

**ANDOVER MIND**  
**COMPANY NUMBER: 2935549**

**REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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

**Report of the Executive Committee for the year ended 31st March 2021**

The Executive Committee, who are trustees of the charity for the purposes of the Charities Act and directors of the charity for the purposes of the Companies Act (throughout the accounts collectively referred to as the executive committee); present their report and the audited financial statements for the year ended 31<sup>st</sup> March 2021.

**Reference and Administrative Information**

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

**Executive Committee**

Dr J C T Verity	Chair (retired 2.12.2020)
Mrs A Phillips	Trustee/Chair (appointed 19.5.2020, appointed as Chair 2.12.2020)
Ms S Buckley	Treasurer
Mr P Crossman	Trustee
Mrs I Stevens	Trustee
Mr T Rawcliffe	Trustee
Mrs J Abdollahzadeh	Trustee (resigned 9.4.2021)

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

**Management Team**

Mrs Debra Ramchurn	Chief Executive Officer (until May 2021)
Miss Jody Phelvin	Director of Advice and Information services, Chief Executive Officer (from May 2021)
Ms Barbara Allen	Director for Training and Development (Deputy CEO)
Mrs Kim Francis	Director of Well-being Services
Mrs Lisa Langman	Community Fundraising Manager
Mrs Nicky Graham	Finance Manager

**Auditors**

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

**Bankers**

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

**Structure, Governance and Management**

Governing Document

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

Recruitment and Appointment of Executive Committee

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

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

## **ANDOVER MIND**

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

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

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

#### Trustee Induction and Training

Trustees may already be familiar with the practical work of the charity as they are encouraged to work as volunteers in various capacities, and some have become trustees after volunteering for the charity in other roles.

A three-month induction programme is mandatory, allowing time for prospective trustees to cover all aspects of Andover Mind services.

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

Additionally, all trustees are encouraged to attend training sessions, to familiarise themselves with the charity and the context within which it operates. Training opportunities are selected to meet the needs of individuals, for example, accounts, finances and budgeting, recruitment and training.

The recruitment and induction process are currently under review to ensure we encompass feedback and meet the charity's requirements.

#### Risk & Crisis Management

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

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

External risks to funding continue to be monitored by an executive committee sub-group and the management team. They aim to identify a wide range of sources of sustainable funding from public and corporate sectors; they also explore the viability of fundraising events in order to bring together a strategic funding plan. Internal procedures are in place to minimise risk in relation to the handling of financial matters and the authorisation of transactions and contracts.

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

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

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

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

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

### Organisational Structure

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

The Chief Executive, who reports to the Chairperson, is responsible for the day-to-day operational management of the organisation, to ensure that the charity delivers the specified services and that key performance indicators are met. Additionally, the Chief Executive undertakes supervision of the management staff, ensuring that the team continues to develop their skills and work in line with good practice. The organisation has a Staffing & Training sub-group that reviews staffing issues.

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

Andover Mind had an increase in staff numbers to 88 staff working on 31st March 2021.  
The charity has 52 dedicated volunteers and student placements.

### Related Parties and Communication

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

The Chief Executive officer of the charity attends key strategic meetings across all service areas.

Our contract monitoring meetings report back to Hampshire County Council, Test Valley Borough Council and the relevant Clinical Commissioning Groups, reviewing progress of work agreed in the various service contracts.

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

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

### Objectives and Activities

The charity's mission statement as set out in the Business Plan is:

We aim to maximise individual and community well-being. We do this by offering effective local support to everyone with, or at risk of, mental ill-health including dementia and by engaging the wider community in talking about mental health.

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

#### **Our aims are:**

- To ensure that we maintain our position as one of the leading mental health providers in Hampshire.
- To understand who our consumers are, both current and potential; what their needs are and how best we can fulfil them.
- To apply the principles of continuous improvement in everything we do.
- To develop a diverse funding mix to decrease dependence on any one funder or funding source.
- To develop the necessary infrastructure to support the long term sustainability of the organisation.

#### **Our values are:**

**Respect** – We respect all individuals, we encourage service users to respect each other and we behave in a way which makes Andover Mind a respected organisation.

**Knowledge** – We keep up to date with information relating to mental health; our policies and actions are based on our knowledge and we share our knowledge with all stakeholders.

**Participation** – We encourage clients, volunteers and the wider community to participate in the work of Andover Mind and we participate in joint working in pursuit of our vision.

**Innovation** – We continue to look for new ways to deliver our services to bring maximum benefits to service users.

**Empowerment** – The information, support and services we offer are designed to enable service users to play a significant role in the management of their own care.

#### **Vision**

***A society which promotes, protects and maintains well-being for all and which treats people with experience of mental distress, fairly, positively and with respect.***

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

### Achievements and Performance

The main activities of the charity are the provision of Well-being Services, the provision of the Safe Haven service to support those in mental health crisis, and the Carer Support and Dementia Advice service for Hampshire which supports all adult carers caring for another adult and people with dementia. We also provide Adult and Youth Counselling services. We have a variety of Primary Care mental health services working out of GP surgeries and community hospitals. We continue with our promotional activity to reduce the stigma to mental health and raise mental health awareness within our community. We also run a furniture recycling project 'Ugly Duckling' which also provides support to those who volunteer within the project which includes through its peer support help with combating loneliness and isolation. Our community space within our main building we run with the support of volunteers (fixers) a monthly Repair Cafe encouraging the reuse of household equipment and promotes recycling.

