

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**

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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

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.

<b>Organisation</b>	<b>Confirmation Date</b>	<b>Award</b>
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 Joint 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](http://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 £
<b>Income from:</b>					
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
<b>Total income</b>		<b>1,157,545</b>	<b>329,820</b>	<b>1,487,365</b>	<b>1,538,643</b>
<b>Expenditure on:</b>					
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
<b>Total expenditure</b>	5	<b>1,172,994</b>	<b>347,836</b>	<b>1,520,830</b>	<b>1,465,286</b>
<b>Net income for the year</b>		<b>(15,449)</b>	<b>(18,016)</b>	<b>(33,465)</b>	<b>73,357</b>
Transfers between funds		(3,000)	3,000	–	–
<b>Net movement in funds</b>		<b>(18,449)</b>	<b>(15,016)</b>	<b>(33,465)</b>	<b>73,357</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		625,261	122,052	747,313	673,956
<b>Total funds carried forward</b>		<b>606,812</b>	<b>107,036</b>	<b>713,848</b>	<b>747,313</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 16 to the financial statements.

# Islington Mind

## Balance sheet

Company no. 2002508

As at 31 March 2023

	Note	2023 £	2022 £
<b>Fixed assets:</b>			
Tangible assets	11	<u>7,356</u>	<u>10,084</u>
		<b>7,356</b>	<b>10,084</b>
<b>Current assets:</b>			
Debtors	12	<b>70,438</b>	133,397
Cash at bank and in hand		<u><b>773,727</b></u>	<u>859,726</u>
		<b>844,165</b>	<b>993,123</b>
<b>Liabilities:</b>			
Creditors: amounts falling due within one year	13	<u><b>(137,673)</b></u>	<u>(255,894)</u>
<b>Net current assets</b>		<u><b>706,492</b></u>	<u><b>737,229</b></u>
<b>Total assets less current liabilities</b>		<u><b>713,848</b></u>	<u><b>747,313</b></u>
<b>Total net assets</b>		<u><u><b>713,848</b></u></u>	<u><u><b>747,313</b></u></u>
<b>The funds of the charity:</b>	16		
Restricted income funds		<b>107,036</b>	122,052
General funds		<u><b>606,812</b></u>	<u>625,261</u>
Total unrestricted funds		<u><b>606,812</b></u>	<u>625,261</u>
<b>Total charity funds</b>		<u><u><b>713,848</b></u></u>	<u><u><b>747,313</b></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)
<b>Net cash provided by operating activities</b>	<b>(83,163)</b>	<b>(91,876)</b>

	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)	
<b>Net cash used in investing activities</b>		<b>(2,836)</b>		<b>(2,772)</b>
<b>Change in cash and cash equivalents in the year</b>		<b>(85,999)</b>		<b>(94,648)</b>
Cash and cash equivalents at the beginning of the year		859,726		954,374
<b>Cash and cash equivalents at the end of the year</b>		<b>773,727</b>		<b>859,726</b>

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
<b>Total cash and cash equivalents</b>	<b>859,726</b>	<b>(85,999)</b>	<b>773,727</b>

**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 £
<b>Income from:</b>			
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
<b>Total income</b>	<b>1,159,736</b>	<b>378,907</b>	<b>1,538,643</b>
<b>Expenditure on:</b>			
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
<b>Total expenditure</b>	<b>1,055,675</b>	<b>409,611</b>	<b>1,465,286</b>
<b>Net income for the year and net movement in funds</b>	<b>104,061</b>	<b>(30,704)</b>	<b>73,357</b>
<b>Reconciliation of funds:</b>			
Total funds brought forward	521,200	152,756	673,956
<b>Total funds carried forward</b>	<b>625,261</b>	<b>122,052</b>	<b>747,313</b>



