbing – Counselling	-	10,000	-	10,000
Islington PCT – Hand in Hand	-	9,520	(9,520)	-
Hobsons – Get2gether	-	3,000	(3,000)	-
London Catalyst – Get2gether	-	2,000	(2,000)	-
Mind – COVID Emergency	1,940	-	(1,940)	-
Schreier Foundation – Get2gether	-	2,000	(2,000)	-
Islington Council – infection control	-	17,890	(17,890)	-
GLA/Cripplegate – volunteering	4,600	-	(4,600)	-
Pilkington Trust	4,344	-	-	4,344
Pilkington Trust	-	5,000	(5,000)	-
Miscellaneous grants for clients	-	1,440	(1,440)	-
Total restricted funds	152,756	378,907	(409,611)	122,052
Unrestricted funds:				
General funds	521,200	1,159,736	(1,055,675)	625,261
Total unrestricted funds	521,200	1,159,736	(1,055,673)	625,261
Total funds	673,956	1,538,643	(1,465,284)	747,313

Notes to the financial statements

For the year ended 31 March 2022

16b Movements in funds (prior year)

	At the start of the year £	Income £	Expenditure £	At the end of the year £
Restricted funds:				
Richard Cloudesley Fund (for clients)	2,697	22,500	(21,439)	3,758
Cripplegate Catalyst	6,000	5,000	(7,683)	3,317
LBI Local Initiatives Funds	-	3,080	(1,649)	1,431
Mind – Talking Therapies (Outcome)	4,710	-	(4,710)	-
Mind – Drama Group	2,184	-	(1,418)	766
Sir Halley Stewart Trust	-	17,180	(2,166)	15,014
Lloyds Foundation Trust	6,000	-	(6,000)	-
City Bridge Trust	5,642	17,700	(23,342)	-
People's Postcode Trust	14,981	-	(14,981)	-
Goldsmiths	3,000	3,000	(6,000)	-
Pilgrim Trust	15,494	-	(14,717)	777
Cripplegate	7,218	22,000	(21,176)	8,042
Sir Charles French Trust	-	1,500	(1,500)	-
Vintners	-	5,000	(5,000)	-
Mind (WBC)	-	10,000	(10,000)	-
Matrix Fund	-	3,000	(3,000)	-
Fishmongers	-	15,000	(3,586)	11,414
Big Lottery Fund (CRCE)	28,796	108,053	(121,551)	15,298
Comic Relief/GLA	43,929	48,585	(38,089)	54,425
Active Londoners	5,000	-	-	5,000
Richard Cloudesley (Chance4Youth)	4,520	-	(4,520)	-
Santander (Chance4Youth)	1,621	-	(1,621)	-
Sir Jules Thorn Trust	750	-	(381)	369
Baily Thomas	-	13,778	(1,517)	12,261
R Cloudesley (COVID Enablement)	-	10,000	-	10,000
Big Lottery Fund (CRCE)	-	78,490	(78,490)	-
Comic Relief/GLA	-	33,000	(33,000)	-
Cripplegate London Fund wave 1	-	5,000	(5,000)	-
Cripplegate London Fund wave 2	-	32,452	(32,452)	-
Mind – COVID Emergency	-	5,000	(3,060)	1,940
Mind Get2gether – COVID Emergency	-	67,016	(67,016)	-
Islington Council – infection control	-	2,514	(2,514)	-
GLA/Cripplegate – volunteering	-	5,000	(400)	4,600
W Edwards Foundation	1,000	-	(1,000)	-
Pilkington Trust	-	5,000	(656)	4,344
Total restricted funds	153,542	538,848	(539,634)	152,756
Unrestricted funds:				
General funds	268,062	1,120,996	(867,858)	521,200
Total unrestricted funds	268,062	1,120,996	(867,858)	521,200
Total funds	421,604	1,659,844	(1,407,492)	673,956

16 Movement in funds (continued)

Purposes of restricted funds

Richard Cloudesley Fund

This is a fund for needy clients which we administer.

Cripplegate Catalyst

This is a fund for needy clients which we administer.

LBI Local Initiatives Funds

These funds are for outings and events for Outcome and Community Support Services activities

Mind – Talking Therapies

This is a fund to provide therapy at Outcome and the PTP projects.

Mind – Drama Group

This is a fund to run a drama group.

Sir Halley Stewart Trust

This is a fund for an asylum seekers' group.

Second Chance

This is a fund for art activities at the Day Centre

LBI workplace retention grant

This is a fund to reward staff for extra work during the pandemic

Goldsmiths

This is a fund for an asylum seekers' group.

City Bridge Trust

This is a fund for an asylum seekers' group.

Pilgrim Trust

This is for a domestic violence support group.

Cripplegate Foundation

This is a fund to run a Mother2Mother support group.

CDA gardening grant

This is a fund to run a gardening club.

Big Lottery Fund (Covid Enablement)

This is a fund to run a Covid Enablement Service.

Mind – Welfare Benefits

This is a fund to run a welfare benefits clinic.

Mind – Pears Fund

This is a fund for an asylum seekers' group.

Fishmongers Company

This is a fund to run a welfare benefits clinic.

Big Lottery Fund (CRCE)

This is a fund to run the CRCE Enablement Service.

Comic Relief

This is a fund to run a LGBTQ sports group.

Active Londoners

This is a fund to run a sports group.

LBI Running grant

This is a fund to run a running group.

Mind Series

This is a fund to run a Sports group.

Big Lottery Fund (LD Together)

This is a fund to run a Learning Disability Support group.

LBI – LD

This is a fund to run a Learning Disability Support group.

Baily Thomas

This is a fund to run a learning disability group.

Richard Cloudesley Fund

This is a fund to run a COVID Enablement Service.

Big Lottery

This is a fund to provide a COVID Enablement service.

Baily Thomas

This is a fund to run a learning disability support group..

Stebbing

This is a fund to run a counseilling service.

Islington PCT (Hand in hand)

This is a fund to run a buddying project.

Mind – COVID Emergency

This is a fund to provide COVID emergency services.

Hobsons Charity

This is a fund to run virtual activities during lockdown..

Islington Council

This is a fund to provide infection control measures.

GLA/Cripplegate

This is a fund to work with volunteers

Schreier Foundation

This is a fund to run virtual activities during lockdown.

Pilkington Trust

This is a fund to run a Get2Gether older person's group

London Catalyst

This is a fund to run virtual activities during lockdown.

Notes to the financial statements

For the year ended 31 March 2022

17 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows:

	Property 2022 £	2021 £
Less than one year	237,460	229,800
One to five years	257,887	98,942
	495,347	328,742

18 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

19 NHS Pension Scheme

A number of Islington Mind employees are covered by the provisions of the two NHS Pension Schemes. Details of the benefits payable and rules of the Schemes can be found on the NHS Pensions website at www.nhsbsa.nhs.uk/pensions. Both are unfunded defined benefit schemes that cover NHS employers, GP practices and other bodies, allowed under the direction of the Secretary of State for Health and Social Care in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, each scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating in each scheme is taken as equal to the contributions payable to that scheme for the accounting period.

In order that the defined benefit obligations recognised in the financial statements do not differ materially from those that would be determined at the reporting date by a formal actuarial valuation, the FReM requires that "the period between formal valuations shall be four years, with approximate assessments in intervening years". An outline of these follows:

a) Accounting valuation

A valuation of scheme liability is carried out annually by the scheme actuary (currently the Government Actuary's Department) as at the end of the reporting period. This utilises an actuarial assessment for the previous accounting period in conjunction with updated membership and financial data for the current reporting period, and is accepted as providing suitably robust figures for financial reporting purposes. The valuation of the scheme liability as at 31 March 2022, is based on valuation data as 31 March 2021, updated to 31 March 2022 with summary global member and accounting data. In undertaking this actuarial assessment, the methodology prescribed in IAS 19, relevant FReM interpretations, and the discount rate prescribed by HM Treasury have also been used.

The latest assessment of the liabilities of the scheme is contained in the report of the scheme actuary, which forms part of the annual NHS Pension Scheme Accounts. These accounts can be viewed on the NHS Pensions website and are published annually. Copies can also be obtained from The Stationery Office.

b) Full actuarial (funding) valuation

The purpose of this valuation is to assess the level of liability in respect of the benefits due under the schemes (taking into account recent demographic experience), and to recommend contribution rates payable by employees and employers.

The latest actuarial valuation undertaken for the NHS Pension Scheme was completed as at 31 March 2016. The results of this valuation set the employer contribution rate payable from April 2019 to 20.6% of pensionable pay. The 2016 funding valuation was also expected to test the cost of the Scheme relative to the employer cost cap that was set following the 2012 valuation. In January 2019, the Government announced a pause to the cost control element of the 2016 valuations, due to the uncertainty around member benefits caused by the discrimination ruling relating to the McCloud case.