To maintain our affiliation to Mind, we are part of the accreditation process quality standards. This affiliation ensures that each local organisation meets Mind's quality standards of governance and service delivery. During the period of this report we compiled a set of documentation for review by National Mind which resulted in a visit on 19th June 2019. This resulted in us successfully achieving MQM (Mind Quality Mark) status. We envisage that our next accreditation is due in 2022.

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

The contact management system Charity Log has proven to be a very successful tool for the charity. We are able to measure our outcomes against the service specification report on service data and activity. It is very much embedded within our services in measuring our activity and recording contacts.

During the reporting period the organisation had an increase in the number of Service users and Carers accessing our services due to new contracted services and an increase in demand.

The reporting data on numbers of service users and Carers accessing the following services:  
Carer Support and Dementia Advice 6201  
Well-being services 1851  
Youth counselling 176  
Primary care mental health service 3457

### The Well-being Service

In 2017 following a competitive tendering exercise we were awarded Well-being service contracts across Test Valley, the Basingstoke and Deane area and also the Hart and Rushmoor area. During the tendering exercise we worked with other local Mind's in Hampshire and formed a Community Interest Company (CIC) Hampshire Mind CIC. The CIC supported the bids and service delivery in certain areas for Andover Mind - we formed a CIC bid for the lot area of Test Valley and New Forest, in which we partner with Solent Mind to deliver across the Lot area with Solent Mind taking the lead for New Forest and Andover Mind leading on Test Valley. However, for the Hart Rushmoor and Basingstoke area contract this is not under the CIC arrangement and is solely delivered by Andover Mind.

## **ANDOVER MIND**

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

The Well-being services staff provide support to people with varying degrees of mental-health illness. The referral pathway to access Well-being services are through several routes: - self referral, primary care, specialist mental health services as well as Andover Mind's Referrals and Enquiries team. Our aim is to support people to achieve recovery according to their own individual needs via 1-1 Support, group work and Peer support. We help them maintain their successes and build on them, so that they can fulfil their hopes and achieve their potential.

During 2019 we reviewed our current premises in the North East of Hampshire and moved to our new premises in Farnborough in October 2020.

### **Covid-19**

The past year has seen the Andover Mind team work tirelessly to continue its delivery of vital services during the Coronavirus pandemic. The staff teams promptly implemented a predominantly virtual offer ensuring our service users and carers were safe and able to access the right partner services and support. At further stages in the pandemic we were able to review and risk assess our buildings and workspaces and put in place any measures and equipment to ensure we were Covid-19 safe for both staff and service users. Examples of the support we provided include;

1. The delivery of extended hours telephone support across both Wellbeing and Carer Support and Dementia Advice Services including bank holiday and weekends
2. Welfare telephone checks to our known shielding and clinically vulnerable service users
3. Well-being information packs sent to service users which included specialist practical and emotional information and toolkits
4. The delivery of online groups and workshops such as Covid Anxiety Recovery, Mindfulness and Virtual Cafes
5. Doorstep visits and delivery of cream teas to service users and carers to celebrate events such as Carers Rights Day
6. The sourcing of online training courses for service users and carers to support their well-being and resilience
7. The direct distribution of funds to support carers and service users during the pandemic on behalf of the local and county authorities

Covid-19 impacted other services differently such as The Ugly Duckling Project and the Repair Cafe which closed during the pandemic.

### **Primary Care services**

Working within the primary care setting, well-being practitioners provide assessment, advice and information and signposting to services through a GP appointment system for day-time and out-of-hours appointments in Andover, Basingstoke, and Fleet. The focus of this support is early intervention and support in preventing more serious mental health issues. The outcomes of this model of service have been hugely encouraging to GPs and CCGs with Andover Mind being part of working groups in developing Primary care mental health services across Hampshire. During Covid sessions were remote, and services are gradually starting to move back into surgeries and community venues. Since June 2020, funding has also been secured for a number of Community Connector posts in Aldershot and Farnborough as part of the wider Frimley Transformation project. Discussions have also taken place with Hampshire's CCGs to develop these services further under the auspices of transformation with funding coming down from NHS England. We expect these roles to be emerging during the next financial year.

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

### **Safehaven**

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

### **Carer Support and Dementia Advice Service**

During 2018 it was decided by Hampshire County Council that the Dementia Advice Service was to be aligned with the Carer Support Service to form one county wide contract. Following a competitive tender process Andover Mind was awarded the contract in Spring 2019. The service is commissioned by Hampshire County Council and the Hampshire, Southampton and Isle of Wight Clinical Commissioning Group for an initial period of three years. This service provides tailored information, advice and signposting throughout memory impairment and the dementia journey and supports all adult carers caring for another adult through one-to-one sessions and peer support group work. Dementia Advisors support the person with dementia, carer, and the family unit whilst Carer Support Workers work predominantly with the carer on a one-to-one basis. This service can be accessed through self-referral or through a formal referral process and our Andover based Referrals and Enquiries team provide the robust admin support and triage element required to process referrals to the wider outreach staff team ensuring clients and carers are supported on the appropriate pathway. The aim of this service is to prevent carer crisis, hospital and care home admissions and prevent further burden on the statutory sector.

### **Adult Counselling**

This is a well-established service; we are an approved placement by several training centres and we always have a waiting list of counsellors who want to work with us. During 2020/21 the service has continued to offer sessions for people to talk about their thoughts and feelings.