**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)	-	-	-
<b>Total expenditure 2023</b>	<b>35,273</b>	<b>1,146,843</b>	<b>2,078</b>	<b>117,973</b>	<b>18,186</b>	<b>31,051</b>	<b>72,966</b>	<b>-</b>	<b>96,460</b>	<b>-</b>	<b>-</b>	<b>1,520,830</b>	
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)	-	-
<b>Total expenditure 2022</b>	<b>35,337</b>	<b>997,900</b>	<b>50,262</b>	<b>113,757</b>	<b>15,419</b>	<b>18,765</b>	<b>173,022</b>	<b>29,532</b>	<b>31,292</b>	<b>-</b>	<b>-</b>	<b>1,465,286</b>

## 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 £
<b>Cost or valuation</b>				
At the start of the year	19,775	3,696	18,316	<b>41,787</b>
Additions in year	–	–	2,836	<b>2,836</b>
Disposals	–	–	–	<b>–</b>
At the end of the year	<b>19,775</b>	<b>3,696</b>	<b>21,152</b>	<b>44,623</b>
<b>Depreciation</b>				
At the start of the year	14,389	2,895	14,419	<b>31,703</b>
Charge for the year	1,268	739	3,557	<b>5,564</b>
Disposals	–	–	–	<b>–</b>
At the end of the year	<b>15,657</b>	<b>3,634</b>	<b>17,976</b>	<b>37,267</b>
<b>Net book value</b>				
<b>At the end of the year</b>	<b>4,118</b>	<b>62</b>	<b>3,176</b>	<b>7,356</b>
At the start of the year	<b>5,386</b>	<b>801</b>	<b>3,897</b>	<b>10,084</b>

All of the above assets are used for charitable purposes.

**12 Debtors**

	2023 £	2022 £
Other debtors	<b>49,746</b>	74,011
Prepayments	<b>20,692</b>	59,386
	<b>70,438</b>	133,397

**13 Creditors: amounts falling due within one year**

	2023 £	2022 £
Taxation and social security	<b>28,796</b>	28,539
Other creditors	<b>55,877</b>	216,355
Deferred income	<b>53,000</b>	11,000
	<b>137,673</b>	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.

	<b>2023</b>	2022
	<b>£</b>	<b>£</b>
Balance at the beginning of the year	<b>11,000</b>	11,000
Amount released to income in the year	<b>(11,000)</b>	(11,000)
Amount deferred in the year	<b>53,000</b>	11,000
	<b>53,000</b>	<b>11,000</b>
Balance at the end of the year	<b>53,000</b>	11,000

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

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

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

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	10,084	–	<b>10,084</b>
Net current assets	615,177	122,052	<b>737,229</b>
<b>Net assets at the end of the year</b>	<b>625,261</b>	<b>122,052</b>	<b>747,313</b>

## 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 £
<b>Restricted funds:</b>				
S/S Richard Cloudesley Fund (for clients)	8,733	15,159	(16,213)	<b>7,679</b>
S/S Cripplegate Catalyst	4,477	3,000	(500)	<b>6,977</b>
S/S LBI Local Initiatives Funds	-	3,588	(1,610)	<b>1,978</b>
S/S Mind – Talking Therapies (Outcome)	(3,000)	-	-	-
S/S Second Chance	3,000	-	(3,000)	-
S/S CDA gardening grant	3,000	-	(786)	<b>2,214</b>
S/S LBI webhosting	-	1,174	(1,174)	-
S/S Cripplegate Cost of Living grant	-	5,000	(2,100)	<b>2,900</b>
S/S Screwfix – for improvements	-	5,000	-	<b>5,000</b>
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)	<b>8,609</b>
MM Cripplegate	11,277	22,000	(31,051)	<b>2,226</b>
misc Mind – Drama Group	766	-	-	<b>766</b>
misc GLA Sports grant	-	15,997	-	<b>15,997</b>
misc Pilgrim Trust	777	-	-	<b>777</b>
misc R Cloudesley – counselling	-	35,000	(19,773)	<b>15,227</b>
misc Age UK Islington	-	10,107	(3,277)	<b>6,830</b>
misc Active Londoners	5,000	-	(5,000)	-
misc Mind Series – Sports grant	19,000	-	(9,072)	<b>9,928</b>
misc Big Lottery Fund (LD Together)	7,489	-	(7,489)	-
misc LBI – LD Together	25,000	-	(12,605)	<b>12,395</b>
misc Stebbing – Counselling	10,000	-	(10,000)	-
misc Islington PCT – Hand in Hand	-	34,114	(26,581)	<b>7,533</b>
<b>Total restricted funds</b>	<b>122,052</b>	<b>329,820</b>	<b>(347,836)</b>	<b>107,036</b>
<b>Unrestricted funds:</b>				
<b>General funds</b>	<b>625,261</b>	<b>1,157,545</b>	<b>(1,172,994)</b>	<b>606,812</b>
<b>Total unrestricted funds</b>	<b>625,261</b>	<b>1,157,545</b>	<b>(1,172,994)</b>	<b>606,812</b>
<b>Total funds</b>	<b>747,313</b>	<b>1,487,365</b>	<b>(1,520,830)</b>	<b>713,848</b>