HMT published valuation directions dated 7 October 2021 (see Amending Directions 2021) that set out the technical detail of how the costs of remedy are included in the 2016 valuation process. Following these directions, the scheme actuary has completed the cost control element of the 2016 valuation for the NHS Pension Scheme, which concludes no changes to benefits or member contributions are required. The 2016 valuation reports can be found on the NHS Pensions website at <https://www.nhsbsa.nhs.uk/nhs-pension-scheme-accounts-and-valuation-reports>.

ISLINGTON MIND

England & Wales - Charity number 294535

Accounts

Company number: 02002508
Charity Number: 294535

Islington Mind

Report and financial statements

For the year ended 31 March 2021

Content

For the year ended 31 March 2021

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Reference and administrative information

For the year ended 31 March 2021

Company number: 02002508

Charity Number: 294535

Trustees: Trustees who are also directors under company law, who served during the year and up to the date of this report were as follows:

Gwen Williams – Chair

Anna Macgillivray – Secretary

Rob Jessett – Treasurer

PJ Samuels

Mehdi Samadzadeh

Roman Podolczuk – appointed 28th of April 2021

Lisa Haywood – appointed 9th of June 2021

Thomas Murphy – resigned on 24th of November 2020

Paul Morgan – resigned on 23rd March 2020

Michael Cutting – resigned on 23rd March 2020

Errol Brown was not re-elected on AGM meeting on 28th of April 2021.

Key management personnel:

Sigal Avni – CEO

Anna Ware – Head of Service and Quality

Pat O’Driscoll – Integrated Community Support Manager

Ossi Ron – Structure Intervention Support Manager

Shamira Haider – Head of Business Development

Gerry Turley – Head of Finance, HR and Resources

Bankers: Lloyds Bank
273-275 Kentish Town
London
NW5 2LP

Auditor: Sayer Vincent LLP
Chartered Accountants and Statutory Auditors
Invicta House
108-114 Golden Lane
LONDON
EC1Y 0TL

The trustees present their report and the audited financial statements for the year ended 31 March 2021.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association, the requirement of a directors' report as required under company law, and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

The impact of the COVID-19 pandemic

Our response to the pandemic

Covid-19 had a significant impact upon Islington Mind in relation to delivery models, service users' needs, increased demand, increased number of new referrals, and staff fears and anxiety which impacted on retention.

Prior to the first lockdown in March 2020, we closed our centres to the public.

All staff members were supported with ensuring all have suitable space, IT equipment and access to our cloud network.

Since March 2020 we have provided increased support to staff through additional virtual video-based staff meetings, team briefings, and one-to-one supervision sessions. Additional training programmes were offered to staff and volunteers, including remote working training to cover issues such as confidentiality, identifying and responding to safeguarding issues, additional boundaries issues, lone working, and "Zoom fatigue".

We regularly reviewed our policies and procedures and developed new policies and procedures to reflect changes in delivery models, work environment, NHS England changing guidelines, and service users' needs. These developments and amendments were followed by training to staff and volunteers - we added a 'Digital Safeguarding' section to our Safeguarding Policy, amended our Working From Home Policy and developed our Remote Working Policy and support/supervision sessions.

We engaged with fundraising efforts and recruited additional staff members to offer Covid-19-recovery related support, while providing training, support, and equipment to maximise the effectiveness of home-working.

With the outbreak of the pandemic the needs of our service users changed to become significantly more complex and acute. This led to more individual client contact, while responding flexibly to new and profound challenges. Our team maintained regular contact with each and every one of our service users, offering remote one-to-one support ranging from daily to weekly. This meant that on-site group support was replaced with individualised tailored support which changed the team's capacity.

With the generous support of trusts and foundations such as the Big Lottery, the London Community Fund, the Cloudesley Partners and Islington Giving / Cripplegate Foundation we were able to offer emergency grants to individuals to access food, fuel, basic IT/communication equipment - responding to the very immediate basic needs triggered by this crisis. Our in-house IT support service was able to

assist service users in using ICT equipment to access our online projects, and to maintain crucial links to their own support and social networks during the challenging lockdown period.

In July 2020 we risk-assessed and prepared all our buildings to ensure they conform to national health and safety guidelines, while maintaining our welcoming and familiar atmosphere for our new and returning service users. Our staff and volunteers risk assessment, conducted in July, which assessed level of risk (based on factors such as age, ethnicity, health conditions, means of travel to work, anxiety levels etc.) assisted us in planning our in-person offer.

We reopened our centres in August 2020, providing a hybrid programme combining digital/remote community and individualised support with safe face-to-face appointments offered to service users who were unable to access our remote provisions (the 'digitally excluded').

Throughout the pandemic we have developed and provided a growing program of daily digital group activities including daily Zoom drop-in sessions, peer support groups (e.g. a Hoarding and a Hearing Voices peer support groups), activities to improve wellbeing and/or enquire / enhance skills (e.g. Creative Writing, Arts and Crafts, English lessons, Qigong etc.), and Grief and Trauma therapy groups. Our talking therapies also continue to be provided remotely. These group activities help people tackle social isolation and maintain wellbeing during this global crisis.

Referrals to Islington Mind increased by around 20% during the pandemic as our vulnerable target groups were adversely disadvantaged by illness, isolation, and service disruptions. We expect that increased demand for our services will continue throughout 2021/22, as vulnerable individuals in our community continue to face critical challenges as a result of the pandemic.

Throughout the year we have been working closely with Islington CCG, LBI and local partners to ensure Islington residents who experience mental health problems are adequately supported during the pandemic. We were also involved in developing the Islington Borough's response to the NHS England Integrated Care System initiative and the mental health transformation – participating in steering groups and partners meetings.

All frontline staff have had access to one of the COVID-19 vaccines, starting end of January 2021. Staff were offered their second vaccinations from the end of March 2021 onwards. All staff who are required to carry out face to face support have access to weekly testing.

There has been no reduction in the value of any of our contracts or charitable grants as a result of the pandemic, however there have been additional costs to the organisation. This includes IT equipment for staff, PPE, equipment to adapt our buildings for Covid-19-safety, equipment to improve Wi-Fi in our buildings, the purchase of digital software such as Zoom to enable virtual support activities, headsets and webcams to all on-site desktops, and the costs of additional training for remote working, for added supervision and emotional support to staff gaining increasing workloads, and cover for sick/compassionate leave, employment flexibility.

As of April 2021, we are closely following the Islington Mind Covid Recovery Roadmap, which plans for the gradual reintroduction of site-based provisions on line with the national Covid recovery guidelines. Following the success of our remote support services during the lockdown period, we aim to continue providing remote support for some service users who find it difficult to access our in-person activities due to mobility issues or anxiety.

Renovation of the three day centres started at the end of the year. Costs were covered mainly by Islington Council. Islington Mind incurred the costs of preparing the buildings, cleaning and reorganising following the refurbishment.

The historic profit share arrangements from the Mind shop ceased this year.

Objectives and activities

Purposes and aims

The trustees reviewed the charity's aims, objectives and activities every year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remain focused on its stated purposes.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

Islington Mind was established in 1982 to promote the preservation and safeguarding of mental health. We believe that everyone has a right to good mental health, we support the recovery process of people with complex mental health needs, and provide for the relief and wellbeing of their carers. We strive to reduce the isolation that often accompanies mental illness by offering immediate access to integrated recovery pathways that enable people to live full and enriching lives, and by promoting community integration. We also work to raise awareness and tackle stigma surrounding mental ill health.

We are embedded in the Islington community and have a prominent role as a centre for community involvement and mental health volunteering. We aim to make a significant contribution to the local integrated care. To do so, we draw on established working relationships with 70+ local statutory and voluntary mental health and other community support providers. These include specialist agencies (such as LGBTQ+ support provisions, immigration agencies, faith groups, community centers etc.).

Our objectives are to:

- Provide flexible community mental-health services that meet local need and are recovery-oriented
- Encourage and involve users to participate in determining which services are provided and how these are delivered
- Raise awareness and challenge stigma around mental-health problems
- Offer support to the carers of people with mental-health problems
- Offer open and immediate access

To facilitate and assist with:

- Individual support plans and mental-health self-management

- Social inclusion
- Access to mainstream mental health services
- Employment training and education opportunities

The combined difference we seek to make is:

- A reduction in hospital admissions for our day care clients.
- Improved knowledge of mental health problems.
- Improved capacity to seek and maintain employment or other vocational activity.
- Improved capacity for people with mental health problems to represent their own needs to statutory service providers.
- A reduction in poverty faced by people with mental health problems.

Our objectives for this year were to:

- Increase reach and inclusion, ensuring we engage people who face multiple disadvantages and who represent minority groups, specifically people who are most impacted by the Covid-19 pandemic - people from BAME and LGBTQ+ communities and the young
- Develop flexible and adaptable delivery models that correspond with the Covid-19 pandemic Public Health guidelines
- Develop support that meets the need of people with mental health problems who are most impacted by the pandemic (see above)
- Tackle social isolation exasperated by the pandemic social distancing measures
- Support the bereaved
- Expand involvement and co-production methods, ensuring services are developed with the people who access them
- Expand local partnership working and to be an active partner in the Local Integrated Care system
- Continue to provide dynamic, sensitive, and high-quality projects, which improve the quality of life of people with mental health problems and their carers, and that implement recovery programmes.