### **Youth Counselling**

We received funding to set up a pilot for Youth counselling in the Test valley area which commenced in September 2015 and since this time we have delivered counselling sessions on a 1:1 basis for those aged 11-23. During 2020/21 the service has continued with the support of funding via corporate partnerships, with Andover Mind staff delivering counselling to young people across schools in the Andover and Winchester City area. Young people's mental health remains high on our service delivery priorities, and as an organisation we are looking at how we can better meet the needs of young people especially in the context of increased demand during and post Covid.

### **Repair Cafe**

The Repair Cafe is a free community-centred workshop where people can bring along their items that need fixing and then work alongside skilled volunteers to repair them. They can also get help upcycling items or modifying things such as clothing. The Repair Cafe was originally held in the Community Space at Andover Mind and we

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

also ran sessions in our pop-up shop based at the Chantry Centre in Andover. Our forward plans are to seek a venue in the Community that is easily accessible to the public with the space to accommodate visitors.

### **Ugly Duckling**

Ugly Duckling is a furniture repair and renovation service run by Andover Mind, for the local community. Ugly Duckling aims to help the environment by repairing and recycling donated furniture that would otherwise have gone to landfill, whilst at the same time providing work experience, social networks, and occupation and training opportunities to disadvantaged people who are involved in upcycling work.

### **Flower Garden Project**

Andover Mind received a small grant for 'The Flower Garden project' that sits beside the Ugly Duckling workshop premises. The project encourages service users and carers to come together to grow and tend Andover Mind's flower garden. Funding has enabled the project to purchase items for the project.

### **Marketing**

Our Marketing Assistant started in November 2019 and since then we have focused on centralising the communications process to ensure we're promoting a consistent message across all channels. We have increased our activity on social media with regular posting across both Andover Mind and Ugly Duckling accounts and have started to see a steady increase in our number of followers and people we're reaching. We have also introduced an internal and external newsletter. Going forward we are looking to increase our reach further and target areas such as Farnborough and Basingstoke, where we have seen less engagement up until now. We will also look to use our communications to increase our presence in the Mind network.

### **Timebanking**

Timebank is a way for people to help each other, share their skills and experience and earn time that can in turn be exchanged for some help they may need from somebody else. We have received funding and are looking for further funding to set an Andover Timebank up working together with Test Valley Borough Council and other local partners involved in this development

### **Blue Light Training**

Blue Light training is a national Mind initiative comprising resilience, line manager, peer support and trauma awareness training. We were part of Phases 1-3 of the Line Manager training delivering mental health in the workplace training for emergency services personnel. We worked with Police, Fire, Ambulance and Search & Rescue personnel and received good feedback. During 2018/19 we were not part of the Blue Light Programme, but following the submission of an Expression of Interest we were given licences to deliver all of the current Blue Light packages to the Emergency services. This final phase was due to last for a year period having commenced in July 2019. This was however extended to the end of 2020 in response to delays caused by

## **ANDOVER MIND**

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

Covid-19. During this reporting period, we held a virtual session to re-engage with Blue Light personnel and delivered a number of virtual taster sessions for each of the different licences. We chose not to continue with the purchase of further licences after this period.

#### **Financial Review**

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

During the year, the charity achieved an overall surplus of £348,731 (2020: £90,428), which has been added to reserves; £114,749 relating to unrestricted funds and £233,982 on restricted funds. At 31 March 2021 total funds stand at a balance of £820,941, which include restricted funds of £551,830 (see note 14).

The board of trustees at Andover Mind are acutely aware of the unspent balances in restricted funds which are largely as a result of the covid-19 pandemic with key contributors being decreased staff travel, a challenging external recruitment market and a focus on digital service delivery. The board of trustees endeavour to review this regularly and ensure the funds are invested in Andover Mind so that the charity is best placed to deliver quality, sustainable and covid-19 secure services.

#### **Principal Funding Sources**

The principal funding source for the charity is by contract income from Hampshire County Council and Clinical commissioning groups. Local authorities also run a number of smaller grant programmes.

As a result of increasing constraints on local authority expenditure, the charity has to seek funding from a much broader group of agencies, i.e. from grant applications to such groups as TVBC and Mind, from charitable trusts and corporate partnerships and by means of a wide variety of fundraising events. We are also working towards the development of income through a training resource across wider sectors in the community. During 2019 we recruited a Community Fundraising manager, following a review of our fundraising strategy to widen opportunities across a wider geographical area.

#### **Investment Policy**

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

#### **Reserves Policy**

In conjunction with service contracts, the charity has realigned its policy on reserves. In the event of loss of income, the Trustees seek to hold sufficient reserves to cover operating costs for a period of three months and termination payments for staff members and lease commitments. The Trustees seek to have between £125,000 to £160,000 in unrestricted funds. Restricted funds are excluded, as any such amounts held are for defined purposes.

## **ANDOVER MIND**

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

At 31 March 2021, general funds totalled £124,111 which is slightly below the reserves policy, however this will be kept under review especially given the uncertainty surrounding any further impact of the pandemic.