## 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 £
<b>Restricted funds:</b>				
Richard Cloudesley Fund (for clients)	3,758	11,393	(6,418)	<b>8,733</b>
Cripplegate Catalyst	3,317	3,000	(1,840)	<b>4,477</b>
LBI Local Initiatives Funds	1,431	2,196	(3,627)	-
Mind – Talking Therapies (Outcome)	-	(3,000)	-	<b>(3,000)</b>
Mind – Drama Group	766	-	-	<b>766</b>
Sir Halley Stewart Trust	15,014	17,580	(29,869)	<b>2,725</b>
Second Chance	-	3,000	-	<b>3,000</b>
City Bridge Trust	-	41,750	(39,025)	<b>2,725</b>
LBI workplace retention grant	-	3,934	(3,934)	-
Goldsmiths	-	3,000	-	<b>3,000</b>
Pilgrim Trust	777	-	-	<b>777</b>
Cripplegate	8,042	22,000	(18,765)	<b>11,277</b>
CDA gardening grant	-	3,000	-	<b>3,000</b>
Big Lottery Fund (Covid Enablement)	-	96,501	(93,757)	<b>2,744</b>
Mind (Pears grant)	-	48,703	(48,703)	-
LBI running grant	-	1,000	(1,000)	-
Fishmongers	11,414	15,000	(15,419)	<b>10,995</b>
Big Lottery Fund (CRCE)	15,298	-	(15,298)	-
Comic Relief/GLA	54,425	-	(54,425)	-
Active Londoners	5,000	-	-	<b>5,000</b>
Mind Series – Sports grant	-	19,000	-	<b>19,000</b>
Big Lottery Fund (LD Together)	-	10,000	(2,511)	<b>7,489</b>
LBI – LD Together	-	25,000	-	<b>25,000</b>
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	-	<b>10,000</b>
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	-	-	<b>4,344</b>
Pilkington Trust	-	5,000	(5,000)	-
Miscellaneous grants for clients	-	1,440	(1,440)	-
<b>Total restricted funds</b>	<b>152,756</b>	<b>378,907</b>	<b>(409,611)</b>	<b>122,052</b>
<b>Unrestricted funds:</b>				
<b>General funds</b>	<b>521,200</b>	<b>1,159,736</b>	<b>(1,055,675)</b>	<b>625,261</b>
<b>Total unrestricted funds</b>	<b>521,200</b>	<b>1,159,736</b>	<b>(1,055,675)</b>	<b>625,261</b>
<b>Total funds</b>	<b>673,956</b>	<b>1,538,643</b>	<b>(1,465,286)</b>	<b>747,313</b>



**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
	<b>257,887</b>	<b>495,347</b>

**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](http://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>.