To be provided through the provision of:

- The Mental Health Recovery Pathway services in 4 sites
- IT training / improving computer skills
- The newly developed Covid Recovery Enablement project, adapting the enablement model in helping people with mental health problems tackle, manage and recover from the specific issues triggered by the pandemic
- Talking therapies – counselling and psychotherapy
- Advice and information about mental health issues
- Specialist services, specifically LGBTQ+ specialist service
- Carer groups – for women caregivers of people with mental health problems and for carers of people with dual diagnosis (mental ill health and substance misuse problems.)

In addition to maintaining and improving services we aim to:

- Improve digital inclusion of people with mental health problems
- Continue to increase the use of volunteers
- Increase support to LGBTQ+ asylum seekers and refugees
- Develop support to people who experience mental health problems and have learning difficulties
- Develop our work with people who need reablement

Our strategy for achieving our aims and objectives

The charity's main activities and beneficiaries are described below. Our charitable activities focus on: the provision of mental health recovery pathway services, counselling, IT training, carers services, and an enablement service. They are all designed to help people minimise their dependence on statutory services and are undertaken to further our charitable purposes for the public benefit.

Our strategy for achieving our aims and our objectives was to provide a range of services.

Through the employment of dedicated and well-supported and supervised staff, we continued to provide high quality dynamic services that empowered our service users and enabled many of them access to appropriate treatments and services, improve their skills, specifically computer skills, and gain volunteering and/or employment opportunities.

We supported carers of people with mental health problems and carers of people with dual diagnosis (mental ill health and substance misuse problems).

We normally provide Mental Health Recovery Pathway services across four sites in Islington, which were temporarily closed during March – August 2020 due to pandemic restrictions.

Remote delivery models have been developed to offer one to one and group activities. Our Get2gether programme of activities currently offers daily activities including virtual drop-in sessions, activities such as art appreciation, music, poetry and yoga, peer support groups such as a Hearing Voices group, therapy groups and specialist services.

Since August 2020 we offer a hybrid programme which combines remote with face-to-face support. In June 2021 we increased our in-person offer, and we are now providing in-person by appointment activities in all our centres, whilst reviewing the Covid-19 situation continuously, and increasing capacity of each building accordingly.

Covid 19 still presents a key challenge. New variants/spikes in cases mean that local lockdowns and/or temporary restrictions could feature throughout the next year.

We will:

- Utilise our successful delivery arrangements developed in the last 18 months
- Continue to review the Covid-19 situation and implement adaptations to delivery models accordingly.

Our continued close links with the community benefit us with the opportunity to develop support services with a consistent focus on recovery using personalised, person centred planning tools.

Our Services

Mental Health Recovery Pathway

Our Mental Health Recovery Pathway operates across all four of Islington Mind's buildings: Despard Road in the north of the borough; Ashley Road and Isledon Road in the middle of the borough and our main office at Wedmore Street in the north of the borough. This service model began on the 1st June 2019 and is a 3-year contract with Islington CCG /LBI, with a potential for the contract to be extended to 5 years.

This service provided specific support for people who use mental health services or feel lonely and isolated. The support offered is underpinned by a strength-based philosophy. This included training, education and employment opportunities together with community leisure and social opportunities.

Islington Mind's Mental Health Recovery Pathway offers Islington residents two services:

- The Integrated Community Support services offers day care support including activities, peer support groups and communal meals for people with mild/preventative mental health needs.
- The Structured Intervention Support services offer individual psycho-social key working support, the Reablement Service (supporting people in transition e.g., from hospital admission to community re-integration) and talking therapy for people with complex / acute mental health needs

Outcome

Included within our mental health recovery pathway is our 'Outcome' project. This is an LGBTQ+ service that is run by a team of lesbian, gay, bisexual and transgendered employees and volunteers. This is one of the few LGBTQ+ mental health services in London.

Our main aim was to provide a sanctuary for LGBTQ+ people - somewhere safe where they can be themselves, socialise free from discrimination, receive therapies to improve their mental health, learn new skills and acquire knowledge to improve their quality of life. The Outcome project offers therapies such as individual psychotherapy or counselling, group art therapy and alternative therapies such as head massage and acupuncture throughout the day, as well as activities such as music tuition, drama, card making, a walking group, a film club, computer training and board games.

Our clients can also always just pop in and enjoy our drop-in sessions, where we offer a friendly and supportive ear and non-judgmental advice on life's problems.

During the Covid-19 lockdown period, Outcome provided a number of online group activities, including a weekly drop-in, and LGBTQ+ specific art, craft, and creative writing groups. Likewise, we were able to continue providing one-to-one and group support for LGBTQ+ asylum seekers and refugees through the regular online Freedom From Fear To Love group sessions and individual support. We continued to provide Outcome sports and physical activity sessions remotely through our **RainbowSports@Mind** project, funded by Comic Relief – the London Together programme, and we're fortunate to be able to provide specialist activity sessions to our users through our collaboration with Micro Rainbow.

The Freedom From Fear To Love Project (FFFTL)

FFFTL is a specialist project within Outcome, which supports LGBTQ+ asylum seekers and refugees. It is funded by major trusts and foundations, currently secured a 5-year support of the City Bridge Trust.

LGBTQ+ refugees and asylum seekers are at greater risk of mental health decline, social exclusion, and destitution due to the challenges of transitioning to life in the UK as a newly 'out' person. Service users are supported through the complex asylum process, which presents emotional and practical challenges.

The project also focuses on the Move On period for LGBTQ+ refugees who have just granted status on the grounds of sexual/gender identity. We support individuals with their transition to life in the UK, combining emotional support with practical help, including access to: basic goods, housing solutions, employability/employment related activities, welfare benefits, therapy and social and (LGBTQ+ and generic) cultural platforms.

Following the start of the Covid-19 pandemic, the project adapted its delivery methods in response to the unprecedented level of need and support required by our vulnerable target group. Our specialist FFFTL team's community-based support adapted to include remote, complex, one-to-one case work, combined with video-based group sessions.

Get2gether CovidSpace@Mind

At the beginning of the pandemic, Islington Mind developed a virtual activity project, Get2gether: CovidSpace@Mind. The project was funded by National Mind with support from the Pears Foundation, and offers a program of virtual activities, peer-support groups, therapy groups and social spaces, within a therapeutic online environment.

Get2gether: CovidSpace@Mind offers initial individual assessments, facilitated by CovidSpace@Mind support workers (mental health professionals), to identify service users' needs, goals and chosen level of involvement. Meetings also assess gaps in participants' IT access. Service users are then introduced to our range of online groups, which include a general drop-in, art and music groups, BAME- and gender-specific peer-support, accessible physical activities, and groups dedicated to addressing hoarding and bereavement.

As a result of its high success rate, Get2gether:CovidSpace@Mind has sustained high demand from new and existing service users. Since its launch, over 500 service users signed up, with referrals rising during the third UK lockdown period. We utilise established relationships with specialist providers and with community and faith groups to maximize the visibility of Get2gether:CovidSpace@Mind for 'hard to reach' groups.

Consultations with our service users continue to demonstrate the positive impact our virtual support is having on their mental health, wellbeing, and social opportunities. Feedback from beneficiaries shows that these virtual sessions are effective in relieving the negative effects of the pandemic, including increased isolation, loneliness and mental health decline.

We were excited to find that the online provisions encouraged greater levels of engagement from our 18-25 age group, as well as from service users who would otherwise find it difficult to attend on-site support provisions owing to physical or mental health barriers. As Islington Mind's centres prepare to

re-open gradually throughout summer 2021, we are committed to maintaining our online support provisions into the coming year, as part of our new “hybrid” approach to delivery.

Counselling Service

Our counselling service was available to all Islington Residents. This service gave people the opportunity to talk about any concerns they may be going through with a trained counsellor or counsellor in training. The counsellors help the client explore what is troubling them, and help them to work towards a resolution.

During 2020/21, the Counselling service continued remotely, offering telephone sessions to service users, alongside selected face-to-face appointments for service users unable to benefit from our remote provisions.

Community, Recovery and Crisis Enablement Service

Our National Lottery funded Enablement Service operates within our Mental Health recovery pathway and offered Islington residents with mental health problems, or a history of mental health problems, personalised time limited practical support, which enabled them to maintain or achieve independent living.

This service was focused on prevention and early intervention to ensure that people are assisted to maintain their independence and improve the quality of their lives. The service gave people the opportunity to develop personal goals related to their health and quality of life.

We offered users programmes of 10-13 weeks of focused one-to-one intervention alongside a matched volunteer to help the service user reach their desired goals.

Support for our Enablement service ended in March 2021, and an adapted continuation of its work is now carried out by our newly developed CovidRecovery Enablement service.

CovidRecovery Enablement

Based on the success of a Big-Lottery-funded 6-month pilot project launched in August 2020, we were able to gain the trust of the Big Lottery: Reaching Communities fund once again in March 2021. With this funding, we were able to develop a five-year CovidRecovery Enablement project, adapting our Enablement model to provide a unique combination of practical and emotional support to address challenges and barriers arising from the pandemic.