#### **Plans for Future Periods**

1. To continue to invest in business development to enable us to tender for our current services and other commissioning opportunities in line with our vision and funding strategy.
2. To invest resources in our services to bring added value to the service specification set out our main contracts.
3. To review our back office support and management structure to ensure it is aligned to the demands and size of the charity
4. To monitor and develop our fundraising plan with particular focus on legacy and digital fundraising.
5. To develop a young persons services offer
6. To further develop the Ugly Duckling project increasing operating days and selling platforms.
7. To develop and implement an organisational Marketing plan.
8. To recruit new trustees to the board of Andover Mind following a review of recruitment, selection and induction training of new trustees.
9. To understand the changing needs of our beneficiaries in light of COVID19 setting priority to the most affected.
10. Developing our experience and learning from the pandemic and offering services virtually, digitally and face to face.
11. To continue to invest in and develop our digital access and offer

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

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

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

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

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

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

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

**Auditors**

Knight Goodhead Ltd are the appointed auditors and a resolution proposing they continue in office will be proposed at the AGM.

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

Approved by the Executive Committee on 22 December 2021 and signed on its behalf by:



Mrs Anne Phillips  
**Chair of the Trustees**

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

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

### **Opinion**

We have audited the financial statements of Andover Mind for the year ended 31 March 2021, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards including Financial Reporting Standard 102: The Financial Reporting Standard applicable to the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021, and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis of opinion**

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

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

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

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

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

### **Other information**

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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

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

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

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

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

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

### **Responsibilities of the trustees**

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

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

### **Auditor's responsibilities for the audit of the financial statements**

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

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

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

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

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

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

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

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

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

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

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

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

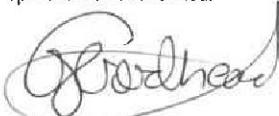
Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

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

**Use of our report**

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



**C.J GOODHEAD FCA**

**Senior Statutory Auditor**

**Knight Goodhead Limited**

Chartered Accountants and Statutory Auditors

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

Dated: 23 December 2021

**ANDOVER MIND**

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

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021  
(including Income and expenditure account)**

	Notes	Restricted funds £	Unrestricted funds £	2021 Total funds £	2020 Total funds £
<b>INCOME</b>					
Donations and legacies	3	13,661	13,151	26,812	22,881
Charitable activities	4	2,127,162	45,107	2,172,269	1,577,830
Fundraising income		1,552	13,609	15,161	15,688
Trading income	5	12,737	12,736	25,473	45,113
		<u>2,155,112</u>	<u>84,603</u>	<u>2,239,715</u>	<u>1,661,512</u>
Investment income		-	14	14	68
<b>TOTAL INCOME</b>		<u><b>2,155,112</b></u>	<u><b>84,617</b></u>	<u><b>2,239,729</b></u>	<u><b>1,661,580</b></u>
<b>EXPENDITURE</b>					
Voluntary income costs	6	-	182	182	194
Trading costs	6	-	16,740	16,740	12,552
		<u>-</u>	<u>16,922</u>	<u>16,922</u>	<u>12,746</u>
Charitable activities	6	1,697,054	177,022	1,874,076	1,558,406
<b>TOTAL EXPENDITURE</b>		<u><b>1,697,054</b></u>	<u><b>193,944</b></u>	<u><b>1,890,998</b></u>	<u><b>1,571,152</b></u>
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>	7	<b>458,058</b>	<b>(109,327)</b>	<b>348,731</b>	<b>90,428</b>
Transfers between funds	14,15	(224,076)	224,076	-	-
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>		<u><b>233,982</b></u>	<u><b>114,749</b></u>	<u><b>348,731</b></u>	<u><b>90,428</b></u>
<b>FUNDS AT 1 APRIL 2020</b>		<u><b>317,848</b></u>	<u><b>154,362</b></u>	<u><b>472,210</b></u>	<u><b>381,782</b></u>
<b>FUNDS AT 31 MARCH 2021</b>		<u><u><b>551,830</b></u></u>	<u><u><b>269,111</b></u></u>	<u><u><b>820,941</b></u></u>	<u><u><b>472,210</b></u></u>

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

**ANDOVER MIND**

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

COMPANY NUMBER: 2935549

**BALANCE SHEET AS AT 31 MARCH 2021**

		2021		2020	
	Notes	£	£	£	£
<b>FIXED ASSETS</b>					
Tangible assets	10		-		-
<b>CURRENT ASSETS</b>					
Debtors	11	126,389		93,574	
Cash at bank and in hand		<u>857,951</u>		<u>540,231</u>	
		984,340		633,805	
<b>CREDITORS: amounts falling due within one year</b>	12	<u>(163,399)</u>		<u>(161,595)</u>	
<b>NET CURRENT ASSETS</b>			820,941		472,210
<b>NET ASSETS</b>	16		<u>820,941</u>		<u>472,210</u>
<b>FUNDS</b>					
Restricted funds	14		551,830		317,848
Unrestricted funds					
General funds	15		124,111		109,362
Designated funds	15		<u>145,000</u>		<u>45,000</u>
<b>TOTAL FUNDS</b>			<u>820,941</u>		<u>472,210</u>

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

Approved by the board of trustees on 22 December 2021  
and signed on its behalf by



Mrs I Stevens  
Trustee

**ANDOVER MIND**

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

**CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	2021 £	2020 £
NET CASH FLOW PROVIDED BY OPERATING ACTIVITIES	1	317,706	70,931
CASH FLOWS FROM INVESTING ACTIVITIES			
Interest received		14	68
NET CASH FLOW		<u>317,720</u>	<u>70,999</u>
Change in cash and cash equivalents in the period		317,720	70,999
Cash and cash equivalent at start of the period		<u>540,231</u>	<u>469,232</u>
Cash and cash equivalents at the end of the period	2	<u>857,951</u>	<u>540,231</u>

**NOTES TO THE CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2021****1 RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2021 £	2020 £
Net movement in funds for the period	348,731	90,428
Interest received	(14)	(68)
Depreciation	-	4,340
(Increase)/decrease in debtors	(32,815)	(33,473)
(Decrease)/increase in creditors	1,804	9,704
Net cash flow from operating activities	<u>317,706</u>	<u>70,931</u>

**2 ANALYSIS OF CASH AND CASH EQUIVALENTS**

	2021 £	2020 £
Cash at bank and in hand	<u>857,951</u>	<u>540,231</u>

## **ANDOVER MIND**

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

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021**

#### **1 ACCOUNTING POLICIES**

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

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

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

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

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

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

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

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

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

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

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

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

## ANDOVER MIND

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

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

#### 1 ACCOUNTING POLICIES (CONTINUED)

##### d) Operating leases

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

##### e) Tangible fixed assets

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

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

##### f) Funds

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

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

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

#### 2 LEGAL STATUS

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

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

**ANDOVER MIND**

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

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021****3 DONATIONS AND LEGACIES**

	Restricted funds £	Unrestricted funds £	2021 Total £	2020 Total £
<i>Donations and similar income</i>				
General donations	13,661	13,151	26,812	15,165
Legacies	-	-	-	7,716
	<u>13,661</u>	<u>13,151</u>	<u>26,812</u>	<u>22,881</u>

**4 CHARITABLE ACTIVITIES INCOME**

<i>Grants and Contracts</i>				
Hampshire CC Social Services	1,593,788	-	1,593,788	1,329,697
Hampshire County Council	111,386	-	111,386	-
NHS Surrey & Borders Partnership Foundation Trust	162,000	-	162,000	78,884
Central Government - CJRS income	-	21,907	21,907	-
Simply Health	55,795	-	55,795	63,841
West Hants CCG	68,646	-	68,646	36,123
Hampshire CIC	56,568	-	56,568	20,082
National Mind	21,834	-	21,834	13,000
Tri-Locality Care (TLC) Limited	-	5,649	5,649	8,081
Mid Hampshire Health Care Ltd	-	3,151	3,151	7,599
RCS Ltd	-	-	-	6,250
Schroder Charity Trust	4,000	-	4,000	5,000
PHL Integrated care	-	-	-	4,137
Walter Guinness Trust	3,000	-	3,000	2,000
Test Valley Borough Council	19,306	14,400	33,706	2,636
Co-op	-	-	-	500
Edward Gostlin	5,000	-	5,000	-
The Saintbury Trust	5,000	-	5,000	-
Chine Medical Practice	14,009	-	14,009	-
Fleet Medical Centre	6,830	-	6,830	-
	<u>2,127,162</u>	<u>45,107</u>	<u>2,172,269</u>	<u>1,577,830</u>

**5 TRADING INCOME**

Shop income	5,433	-	5,433	14,134
Restaurant income	35	-	35	1,118
Counselling income	-	2,185	2,185	10,269
Training income	4,750	1,533	6,283	4,321
Placements income	-	2,240	2,240	1,320
Rental income	1,083	6,135	7,218	10,475
Sundry income	1,436	643	2,079	3,476
	<u>12,737</u>	<u>12,736</u>	<u>25,473</u>	<u>45,113</u>

**ANDOVER MIND**

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

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021**

6 EXPENDITURE	Voluntary income	Fundraising and trading	Charitable activities	Total 2021	Total 2020
	£	£	£	£	£
<b>COSTS DIRECTLY ALLOCATED TO ACTIVITIES</b>					
Employed staff costs (see note 8)	-	-	1,369,356	1,369,356	1,162,189
Consultancy and resources	-	-	15,840	15,840	21,547
Travelling expenses	-	-	14,726	14,726	46,158
Volunteer and student expenses	-	-	5,679	5,679	6,162
Training and recruitment	-	-	3,576	3,576	2,484
Canteen and Ugly Duckling consumables	-	-	1,129	1,129	3,125
Advertising and promotion	-	-	898	898	2,707
Subscriptions	-	-	3,725	3,725	6,261
Repairs and maintenance	-	-	29,067	29,067	17,486
COVID expenses including PPE	-	-	9,235	9,235	-
Carers wellbeing COVID support	-	-	103,636	103,636	-
	-	-	1,556,867	1,556,867	1,268,119
<b>SUPPORT COSTS ALLOCATED TO ACTIVITIES</b>					
Staff costs (see note 8)	-	11,257	101,316	112,573	72,694
Human resources	-	-	1,377	1,377	2,888
Rent and rates	-	3,336	107,856	111,192	107,837
Insurance	-	-	10,431	10,431	8,651
Telephone	-	1,057	34,177	35,234	29,357
Printing, postage and stationery	182	1,090	35,061	36,333	38,876
Audit and accountancy fees	-	-	4,873	4,873	3,913
Bookkeeping and payroll fees	-	-	9,935	9,935	10,849
Trustee expenses	-	-	462	462	1,992
Legal and professional	-	-	11,511	11,511	8,042
Bank charges	-	-	210	210	485
Depreciation	-	-	-	-	4,340
Dilapidations	-	-	-	-	13,109
	182	16,740	317,209	334,131	303,033
<b>TOTAL EXPENDITURE</b>	<b>182</b>	<b>16,740</b>	<b>1,874,076</b>	<b>1,890,998</b>	<b>1,571,152</b>

## ANDOVER MIND

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

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

#### 7 NET INCOME FOR THE YEAR

This is stated after charging:	<b>2021</b>	<b>2020</b>
	£	£
Depreciation	-	4,340
Auditors' remuneration:		
- audit	3,000	2,900
- other services	11,808	11,862
	<u>11,808</u>	<u>11,862</u>

#### 8 EMPLOYED STAFF COSTS AND NUMBERS

Employed staff costs were as follows:	<b>2021</b>	<b>2020</b>
	£	£
Salaries and wages	1,368,823	1,151,104
Social security costs	86,486	64,704
Pension	26,620	19,075
	<u>1,481,929</u>	<u>1,234,883</u>

No employee earned more than £60,000 during this or the prior year.