CovidRecovery Enablement improves mental health and wellbeing, reducing hospitalisation and crisis. The service tackles poverty, isolation, exclusion, and loneliness, and users gain improved financial security and improved social networks. Our recovery-oriented model focuses on strengths and assets rather than on problems or barriers. As users build self-management and independence, they reduce dependence on statutory services.

CovidRecovery Enablement beneficiaries are provided with a tailored recovery plan; CovidRecovery staff facilitate introductory meetings where clients are matched with a supervised volunteer. Over eight weekly sessions, trained volunteers assist with practical issues emerging from the Covid-19 crisis, which include healthcare, housing, community engagement, education, and employment. CovidRecovery users also gain access to Islington Mind's various additional specialist projects.

CovidEnablement utilises an adaptive “hybrid” model, combining online with face-to-face assistance when possible, and providing users with I.T. training if required.

The successful pilot gained the confidence of National Lottery who approved 5-years funding for this project.

Dual Diagnosis Carers Group

Our Dual Diagnosis Carers group was able to continue remotely during 2020/21, providing support to family and friends who have a caring role for someone with both mental health and drug or alcohol problems.

This service included:

- Information about mental health and substance misuse services
- Information about referral pathways to access services
- Dual diagnosis carers support group
- Opportunities to meet other carers and shared outings to places of interest, signposting and referral to other services including carers' assessments
- Accessing training in mental health issues and about the mental health system

Advice and Information

The staff in our office respond to daily telephone calls from people seeking advice and information about mental health issues in general and mental health services in the borough. This can range from sign posting to appropriate statutory mental health services or inviting people to use one of our own services.

Through the provision of the above services the issues we aimed to tackle were:

- Loneliness and isolation
- Poor mental health
- Poverty and deprivation
- Employability
- Stigma of living with a mental health problem
- The distress associated with being a carer
- Over dependence on statutory services

Role and contribution of volunteers and contribution in terms of hours and an estimate of the value of the contribution

The disruption to volunteer availability and changes to delivery caused by Covid-19 has meant that we have reduced our volunteer intake during 2020/21, and currently support 60 volunteers.

Our volunteers provide valuable support in one-to-one and group service user support. We have also supported two interns who have provided assistance to our fundraising team.

We engage 6 volunteer counsellors working 3 hours per week with service users on improvement activities.

We engaged 25 volunteers to work on our Enablement service each providing 2 hours per week with our service users. This has an approximate value of £41,600 a year if employed staff undertook the same task.

Achievements and performance

Overview

We continue to develop our Mental Health Recovery Pathway services despite the setbacks we faced during the Covid-19 lockdown. The Mental Health Recovery Pathway service provides daily activities which include one-to-one regular telephone support, counselling, and specialist support for carers. The Mental Health Recovery Pathway service provided daily help with advocacy for its users in relation to medical services, welfare benefits and housing and provided a range of creative workshop activities.

Our Get2gether CovidSpace@Mind project formed a large part of the Mental Health Recovery Pathway's offering, and provided a large variety of remote web-based video group activities centred around supporting wellbeing, social opportunities, and peer support. Over 400 service users have signed up for these sessions this year.

Our in-house ICT support, provided by Islington Mind's staff, supported many service users, who would otherwise have been "digitally excluded", to access our online services, as well as connect to further external support, social opportunities and information online. Support from various funders, including the London Community Response, National Lottery and Comic Relief allowed us to offer free IT equipment, including tablets, smartphones, and laptops and internet access to service users. A total of 143 service users benefitted from access to IT equipment during this year.

We were able to provide emergency grants to service users who were in need of essential goods such as food or household appliances during the pandemic. This was made possible with grants from The Cloudesley Trust, National Mind, and The Catalyst Foundation. 207 emergency grants were made to service users this financial year as a result.

Our Psychosis Therapy Service offers support groups for people who hear voices and for people who experience paranoia or unusual beliefs, and a specialist psychotherapy service for people diagnosed with a psychotic disorder.

We also provided weekly nutritious hot meals throughout the year, with safe, socially distanced takeaway lunches offered from our Isledon Road centre. From April 2021, these have increased from weekly to every weekday.

Our Crisis Café operated remotely via phone and online group meetings each weekday evening and at weekends. This year, the service provided support to 100 people experiencing a mental health crisis but who were not deemed in need of statutory crisis services.

Our London-wide LGBTQ+ project, Outcome, supported 249 people through our specialist mental health support group, incorporating online virtual social spaces, and safe and accessible LGBTQ+ only activities such as creative writing, art, and exercise. 71 of these service users were Freedom From Fear To Love clients, who were supported through their asylum and Move-On processes.

We also facilitated BAME-specific peer support networks, including black women and black men's groups.

Our Welfare Benefits clinic supported 50 people to access their welfare benefits entitlements, at a time when Universal Credit and Disability Living Allowance systems were disrupted by the pandemic.

Our Psychosis Therapy Project supported 32 individuals experiencing complex needs, through remote one-to-one service and peer-support groups.

Our counselling services provided valuable telephone-based medium-to long-term counselling to 75 individuals who were unable to access this service anywhere else.

We ran 44 web-based therapeutic groups for women caregivers of people with mental health problems. We also ran 10 groups for carers of people with dual diagnosis problems.

We took more than 8,000 calls requesting advice or information about mental health issues.

Our Enablement Service provided one-to-one practical and emotional support and recovery planning to 268 service users, connecting them with volunteer workers who supported them to remain well in the community.

Beneficiaries of our services

Project	Project Subcategory	Total unique service users accessing in 2020/21
Mental Health Recovery Pathway	Total MHRP	1053
	Get2Gether online groups	570
	Takeaway meals	57
	Outcome LGBTQ+	249
	Welfare Benefits Clinic	50
	Reablement Service	116
	Psychosis Therapy Project	32
	Enablement Service	268
	Chance4Young	51
Counselling Service		75
Mother2Mother carers' service		31
Dual Diagnosis Service		8

Financial review

Reserves policy

Our reserves policy states that we should aim to secure 6 months' running costs for the organisation should a substantial amount of our statutory funding cease. 6 months running costs would be £771,631.

We currently hold £507,787 in free unrestricted reserves.

We have £152,756 of restricted funds for a range of charitable activities

Principal funding sources and how expenditure in the year under review has supported the key objectives of the charity

Our principal funding sources have been Islington Clinical Commission Group/London Borough of Islington.

Our Successful Fundraising

During the year 2020/2021, we were fortunate in being awarded a number of grants from various grant making organisations.

Organisation	Confirmation Date	Award
London Funders: London Community Response Fund: Wave 1	Apr-20	£5,000 in support of our emergency covid response, including provision of emergency grants to service users.
National Mind: Digital Transformations	May-20	£500 to fund software necessary for online support provisions
London Funders: London Community Response Fund: Wave 2 (Islington Giving+City Bridge)	Jun-20	£32,452 Responding to people with complex support needs with more intense individualised work; added tailored support. Tackling additional barriers, providing remote community-based psychosocial support, including a remote social space, and expanding service users' IT/digital capacity
National Mind VCS	Jun-20	£49,702 in support of our remote web-based group projects
Big Lottery: Reaching Communities	Jul-20	£78,490 in support of our remote web-based group projects
Comic Relief: Covid Response	Jul-20	£33,000 in support of increased LGBTQ+ team's capacity
Local Initiatives Fund	Jul-20	£3,080 in support of LGBTQ+ group activities

Islington Mind

Trustees' annual report

For the year ended 31 March 2021

Portland Estates	Jul-20	£5,000 COVID Emergency funding
Charles Stewart French Trust	Sep-20	£1,500 in support of the welfare benefits clinic
National Mind IT Emergency Fund	Sep-20	£5,000 Providing laptops and mobile phones for staff and volunteers working from home during lockdown
Sir Halley Stewart Foundation	Oct-20	£52,140 to provide an extension to our FFFTL asylum seeker/refugee project, to focus on their challenging 28-day Move On period
Vintners' Foundation Committee	Nov-20	£5,000 in support of the welfare benefits clinic
Baily Thomas	Nov-20	£13,778 to run a Learning Disability Project
Fishmongers' Company	Nov-20	£45,000 in support of our Mental Health Welfare Benefits Clinic
Austin & Hope Pilkington	Nov-20	£5,000 in support of our group support for service users aged 60+
Islington Giving/Cripplegate	Dec-20	£5,000 for welfare grants during the pandemic
Islington Council Infection Control Fund	Jan-21	£2,514 for infection control measures
Pears Foundation	Jan-21	£17,314 in support of our remote web-based group projects
GLA Mayor of London Volunteering Award	Feb-21	£5,000 for working with volunteers
Cloudesley Trust Small Grants	Feb-21	£10,000 in support of our CovidRecovery Enablement one-to-one support project
Big Lottery: Reaching Communities	Mar-21	£482,504 in support of our CovidRecovery Enablement project
Cloudesley Trust	2020/21	£19,000 in total for welfare grants (an initial £12,000 grant, followed by top-ups of £5,000 and £2,000)

Most of the trusts and foundations funding our specialist projects signed the 'Funder Statement on Covid-19'. Accordingly, our funders have maintained financial support to our organisation, helping us to adapt to the changing crisis.