At the year end there were outstanding pension contributions payable of £5,049 (2020: £4,352). Total pension contributions of £26,620 (2020: £19,075) were paid by the charity and are included in the SOFA.

Key management comprises four individuals who were paid a total of £155,488 (2020: £163,042).

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

	<b>2021</b>	<b>2020</b>
	No.	No.
Direct charitable work	81	75
Administration	7	7
	<u>88</u>	<u>82</u>

#### 9 TAXATION

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

**ANDOVER MIND**

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

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021**

## 10 TANGIBLE FIXED ASSETS

	Leasehold improvements £	Furniture & equipment £	Total £
<b>COST OR VALUATION</b>			
At 1 April 2020 and 31 March 2021	<u>68,593</u>	<u>18,965</u>	<u>87,558</u>
<b>DEPRECIATION</b>			
At 1 April 2020 and 31 March 2021	<u>68,593</u>	<u>18,965</u>	<u>87,558</u>
<b>NET BOOK VALUE</b>			
At 31 March 2021	<u>-</u>	<u>-</u>	<u>-</u>
At 1 April 2020	<u>-</u>	<u>-</u>	<u>-</u>

## 11 DEBTORS

	2021 £	2020 £
Trade debtors	105,012	71,365
Prepayments and accrued income	17,086	18,802
Other debtors	<u>4,291</u>	<u>3,407</u>
	<u>126,389</u>	<u>93,574</u>

## 12 CREDITORS: amounts falling due within one year

	2021 £	2020 £
Trade creditors	9,747	11,242
Other taxation and social security	23,221	20,283
Other creditors	6,641	4,422
Accruals and deferred income	<u>123,790</u>	<u>125,648</u>
	<u>163,399</u>	<u>161,595</u>

## 13 DEFERRED INCOME

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

	£
Income deferred in year to 31 March 2021	82,591
Amounts released from previous years	<u>(84,700)</u>
Net movement to income	<u>(2,109)</u>

**ANDOVER MIND**

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

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021****14 RESTRICTED FUNDS**

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Dementia Advice - Test Valley and Eastleigh	17,791	-	(17,791)	-	-
Dementia Advice - Basingstoke and Deane	2,390	-	(2,390)	-	-
Dementia Advice - Hart and Rushmoor	4,400	-	(4,400)	-	-
Dementia Advice - Winchester	2,511	-	(2,511)	-	-
Carer Support and Dementia Advice - North Hants	8,885	239,581	(189,514)	(22,703)	36,249
Carer Support and Dementia Advice - West & South West Hants	24,752	382,542	(270,778)	(51,097)	85,419
Carer Support and Dementia Advice - South East Hants	4,265	308,110	(249,302)	(28,468)	34,605
Well Being Test Valley	41,231	182,716	(136,506)	(23,120)	64,321
Well Being Basingstoke	58,525	240,879	(195,568)	(34,596)	69,240
Well Being Hart and Rushmoor	83,087	274,370	(217,613)	(24,472)	115,372
Ugly Duckling	-	29,947	(26,029)	(2,600)	1,318
Youth Counselling	26,273	55,357	(39,891)	(6,851)	34,888
Repair café	4,155	-	-	-	4,155
Safe Haven	5,973	72,035	(61,950)	(5,736)	10,322
Springboard	6,374	13,674	(2,972)	(5,405)	11,671
Garden Project	2,356	-	(226)	-	2,130
Time Banking	2,000	-	-	-	2,000
Basingstoke Primary Care	2,648	32,511	(23,663)	(2,000)	9,496
Andover Primary Care	10,788	56,568	(35,629)	(3,050)	28,677
Aldershot and Farnborough Primary Care	3,091	-	-	(3,091)	-
White Water Loddon Primary Care	-	14,009	(9,090)	(1,818)	3,101
Fleet Primary Care	-	6,830	(4,997)	(1,000)	833
Andover Primary Care - Pears Foundation	-	9,856	(8,699)	(660)	497
Blue Light	6,353	-	(6,353)	-	-
COVID-19 grants	-	38,892	(38,892)	-	-
Community Connectors - Aldershot and Farnborough	-	90,000	(48,655)	(7,409)	33,936
Carers Wellbeing	-	103,635	(103,635)	-	-
Mind - Influence and Participation	-	1,800	-	-	1,800
Mind - Equality Improvement	-	1,800	-	-	1,800
	<u>317,848</u>	<u>2,155,112</u>	<u>(1,697,054)</u>	<u>(224,076)</u>	<u>551,830</u>

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

The board of trustees at Andover Mind are acutely aware of the unspent balances in restricted funds which are largely as a result of the covid-19 pandemic with key contributors being decreased staff travel, a challenging external recruitment market and a focus on digital service delivery. The board of trustees endeavour to review this regularly and ensure the funds are invested in Andover Mind so that the charity is best placed to deliver quality, sustainable and covid-19 secure services.

## **ANDOVER MIND**

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

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021**

#### 14 RESTRICTED FUNDS (continued)

##### *Purposes of restricted funds*

##### **Dementia Advice - Andover, Test Valley and Eastleigh**

**Dementia Advice - Basingstoke and Deane**

**Dementia Advice - Hart and Rushmoor**

**Dementia Advice - Winchester**

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

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

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

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

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

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

##### **Ugly Duckling**

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

##### **Youth Counselling**

A counselling service supporting young people between the age of 11-23 years with 1:1 sessions. delivered across the Andover and Winchester areas in schools, and community venues.

##### **Repair Café**

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

##### **Safe Haven**

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

##### **Springboard**

During 2017/18, the Springboard project, funded by Hampshire County Council, helped to support young people and their families across the Test Valley to build emotional resilience. The programme delivers early intervention to children aged 9 to 11 years-old, to help to prevent or reduce childhood anxiety, and improve children's ability to cope in challenging situations. Emotional resilience and coping skills are taught through a variety of activities, with the sessions being based on the Friends for Life programme. The Springboard project also offers Well-being workshops for parents, to support their own mental health.

##### **Garden Project**

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

## **ANDOVER MIND**

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

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021**

#### **14 RESTRICTED FUNDS (continued)**

##### **Time Banking**

Timebank is a way for people to help each other, share their skills and experience and earn time that can in turn be exchanged for some help they may need from somebody else. We have received funding and are looking for further funding to set an Andover timebank up.

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

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

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

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

##### **Aldershot and Farnborough Primary Care**

In Aldershot and Farnborough funding continues for a number of Community Connector roles as part of the Frimley Community Mental Health Transformation project. This started in June 2020 and is set to continue into the next phase which may include recruitment of peer support workers.

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

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

##### **Fleet Primary Care**

After gathering feedback from a pilot at Fleet Medical Centre, we commenced a 2 day post again carrying out a successful triage and assessment service. Most appointments are booked via the GP, and on some occasions, the GP receptionist. The service covers 4 surgeries within the PCN.

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

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

##### **Blue Light**

Blue light is a national Mind initiative comprising resilience, line manager, peer support and trauma awareness training. Andover Mind has been part of phases 1-3. The final phase was due to commence in July 2020 but was delayed due to Covid. During the reporting period we secured licensing to deliver taster sessions of all of the different packages and also hosted a virtual networking event.

##### **COVID-19 grants**

Grants received from National Mind and Hampshire, Southampton and Isle of Wight Clinical Commissioning Group to strengthen our practical approach to Covid-19. The purpose of the grants was to equip us to protect staff and service users and minimise the disruption to any service provision.

##### **Community Connectors**

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

## ANDOVER MIND

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

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

#### 14 RESTRICTED FUNDS (continued)

##### Carers Wellbeing

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

##### Mind - Influence and Participation

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

##### Mind - Equality Improvement

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

#### 15 UNRESTRICTED FUNDS

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
DESIGNATED FUNDS:					
Development fund	45,000	-	(15,840)	20,840	50,000
Communications and Marketing	-	-	-	35,000	35,000
Young Persons Services	-	-	-	30,000	30,000
Ugly Duckling	-	-	-	15,000	15,000
Building development fund	-	-	-	15,000	15,000
Total designated funds	45,000	-	(15,840)	115,840	145,000
General funds	109,362	84,617	(178,104)	108,236	124,111
Total unrestricted funds	154,362	84,617	(193,944)	224,076	269,111

##### *Purposes of designated funds*

##### Development Fund

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

##### Communications and Marketing

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

##### Young Persons Services

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

##### Ugly Duckling

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

##### Building development fund

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

**ANDOVER MIND**

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

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021****16 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Restricted funds</b>	<b>Designated funds</b>	<b>General funds</b>	<b>Total funds</b>
	£	£	£	£
<i>Year ended 31 March 2021</i>				
Debtors	100,450	-	25,939	126,389
Cash at bank and in hand	523,371	145,000	189,580	857,951
Creditors	<u>(71,991)</u>	-	<u>(91,408)</u>	<u>(163,399)</u>
<b>NET ASSETS</b>	<u><b>551,830</b></u>	<u><b>145,000</b></u>	<u><b>124,111</b></u>	<u><b>820,941</b></u>

	<b>Restricted funds</b>	<b>Designated funds</b>	<b>General funds</b>	<b>Total funds</b>
	£	£	£	£
<i>Year ended 31 March 2020</i>				
Debtors	82,326	-	11,248	93,574
Cash at bank and in hand	320,222	45,000	175,009	540,231
Creditors	<u>(84,700)</u>	-	<u>(76,895)</u>	<u>(161,595)</u>
<b>NET ASSETS</b>	<u><b>317,848</b></u>	<u><b>45,000</b></u>	<u><b>109,362</b></u>	<u><b>472,210</b></u>

**17. TRUSTEE EXPENSES**

Trustees were reimbursed expenses during this year of £123 (2020: £102). No trustee received any remuneration in the current or prior year.

During the year, trustee professional indemnity insurance of £1,788 (2020: £1,788) was paid by the charity.