Principal risks and uncertainties

- The loss of our significant Community Support Service Contract

Islington CCG/LBI undertook a comprehensive review of day care services in the borough. The Outcome of this review has been to procure a comprehensive mental Health Recovery Pathway

service. We have been successful with our tender to deliver this service which will comprise both day opportunities, crisis intervention and intensive psycho-social support with a small sub-contract for providing reablement expertise from Camden and Islington Foundation Trust. This contract began on the 1st June 2019.

- Too much of our income comes from statutory contracts

To mitigate this, we commissioned the skills of I.G. Advisors during 2016 who worked with us to develop a medium to long-term fundraising strategy. Since implementing this strategy, we have gained the confidence of major trusts and foundations including The Big Lottery Reaching Communities Fund, The Sir Halley Stewart Foundation, The Fishmongers' Company, Comic Relief, and The Clouesley Trust.

We recruited a Business Development manager in 2021, and with their support we are now developing our 2021 – 2023 fundraising strategy. We are exploring the possibility of further diversifying our fundraising stream by increasing the proportion of our income from trusts and foundations and reducing our dependence on statutory income.

The proportion of funding from statutory sources has reduced in the past three years as we raise more money from charitable foundations and trusts. In financial year 2017/18, 87% of our income came from the statutory sector, comprising Islington Council and NHS Camden, while 13% came from elsewhere. In 2018/19 and 2019/20, 70% of our income came from the statutory sector and 30% from other sources. For 2020/21 65% of our income came from the statutory sector and 35% from other sources.

- Our reserves are not in line with our reserves policy

In order to mitigate this, we have developed the above-mentioned fundraising campaign which aims to increase our unrestricted reserves through social media campaigns and other possible methods of attracting more generalised donations to the organisation. In the last three years our income has grown steadily – our total yearly income in March 2021 shows an 13% increase from 2020, and a 47% increase from 2019. We are aiming to maintain this increase through an elevated fundraising approach incorporating a more diverse selection of income streams.

Fundraising policy

All fundraising practices are framed within the values and principles of the organisation. Where expenditure is required to generate income, there is an analysis of the return on investment to ensure the organisation is able to make informed decisions regarding activities.

Islington Mind's Fundraising Policy is reviewed and approved by the trustees annually. Islington Mind is the brand name for the majority of the fundraising activities for the Association. Supporters of Islington Mind are a key element in the fundraising activities and we are committed to employing a transparent and ethical approach to all our fundraising activities. As such we are committed to ensuring that our fundraising practices go above and beyond all regulations that we rigorously monitor and adhere to. To help guarantee the availability of continuing funds to fund the work of Islington Mind we aim to maintain a broad base of funding sources. The purpose of the policy is to ensure clarity and openness to all our stakeholders. Islington Mind does not pressure supporters to make gifts and respects decisions to stop giving.

The regulatory landscape for fundraising is evolving and we will continue to monitor and adapt with these changes, this includes the General Data Protection Regulation introduced in May 2018. When we work with suppliers and agencies, we ensure that they are fully registered with all the appropriate regulatory bodies, reviewing all their policies as part of our robust procurement due-diligence process. As at 31 March 2021 no complaints have been received.

Our Ethical Fundraising and Investment Policy guides the organisation in the extent to which it might accept donations and other forms of finance support, guides the way fundraising initiatives the organisation might engage with, and ensures that any investments are in keeping with the ethics of the organisation.

Islington Mind strives to comply with all relevant legislation and guidance as set out by the Fundraising Regulator in the Code of Fundraising Practice, updated in December 2020, which sets out the responsibilities that apply to fundraising carried out by charitable institutions and third-party fundraisers in the UK. Islington Mind Business Development Manager and CEO are responsible for ensuring that our fundraising efforts adhere to this code.

We accept voluntary donations, from individuals, companies and other organisations in such a way that it is feasible to apply the donation in a way that is consistent with donors' wishes, given the operational constraints and strategic priorities of Islington Mind, and that any obligations attached to the donation are reasonable.

Islington Mind complies with all relevant legislation including money laundering rules, the Bribery Act and Charity Commission guidance, including terrorism and political activity.

We monitor and record any complaints resulting from our fundraising practices, and an annual report is provided to our trustees. We also ensure vulnerable people are protected through our safeguarding policy and that staff continue to be aware of the need to raise concerns if they suspect someone is vulnerable by utilising the procedures laid down in our safeguarding policy.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Plans for the future

We plan to continue to provide the same level of direct service provision in the forthcoming year. We also aim to contribute to the government led employment initiatives, which are aimed at enabling people with mental health problems to access meaningful employment. To this end, each of our projects will explore future employment potential and possibilities as a key component of our personal development plans for service users. We will also continue to deliver the Enablement Project aimed at enabling people with mental health problems to live more independently in the community.

We secured future funding for 2021-26 to develop the CovidRecovery Enablement Project and we will continue to seek funding to develop our Counselling and LGBTQ+ services. We are actively fundraising to meet this objective. We also aim to expand our psychotherapeutic work with people who have a diagnosis of psychosis and work towards providing more effective services to younger people with mental health problems.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated on 20 March 1986. We were registered as a charity on 21 October 1982.

The company was established under a memorandum of association that established the objects and powers of the charitable company and is governed under its articles of association. These articles of association were updated on 18 February 2019.

Islington Mind is governed by a board of Trustees who are elected at our AGM. All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts.

The Trustees are responsible for the policy direction of the organisation and key personnel decisions, the employment of new staff and disciplinary procedures. The day-to-day operational issues are delegated to the CEO who in turn delegates operational issues to individual Project Managers.

Appointment of trustees

New trustees are recruited from a variety of sources. We maintain a complement of 50% service users, who are drawn from our own services, and service users of other mental health projects in the borough of Islington. We advertise for trustees in the local press and through other voluntary project networks. The trustees decide which skills are needed on the committee and people with those skills are targeted for recruitment. Each prospective management committee member is asked to attend three management committee meetings after which they can be co-opted on to the committee by the existing management committee. They can then stand for election at our AGM.

Trustee induction and training

Each new trustee is provided with an induction pack and an induction programme, which introduces them to our various projects and our staff team. Each new trustee is inducted into the legal responsibilities of their role and training about such roles is provided either from external training organisations or from the organisation's key staff. Training needs are reviewed regularly and trustees are offered training where necessary, particularly in relation to changing policy regulations.

Related parties and relationships with other organisations

Islington Mind is affiliated to "Mind, the Mental Health Charity". Membership depends upon meeting their Quality Standards, which include standards of service delivery, personnel management, and appropriate policy implementation. Our quality standards were last reviewed in July 2018.

Islington Mind procures service contracts from Islington Clinical Commissioning Group / London Borough of Islington and Camden Clinical Commissioning Group / London Borough of Camden, which are accompanied by rigorous monitoring procedures related to service delivery, staff welfare, equal opportunities and vulnerable adult protection procedures.

Remuneration policy for key management personnel

Islington Mind adopts the NJC for national local government pay scales to determine rates of pay for key management personnel. The grades are determined by the Personnel Sub-Committee and are

evaluated based on agreed, organisation-wide criteria that determine the grade and salary for all posts.

In line with the Hutton Fair Pay Review recommendation on executive pay; the salary of the highest paid employee is no more than four times the median salary of the organisation.

Statement of responsibilities of the trustees

The Trustees (who are also Directors of Islington Mind for the purposes of company law) are responsible for preparing the Trustees' Annual Report including the Strategic Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these 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
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They 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.

In so far as the Trustees are aware: There is no relevant audit information of which the charitable company's auditor is unaware. The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees are members of the charity, but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

Thanking staff

This has been an exceptionally challenging year for our staff. They have supported our service users, often with additional caring responsibilities and without the ability to resolve issues through a face to face conversation. They have done a tremendous job, we are hugely grateful for their commitment during these unprecedented circumstances.

Retirement of CEO

In December, after 32 years with Islington Mind, Peter Nevins retired as Chief Executive. We would like to thank Peter for his outstanding contribution to Islington Mind. The organisation has thrived under his leadership and he leaves the charity in both a strong reputational and financial position. Sigal Avni, who held the position of Assistant Director and has been with the charity for 18 years, was the Trustees' unanimous choice as a replacement to Peter. Sigal's in-depth knowledge and continuity that she will provide will be invaluable in the coming years.

Auditor

Sayer Vincent LLP were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

The Trustees' Annual Report has been approved by the Trustees on 13 December 2021 and signed on their behalf by

Gwen Williams

Chair

Independent auditor's report

to the members of

Islington Mind

Opinion

We have audited the financial statements of Islington Mind (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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 Islington Mind's ability to continue as a going concern for a period of at least twelve 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 other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with

Independent auditor's report

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the financial statements or our knowledge obtained in the course of 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The 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 directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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 are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities

Independent auditor's report

to the members of

Islington Mind

occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Noelia Serrano (Senior statutory auditor)

15 December 2021

for and on behalf of Sayer Vincent LLP, Statutory Auditor

Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Statement of Financial Activities (incorporating an income and expenditure account)

For the year ended 31 March 2021

	Note	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Income from:					
Donations and legacies	3	9,001	–	9,001	16,225
Charitable activities	4				
Support Services		1,083,221	25,580	1,108,801	1,097,528
COVID		6,773	233,472	240,245	–
Enablement		–	–	–	11,974
COVID E		–	10,000	10,000	–
PTP		12,000	–	12,000	22,540
Outcome Support Groups		9,995	86,465	96,460	155,536
Welfare Benefits Clinic		–	34,500	34,500	31,439
Mother 2 Mother Group		6	22,000	22,006	22,507
CRCE		–	108,053	108,053	106,253
Miscellaneous projects		–	18,778	18,778	6,800
Total income		1,120,996	538,848	1,659,844	1,470,802
Expenditure on:					
Raising funds		35,250	–	35,250	31,180
Charitable activities					
Support Services		783,508	27,798	811,306	1,009,258
COVID		13,308	229,615	242,923	–
Enablement		–	–	–	13,044
PTP		22,937	–	22,937	30,605
Outcome Support Groups		10,000	105,295	115,295	96,399
Welfare Benefits Clinic		–	23,086	23,086	31,982
Mother 2 Mother Group		–	21,176	21,176	23,057
CRCE		–	121,551	121,551	130,081
Miscellaneous projects		2,855	11,113	13,968	14,211
Total expenditure	5	867,858	539,634	1,407,492	1,379,817
Net income for the year		253,138	(786)	252,352	90,985
Net movement in funds		253,138	(786)	252,352	90,985
Reconciliation of funds:					
Total funds brought forward		268,062	153,542	421,604	330,619
Total funds carried forward		521,200	152,756	673,956	421,604

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 Note 16 to the financial statements.

Islington Mind

Balance sheet

Company no. 2002508

As at 31 March 2021

	Note	£	2021 £	£	2020 £
Fixed assets:					
Tangible assets	11		<u>13,413</u>		<u>19,290</u>
			13,413		19,290
Current assets:					
Debtors	12	107,354		99,861	
Cash at bank and in hand		<u>954,374</u>		<u>528,586</u>	
		1,061,728		628,447	
Liabilities:					
Creditors: amounts falling due within one year	13	<u>(401,185)</u>		<u>(226,133)</u>	
Net current assets			<u>660,543</u>		<u>402,314</u>
Total assets less current liabilities			<u>673,956</u>		<u>421,604</u>
Total net assets			<u><u>673,956</u></u>		<u><u>421,604</u></u>
The funds of the charity:	16				
Restricted income funds			152,756		153,542
General funds		<u>521,200</u>		<u>268,062</u>	
Total unrestricted funds			<u>521,200</u>		<u>268,062</u>
Total charity funds			<u><u>673,956</u></u>		<u><u>421,604</u></u>

Approved by the trustees on 13 December 2021 and signed on their behalf by

Gwen Williams
Chair

Statement of cash flows

For the year ended 31 March 2021

Reconciliation of net income to net cash flow from operating activities

	2021 £	2020 £
Net income for the reporting period (as per the Statement of Financial Activities)	252,352	90,985
Depreciation charges	5,877	5,038
Increase in debtors	(7,493)	(38,953)
Increase in creditors	175,052	175,160
Net cash provided by operating activities	425,788	232,230

	Note 17	2021 £	2020 £
Cash flows from operating activities			
Net cash provided by operating activities		425,788	232,230
Cash flows from investing activities:			
Purchase of fixed assets		–	(12,396)
Net cash provided by investing activities		–	(12,396)
Change in cash and cash equivalents in the year		425,788	219,834
Cash and cash equivalents at the beginning of the year		528,586	308,752
Cash and cash equivalents at the end of the year		954,374	528,586

Analysis of cash and cash equivalents and of net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	528,586	425,788	954,374
Total cash and cash equivalents	528,586	425,788	954,374

1 Accounting policies

a) Statutory information

Islington MIND is a charitable company limited by guarantee and is incorporated in England & Wales. The registered office address is Unit 4, Archway Business Centre, 19–23 Wedmore Street, Islington, London, N19 4RU.

b) Basis of preparation

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 the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

f) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has received the service, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the Trustees' Annual Report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1 Accounting policies (continued)

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

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

i) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, other activities undertaken to further the purposes of the charity and their associated support costs

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity.

Support and governance costs are re-allocated to each of the activities on the basis of the proportion of each project's funding which is specifically for core costs.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

1 Accounting policies (continued)

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Computer equipment and website design 5 years
- Office furniture and equipment 5 years
- Day Centre furniture and equipment 5 years

m) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

n) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

p) Pensions

Four staff members previously employed by the NHS are in the NHS defined benefit pension scheme. Further detail of this is given in note 19. All our other qualifying staff are enrolled in a Friends Life defined contribution scheme.

Notes to the financial statements

For the year ended 31 March 2021

2 Detailed comparatives for the statement of financial activities

	Unrestricted £	Restricted £	2020 Total £
Income from:			
Donations and legacies	16,225	–	16,225
Charitable activities			
Support Services	1,075,513	22,015	1,097,528
Enablement	11,974	–	11,974
PTP	40	22,500	22,540
Outcome Support Groups	–	155,536	155,536
Welfare Benefits Clinic	–	31,439	31,439
Mother 2 Mother Group	507	22,000	22,507
CRCE	–	106,253	106,253
Miscellaneous projects	50	6,750	6,800
Total income	1,104,309	366,493	1,470,802
Expenditure on:			
Raising funds	31,180	–	31,180
Charitable activities			
Support Services	993,702	15,556	1,009,258
Enablement	13,044	–	13,044
PTP	8,105	22,500	30,605
Outcome Support Groups	–	96,399	96,399
Welfare Benefits Clinic	543	31,439	31,982
Mother 2 Mother Group	–	23,057	23,057
CRCE	–	130,081	130,081
Miscellaneous projects	5,352	8,859	14,211
Total expenditure	1,051,926	327,891	1,379,817
Net income for the year and net movement in funds	52,383	38,602	90,985
Reconciliation of funds:			
Total funds brought forward	215,679	114,940	330,619
Total funds carried forward	268,062	153,542	421,604

3 Income from donations and legacies

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Gifts	9,001	–	9,001	8,953	–	8,953
Mindshop	–	–	–	7,272	–	7,272
	9,001	–	9,001	16,225	–	16,225

4 Income from charitable activities

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Islington & Camden CCG/LBI	1,073,783	–	1,073,783	1,007,370	–	1,007,370
Gifts in kind	–	–	–	16,250	–	16,250
Other income from Support Services	9,438	25,580	35,018	51,893	22,015	73,908
Sub-total for Support Services	1,083,221	25,580	1,108,801	1,075,513	22,015	1,097,528
COVID emergency funding	6,773	233,472	240,245	–	–	–
Enablement	–	–	–	11,974	–	11,974
COVID Enablement	–	10,000	10,000	–	–	–
Psychosis (PTP) project	12,000	–	12,000	40	22,500	22,540
Outcome Support Groups	9,995	86,465	96,460	–	155,536	155,536
Mother 2 Mother Support Group	6	22,000	22,006	507	22,000	22,507
Welfare Benefits Clinic	–	34,500	34,500	–	31,439	31,439
CRCE Project	–	108,053	108,053	–	106,253	106,253
Miscellaneous projects	–	18,778	18,778	50	6,750	6,800
Total income from charitable activities	1,111,995	538,848	1,650,843	1,088,084	366,493	1,454,577

5a Analysis of expenditure (current year)