**18. OPERATING LEASE COMMITMENTS**

At 31 March 2021, the charity had total commitments under non-cancellable operating leases, due as follows:

	<b>2021</b>	<b>2020</b>
	£	£
Within one year	58,986	50,279
Between one to two years	29,650	33,723
Between two and five years	-	20,292
	<u><b>88,636</b></u>	<u><b>104,294</b></u>

**19 RELATED PARTY TRANSACTIONS**

There were no related party transactions during the year.

**ANDOVER MIND**

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

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021****20 POST BALANCE SHEET EVENT - COVID 19**

The Board of Trustees at Andover Mind are acutely aware of the impact Covid-19 has had over the last 21 months and may continue to have in the short, medium and long term on the UK as a whole as well as locally and at Andover Mind. The Charity remains a going concern and the Trustees continue to assess the solvency and liquidity risks facing the company in light of Covid-19 and other factors. The Charity has seen no significant decrease in funding as a result of Covid-19, with considerable support given by the Government and County Council- we see the services we provide as critical in support of our existing and new service users in light of the mental health impact of a global pandemic. It is acknowledged by the Trustees, that face to face fundraising on a corporate and public level will remain challenging for some time, and fundraising activities continue to be planned in a Covid-secure fashion.

**21 PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES**

	<b>Restricted funds</b>	<b>Unrestricted funds</b>	<b>2020 Total funds</b>
	£	£	£
<b>INCOME</b>			
Donations and legacies	11,104	11,777	22,881
Charitable activities	1,558,013	19,817	1,577,830
Fundraising income	2,068	13,620	15,688
Trading income	19,572	25,541	45,113
	<u>1,590,757</u>	<u>70,755</u>	<u>1,661,512</u>
Investment income	-	68	68
<b>TOTAL INCOME</b>	<b><u>1,590,757</u></b>	<b><u>70,823</u></b>	<b><u>1,661,580</u></b>
<b>EXPENDITURE</b>			
Voluntary income costs	-	194	194
Trading costs	-	12,552	12,552
	<u>-</u>	<u>12,746</u>	<u>12,746</u>
Charitable activities	1,355,531	202,875	1,558,406
<b>TOTAL EXPENDITURE</b>	<b><u>1,355,531</u></b>	<b><u>215,621</u></b>	<b><u>1,571,152</u></b>
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>	<b>235,226</b>	<b>(144,798)</b>	<b>90,428</b>
Transfers between funds	(166,389)	166,389	-
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>	<b><u>68,837</u></b>	<b><u>21,591</u></b>	<b><u>90,428</u></b>
<b>FUNDS AT 1 APRIL 2019</b>	<b><u>249,011</u></b>	<b><u>132,771</u></b>	<b><u>381,782</u></b>
<b>FUNDS AT 31 MARCH 2020</b>	<b><u>317,848</u></b>	<b><u>154,362</u></b>	<b><u>472,210</u></b>

**ANDOVER MIND**

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

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021**

## 22 PRIOR YEAR FUND MOVEMENTS

RESTRICTED FUNDS	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Dementia Advice - Test Valley and Eastleigh	28,356	39,697	(40,751)	(27,302)	-
Dementia Advice - Basingstoke and Deane	3,128	34,794	(31,998)	(3,534)	2,390
Dementia Advice - Hart and Rushmoor	3,739	27,559	(25,853)	(1,045)	4,400
Dementia Advice - Winchester	7,293	26,718	(21,665)	(9,835)	2,511
Carer Support and Dementia Advice - North Hants	-	141,582	(124,231)	(8,466)	8,885
Carer Support and Dementia Advice - West & South West Hants	-	223,194	(187,915)	7,264	42,543
Carer Support and Dementia Advice - South East Hants	-	179,478	(166,600)	(8,613)	4,265
Well Being Test Valley	29,775	171,068	(139,706)	(19,906)	41,231
Well Being Basingstoke	55,222	237,803	(205,024)	(29,476)	58,525
Well Being Hart and Rushmoor	71,798	266,204	(217,886)	(37,029)	83,087
Ugly Duckling	-	31,295	(28,830)	(2,465)	-
Youth Counselling	16,991	65,844	(50,938)	(5,624)	26,273
Repair café	4,919	375	(1,139)	-	4,155
Safe Haven	3,278	73,126	(64,695)	(5,736)	5,973
Springboard	19,959	27,113	(28,968)	(11,730)	6,374
Garden Project	2,553	-	(197)	-	2,356
Time Banking	2,000	-	-	-	2,000
Basingstoke Primary Care	-	16,881	(13,233)	(1,000)	2,648
Andover Primary Care	-	14,142	(2,337)	(1,017)	10,788
Aldershot and Farnborough Primary Care	-	6,884	(2,918)	(875)	3,091
Blue Light	-	7,000	(647)	-	6,353
	<u>249,011</u>	<u>1,590,757</u>	<u>(1,355,531)</u>	<u>(166,389)</u>	<u>317,848</u>

UNRESTRICTED FUNDS	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
DESIGNATED FUNDS:					
Development fund	37,500	-	(9,356)	16,856	45,000
Capital fund	4,340	-	(4,340)	-	-
Total designated funds	<u>41,840</u>	<u>-</u>	<u>(13,696)</u>	<u>16,856</u>	<u>45,000</u>
General funds	<u>90,931</u>	<u>70,823</u>	<u>(201,925)</u>	<u>149,533</u>	<u>109,362</u>
Total unrestricted funds	<u>132,771</u>	<u>70,823</u>	<u>(215,621)</u>	<u>166,389</u>	<u>154,362</u>