	Cost of raising funds £	Charitable activities								Governance costs £	Support costs £	2021 Total £
		Support Services £	COVID £	PTP £	WBC £	M2M £	Outcome £	CRCE £	Misc. £			
Salaries (note 7)	35,250	393,594	148,344	-	16,668	18,751	91,143	72,405	7,507	-	94,671	878,333
Agency	-	18,429	8140	22,237	-	-	4,294	-	4,192	-	-	57,292
Recruitment	-	1,679	-	-	-	-	-	-	-	-	4,800	6,479
Volunteers	-	153	247	-	-	-	-	-	-	-	-	400
Training	-	-	-	700	246	-	1,290	-	-	-	-	2,236
Activities	-	635	3,099	-	-	-	125	-	-	-	-	3,859
Travel	-	110	-	-	-	-	-	-	-	-	(42)	68
Catering	-	2,886	-	-	-	-	-	-	-	-	320	3,206
Premises	-	226,173	-	-	-	-	1,488	33,347	-	4,915	29,511	295,434
Equipment/ maintenance	-	11,961	22,275	-	-	-	2,161	-	-	-	1,962	38,359
Depreciation	-	3,272	-	-	379	-	520	104	-	-	1,603	5,878
Phone and internet	-	8,064	3,682	-	804	-	1,270	1,205	81	-	3,608	18,714
Printing, postage and stationery	-	1,220	2,132	-	-	-	-	209	-	-	2,780	6,341
IT maintenance/software	-	4,260	4,304	-	1,187	-	2,374	2,374	-	-	9,801	24,300
Publications & subs	-	24	-	-	-	-	-	-	-	-	3,568	3,592
Professional fees	-	-	2,306	-	-	-	-	-	-	7,920	7,701	17,927
Sundry expenditure	-	3,554	-	-	-	-	-	-	-	-	4,190	7,744
Grants to users	-	15,645	21,565	-	-	-	-	-	120	-	-	37,330
	35,250	691,659	216,094	22,937	19,284	18,751	104,665	109,644	11,900	12,835	164,473	1,407,492
Support costs	-	110,986	24,887	-	3,527	2,249	9,860	11,045	1,919	-	(164,473)	-
Governance costs	-	8,661	1,942	-	275	176	770	862	149	(12,835)	-	-
Total expenditure 2021	35,250	811,306	242,923	22,937	23,086	21,176	115,295	121,551	13,968	-	-	1,407,492
Total expenditure 2020	31,180	1,009,258	13,044	30,605	31,982	23,057	96,399	130,081	14,211	-	-	

Islington Mind

Notes to the financial statements

For the year ended 31 March 2021

5b Analysis of expenditure (prior year)

	Cost of raising funds £	Charitable activities								Governance costs £	Support costs £	2020 Total £
		Support Services £	Enablement £	PTP £	WBC £	M2M £	Outcome £	CRCE £	Misc. £			
Salaries (note 7)	31,180	488,865	7,090	-	24,234	15,341	59,599	76,983	8,744	-	122,325	834,361
Agency	-	20,498	-	25,730	-	3,932	1,632	-	2,881	-	50	54,723
Recruitment	-	1,375	-	-	-	-	-	-	-	-	-	1,375
Volunteers	-	3,008	16	737	200	64	231	1,081	-	-	475	5,812
Training	-	5,563	-	695	365	-	-	-	-	-	560	7,183
Activities	-	2,240	-	-	-	-	-	-	1,736	-	-	3,976
Travel	-	955	-	-	98	-	(18)	-	-	-	1,050	2,085
Catering	-	28,274	-	-	-	322	1,618	948	295	-	465	31,922
Premises	-	249,754	3,757	-	-	-	4,617	29,177	360	3,144	28,768	319,577
Equipment/ maintenance	-	26,318	-	-	-	28	1,176	1,356	-	-	3,644	32,522
Depreciation	-	2,690	-	-	379	-	468	52	-	-	1,449	5,038
Phone and internet	-	5,593	-	-	235	-	919	1,129	80	-	3,905	11,861
Printing, postage and stationery	-	3,314	-	-	-	-	138	256	-	-	5,027	8,735
IT maintenance/software	-	7,008	348	-	1,187	-	2,044	2,841	-	-	11,430	24,858
Publications & subs	-	227	-	-	-	-	-	-	-	-	4,764	4,991
Professional fees	-	-	-	-	-	-	-	-	-	7,530	9,258	16,788
Sundry expenditure	-	984	-	-	1,000	3	177	-	-	-	2,898	5,062
Grants to users	-	8,948	-	-	-	-	-	-	-	-	-	8,948
	31,180	855,614	11,211	27,162	27,698	19,690	72,601	113,823	14,096	10,674	196,068	1,379,817
Support costs	-	145,711	1,738	3,265	4,063	3,193	22,570	15,419	109	-	(196,068)	-
Governance costs	-	7,933	95	178	221	174	1,228	839	6	(10,674)	-	-
Total expenditure 2020	31,180	1,009,258	13,044	30,605	31,982	23,057	96,399	130,081	14,211	-	-	1,379,817
Total expenditure 2019	18,230	709,019	58,096	13,560	19,766	23,725	71,500	89,631	720	-	-	

Notes to the financial statements

For the year ended 31 March 2021

6 Net income for the year

This is stated after charging:

	2021 £	2020 £
Depreciation	5,877	5,038
Operating lease rentals:		
Property	60,069	59,667
Auditor's remuneration (excluding VAT):		
Audit	6,700	6,600
	6,700	6,600

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2021 £	2020 £
Salaries and wages	793,174	690,252
Redundancy costs	–	63,783
Social security costs	65,857	58,193
Employer's contribution to defined contribution pension schemes	19,302	22,133
	878,333	834,361

One employee earned between £60,000 and £70,000 during the year (2020: nil).

The total employee benefits including pension contributions of the key management personnel were £247,133 (2020: £226,918).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020: £nil). No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

No trustees expenses were incurred in the year (2020: £26 incurred by one member relating to attendance at meetings of the trustees).

8 Staff numbers

The average number of employees based on average head count of staff employed (full-time equivalent) during the year was as follows:

	2021 No. Head Count (FTE)	2020 No. Head Count (FTE)
Support Services	17.6 (12.9)	16.4 (13.1)
Enablement	–	0.2 (0.2)
CRCE	1.2 (1.2)	1.3 (1.4)
Outcome Support Groups	2.7 (1.6)	4.7 (1.5)
Mother2Mother Group	2 (0.4)	0.7 (0.2)
COVID Funds	3.7 (2.9)	–
Welfare Benefits Clinic	1 (0.4)	1.2 (0.6)
Miscellaneous projects	1 (0.2)	0.5 (0.2)
Support	4.7 (3.6)	4.5 (3.3)
	33.9 (23.2)	29.5 (20.5)

Notes to the financial statements

For the year ended 31 March 2021

9 Related party transactions

There are no related party transactions to disclose for 2021 (2020: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

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

11 Tangible fixed assets

	Fixtures and fittings £	Website redesign £	Computer equipment £	Total £
Cost or valuation				
At the start of the year	19,775	3,696	15,544	39,015
Additions in year	–	–	–	–
Disposals	–	–	–	–
At the end of the year	19,775	3,696	15,544	39,015
Depreciation				
At the start of the year	8,115	1,417	10,193	19,725
Charge for the year	3,483	739	1,655	5,877
Disposals	–	–	–	–
At the end of the year	11,598	2,156	11,848	25,602
Net book value				
At the end of the year	8,177	1,540	3,696	13,413
At the start of the year	11,660	2,279	5,351	19,290

All of the above assets are used for charitable purposes.

12 Debtors

	2021 £	2020 £
Other debtors	77,141	72,246
Prepayments	30,213	27,615
	107,354	99,861

13 Creditors: amounts falling due within one year

	2021 £	2020 £
Taxation and social security	17,295	17,865
Other creditors	372,890	188,268
Deferred income	11,000	20,000
	401,185	226,133

Notes to the financial statements

For the year ended 31 March 2021

14 Deferred income

Deferred income comprises Cripplegate money for the Mother2Mother Service (£11,000) for the following financial year.

	2021 £	2020 £
Balance at the beginning of the year	20,000	18,487
Amount released to income in the year	(20,000)	(18,487)
Amount deferred in the year	11,000	20,000
Balance at the end of the year	11,000	20,000

15a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	13,413	–	13,413
Net current assets	507,787	152,756	660,543
Net assets at the end of the year	521,200	152,756	673,956

15b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	19,290	–	19,290
Net current assets	248,772	153,542	402,314
Net assets at the end of the year	268,062	153,542	421,604

Notes to the financial statements

For the year ended 31 March 2021

16a Movements in funds (current year)

	At the start of the year £	Income £	Expenditure £	At the end of the year £
Restricted funds:				
Richard Cloudesley Fund (for clients)	2,697	22,500	(21,439)	3,758
Cripplegate Catalyst	6,000	5,000	(7,683)	3,317
LBI Local Initiatives Funds	-	3,080	(1,649)	1,431
Mind – Talking Therapies (Outcome)	4,710	-	(4,710)	-
Mind – Drama Group	2,184	-	(1,418)	766
Sir Halley Stewart Trust	-	17,180	(2,166)	15,014
Lloyds Foundation Trust	6,000	-	(6,000)	-
City Bridge Trust	5,642	17,700	(23,342)	-
People's Postcode Trust	14,981	-	(14,981)	-
Goldsmiths	3,000	3,000	(6,000)	-
Pilgrim Trust	15,494	-	(14,717)	777
Cripplegate	7,218	22,000	(21,176)	8,042
Sir Charles French Trust	-	1,500	(1,500)	-
Vintners	-	5,000	(5,000)	-
Mind (WBC)	-	10,000	(10,000)	-
Matrix Fund	-	3,000	(3,000)	-
Fishmongers	-	15,000	(3,586)	11,414
Big Lottery Fund (CRCE)	28,796	108,053	(121,551)	15,298
Comic Relief/GLA	43,929	48,585	(38,089)	54,425
Active Londoners	5,000	-	-	5,000
Richard Cloudesley (Chance4Youth)	4,520	-	(4,520)	-
Santander (Chance4Youth)	1,621	-	(1,621)	-
Sir Jules Thorn Trust	750	-	(381)	369
Baily Thomas	-	13,778	(1,517)	12,261
R Cloudesley (COVID Enablement)	-	10,000	-	10,000
Big Lottery Fund (CRCE)	-	78,490	(78,490)	-
Comic Relief/GLA	-	33,000	(33,000)	-
Cripplegate London Fund wave 1	-	5,000	(5,000)	-
Cripplegate London Fund wave 2	-	32,452	(32,452)	-
Mind – COVID Emergency	-	5,000	(3,060)	1,940
Mind Get2gether – COVID Emergency	-	67,016	(67,016)	-
Islington Council – infection control	-	2,514	(2,514)	-
GLA/Cripplegate – volunteering	-	5,000	(400)	4,600
W Edwards Foundation	1,000	-	(1,000)	-
Pilkington Trust	-	5,000	(656)	4,344
Total restricted funds	153,542	538,848	(539,634)	152,756
Unrestricted funds:				
General funds	268,062	1,120,996	(867,858)	521,200
Total unrestricted funds	268,062	1,120,996	(869,368)	521,200
Total funds	421,604	1,659,844	(1,409,002)	673,956

Notes to the financial statements

For the year ended 31 March 2021

16b Movements in funds (prior year)

	At the start of the year £	Income £	Expenditure £	At the end of the year £
Restricted funds:				
Richard Cloudesley Fund (for clients)	5,216	6,429	(8,948)	2,697
Cripplegate Catalyst	-	6,000	-	6,000
LBI Local Initiatives Funds	-	2,086	(2,086)	-
IBM	732	-	(732)	-
Renderline	1,000	-	(1,000)	-
Mind – Talking Therapies (Outcome)	-	7,500	(2,790)	4,710
Mind – Talking Therapies (PTP)	-	22,500	(22,500)	-
Mind – Drama Group	2,184	-	-	2,184
St James' Charitable Trust	-	9,980	(9,980)	-
Lloyds Foundation Trust	17,898	25,000	(36,898)	6,000
London Catalyst	-	2,000	(2,000)	-
City Bridge Trust	-	27,450	(21,808)	5,642
People's Postcode Trust	-	19,965	(4,984)	14,981
Goldsmiths	-	3,000	-	3,000
Pilgrim Trust	12,011	11,000	(7,517)	15,494
Cripplegate	-	22,000	(14,782)	7,218
Big Lottery Fund (Mother2Mother)	8,275	-	(8,275)	-
Mrs Smith & Mrs Mount Trust	-	5,000	(5,000)	-
Mind (WBC)	-	20,000	(20,000)	-
Matrix Fund	-	3,000	(3,000)	-
Mind (Buddying)	-	3,439	(3,439)	-
Big Lottery Fund (CRCE)	52,624	106,253	(130,081)	28,796
Comic Relief/GLA	-	57,141	(13,212)	43,929
Active Londoners	-	5,000	-	5,000
Richard Cloudesley (Chance4Youth)	10,000	-	(5,480)	4,520
Santander (Chance4Youth)	5,000	-	(3,379)	1,621
Sir Jules Thorn Trust	-	750	-	750
W Edwards Foundation	-	1,000	-	1,000
Total restricted funds	114,940	366,493	(327,891)	153,542
Unrestricted funds:				
General funds	215,679	1,104,309	(1,051,926)	268,062
Total unrestricted funds	215,679	1,104,309	(1,051,926)	268,062
Total funds	330,619	1,470,802	(1,379,817)	421,604

16 Movement in funds (continued)**Purposes of restricted funds**

Richard Cloudesley Fund	This is a fund for needy clients which we administer.
Cripplegate Catalyst	This is a fund for needy clients which we administer.
LBI Local Initiatives Funds	These funds are for outings and events for Outcome and Community Support Services activities
Mind – Talking Therapies	This is a fund to provide therapy at Outcome and the PTP projects.
Mind – Drama Group	This is a fund to run a drama group.
Sir Halley Stewart Trust	This is a fund for an asylum seekers' group.
Lloyds Foundation Trust	This is a fund for an asylum seekers' group.
People's Postcode Trust	This is a fund for an asylum seekers' group.
Goldsmiths	This is a fund for an asylum seekers' group.
City Bridge Trust	This is a fund for an asylum seekers' group.
Pilgrim Trust	This is for a domestic violence support group.
Cripplegate Foundation	This is a fund to run a Mother2Mother support group.
Sir Charles French Trust	This is a fund to run a welfare benefits clinic.
Vintners Livery Company	This is a fund to run a welfare benefits clinic.
Mind – Welfare Benefits	This is a fund to run a welfare benefits clinic.
Matrix Fund	This is a fund to run a welfare benefits clinic.
Fishmongers Company	This is a fund to run a welfare benefits clinic.
Big Lottery	This is a fund to run the CRCE Enablement Service.
Comic Relief	This is a fund to run a LGBTQ sports group.
Active Londoners	This is a fund to run a sports group.
Richard Cloudesley Fund	This is a fund to run a Chance4Young youth group.
Santander	This is a fund to run a Chance4Young youth group.
Sir Jules Thorn Trust	This is a fund to run a Chance4Young youth group.
Baily Thomas	This is a fund to run a learning disability group.
Richard Cloudesley Fund	This is a fund to run a COVID Enablement Service.
Big Lottery	This is a fund to provide a COVID emergency service.
Comic Relief	This is a fund to provide COVID emergency services.
Cripplegate London Fund wave 1	This is a COVID emergency fund to provide IT for clients.
Cripplegate London Fund wave 2	This is a fund to provide COVID emergency services..
Mind – COVID Emergency	This is a fund to provide COVID emergency services.
Mind – Get2Gether	This is a fund to provide COVID emergency services.
Islington Council	This is a fund to provide infection control measures.
GLA/Cripplegate	This is a fund to work with volunteers
W G Edwards Foundation	This is a fund to run a Get2Gether older person's group
Pilkington Trust	This is a fund to run a Get2Gether older person's group

17 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows:

	Property 2021 £	2020 £
Less than one year	229,800	229,718
One to five years	98,942	222,833
	328,742	452,551

18 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

19 NHS Pension Scheme

A number of Islington Mind employees are covered by the provisions of the two NHS Pension Schemes. Details of the benefits payable and rules of the Schemes can be found on the NHS Pensions website at www.nhsbsa.nhs.uk/pensions. Both are unfunded defined benefit schemes that cover NHS employers, GP practices and other bodies, allowed under the direction of the Secretary of State for Health and Social Care in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, each scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating in each scheme is taken as equal to the contributions payable to that scheme for the accounting period.

In order that the defined benefit obligations recognised in the financial statements do not differ materially from those that would be determined at the reporting date by a formal actuarial valuation, the FReM requires that "the period between formal valuations shall be four years, with approximate assessments in intervening years". An outline of these follows:

a) Accounting valuation

A valuation of scheme liability is carried out annually by the scheme actuary (currently the Government Actuary's Department) as at the end of the reporting period. This utilises an actuarial assessment for the previous accounting period in conjunction with updated membership and financial data for the current reporting period, and is accepted as providing suitably robust figures for financial reporting purposes. The valuation of the scheme liability as at 31 March 2021, is based on valuation data as 31 March 2020, updated to 31 March 2021 with summary global member and accounting data. In undertaking this actuarial assessment, the methodology prescribed in IAS 19, relevant FReM interpretations, and the discount rate prescribed by HM Treasury have also been used.

The latest assessment of the liabilities of the scheme is contained in the report of the scheme actuary, which forms part of the annual NHS Pension Scheme Accounts. These accounts can be viewed on the NHS Pensions website and are published annually. Copies can also be obtained from The Stationery Office.

b) Full actuarial (funding) valuation

The purpose of this valuation is to assess the level of liability in respect of the benefits due under the schemes (taking into account recent demographic experience), and to recommend contribution rates payable by employees and employers.

The latest actuarial valuation undertaken for the NHS Pension Scheme was completed as at 31 March 2016. The results of this valuation set the employer contribution rate payable from April 2019 to 20.6% of pensionable pay. The 2016 funding valuation was also expected to test the cost of the Scheme relative to the employer cost cap that was set following the 2012 valuation. In January 2019, the Government announced a pause to the cost control element of the 2016 valuations, due to the uncertainty around member benefits caused by the discrimination ruling relating to the McCloud case.

The Government subsequently announced in July 2020 that the pause had been lifted, and so the cost control element of the 2016 valuations could be completed. The Government has set out that the costs of remedy of the discrimination will be included in this process. HMT valuation directions will set out the technical detail of how the costs of remedy will be included in the valuation process. The Government has also confirmed that the Government Actuary is reviewing the cost control mechanism (as was originally announced in 2018). The review will assess whether the cost control mechanism is working in line with original government objectives and reported to Government in April 2021. The findings of this review will not impact the 2016 valuations, with the aim for any changes to the cost cap mechanism to be made in time for the completion of the 2020 actuarial valuations.