

Annual report and accounts 2022/23

Charity registration number 1039094
Company registration number 2935549



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

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

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

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

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

This report shows how.

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Andover Mind colleagues at an NHS event Basingstoke Health Hub.



Foreword

Welcome to the annual report and accounts for Andover Mind.

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

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

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

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

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

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

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

James Brown
Interim chair of trustees
Andover Mind



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

Reference and administrative information

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

Board of trustees

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

Senior leadership team

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

Auditors

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

Bankers

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





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

Structure, governance and management

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

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

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

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

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

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

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

Governing document

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

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

Responsibilities of the board of trustees

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

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

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

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

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

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

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

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

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



Recruitment and appointment of executive committee

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

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

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

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

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

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

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

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

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

Stakeholders, partners and communication

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

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

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

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

Objectives and activities

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

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

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

Our strategic objectives are:

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

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

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

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

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

Our values are:

Open

We reach out to anyone who needs us.

Responsive

We listen, we act.

Together

We're stronger in partnerships.

Independent

We speak out fearlessly.

Unstoppable

We never give up.

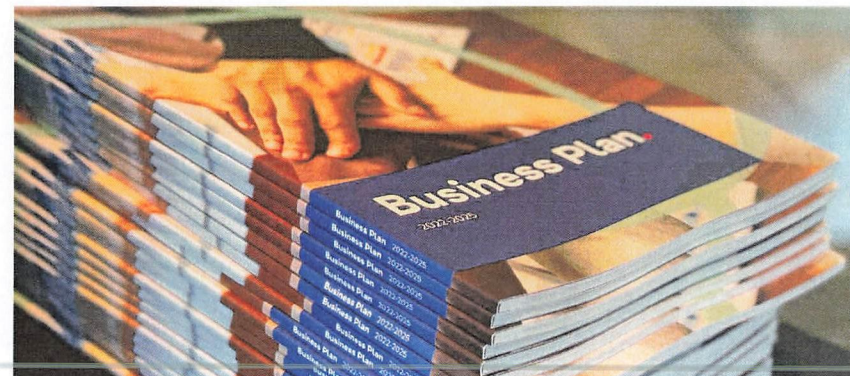
To maintain our affiliation to National Mind, we comply with the accreditation process for quality standards. This ensures that each local organisation meets National Mind's quality standards of governance and service delivery.

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

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

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

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



Achievements and performance

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

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

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

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

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

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

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

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

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

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

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

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

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

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





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

Financial review

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

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

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

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

Principal funding sources

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

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

Investment policy

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

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

Reserves policy

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

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

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

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

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

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

Risk management

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

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

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

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

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

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

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

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

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

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



Plans for the future

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

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

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

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

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

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

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

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

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

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

Auditors

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

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

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

Judith Davey-Cole
Chair of trustees
Andover Mind

29/11/23

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

Service user

ANDOVER MIND

(A company limited by guarantee)

Responsibilities of the Executive Committee

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

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

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

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

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND

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

Opinion

We have audited the financial statements of Andover Mind for the year ended 31 March 2023, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards including Financial Reporting Standard 102: The Financial Reporting Standard applicable to the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis of opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND

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

Matters on which we are required to report by exception

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

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

Responsibilities of the trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND

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

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

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

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

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

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

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

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

Use of our report

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



CJ GOODHEAD FCA

Senior Statutory Auditor

Knight Goodhead Limited

Chartered Accountants and Statutory Auditors

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

Dated: 13 December 2023

ANDOVER MIND

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

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023
(including Income and expenditure account)**

		Restricted funds	Unrestricted funds	2023 Total funds	2022 Total funds
	Notes	£	£	£	£
INCOME					
Donations and legacies	3	4,264	8,533	12,797	12,656
Charitable activities	4	2,984,693	8,550	2,993,243	2,409,964
Fundraising income		1,231	17,190	18,421	12,425
Trading income	5	14,076	22,873	36,949	26,885
		<u>3,004,264</u>	<u>57,146</u>	<u>3,061,410</u>	<u>2,461,930</u>
Investment income		-	-	-	3
TOTAL INCOME		<u>3,004,264</u>	<u>57,146</u>	<u>3,061,410</u>	<u>2,461,933</u>
EXPENDITURE					
Voluntary income costs	6	-	480	480	147
Trading costs	6	-	23,084	23,084	17,966
		<u>-</u>	<u>23,564</u>	<u>23,564</u>	<u>18,113</u>
Charitable activities	6	2,441,051	314,929	2,755,980	2,182,817
TOTAL EXPENDITURE		<u>2,441,051</u>	<u>338,493</u>	<u>2,779,544</u>	<u>2,200,930</u>
NET INCOME/(EXPENDITURE) FOR THE YEAR	7	563,213	(281,347)	281,866	261,003
Transfers between funds	14,15	(282,115)	282,115	-	-
NET MOVEMENT IN FUNDS FOR THE YEAR		<u>281,098</u>	<u>768</u>	<u>281,866</u>	<u>261,003</u>
FUNDS AT 1 APRIL 2022		<u>753,449</u>	<u>328,495</u>	<u>1,081,944</u>	<u>820,941</u>
FUNDS AT 31 MARCH 2023		<u><u>1,034,547</u></u>	<u><u>329,263</u></u>	<u><u>1,363,810</u></u>	<u><u>1,081,944</u></u>

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

ANDOVER MIND

COMPANY NUMBER: 2935549

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

BALANCE SHEET AS AT 31 MARCH 2023

		2023		2022	
	Notes	£	£	£	£
FIXED ASSETS					
Tangible assets	10		27,953		8,027
CURRENT ASSETS					
Debtors	11	310,366		451,170	
Cash at bank and in hand		<u>1,235,959</u>		<u>1,160,533</u>	
		1,546,325		1,611,703	
CREDITORS: amounts falling due within one year	12	<u>(210,468)</u>		<u>(537,786)</u>	
NET CURRENT ASSETS			1,335,857		1,073,917
NET ASSETS	16		<u><u>1,363,810</u></u>		<u><u>1,081,944</u></u>
FUNDS					
Restricted funds	14		1,034,547		753,449
Unrestricted funds					
General funds	15		249,263		183,495
Designated funds	15		<u>80,000</u>		<u>145,000</u>
TOTAL FUNDS			<u><u>1,363,810</u></u>		<u><u>1,081,944</u></u>

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

Approved by the board of trustees on
and signed on its behalf by

Trustee

JDCole 29/11/23

JUDITH DAVEY-COLE

Tim Foy 30/11/2023

TIM FOY

ANDOVER MIND

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

CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2022 £
NET CASH FLOW PROVIDED BY OPERATING ACTIVITIES	1	108,460	314,620
CASH FLOWS FROM INVESTING ACTIVITIES			
Interest received		-	3
CASH FLOWS FROM FINANCING ACTIVITIES			
Fixed asset additions		(33,034)	(12,041)
NET CASH FLOW		<u>75,426</u>	<u>302,582</u>
Change in cash and cash equivalents in the period		75,426	302,582
Cash and cash equivalent at start of the period		<u>1,160,533</u>	<u>857,951</u>
Cash and cash equivalents at the end of the period	2	<u>1,235,959</u>	<u>1,160,533</u>

NOTES TO THE CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2023**1 RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2023 £	2022 £
Net movement in funds for the period	281,866	261,003
Interest received	-	(3)
Depreciation	13,108	4,014
Decrease/(increase) in debtors	140,804	(324,781)
(Decrease)/increase in creditors	(327,318)	374,387
Net cash flow from operating activities	<u>108,460</u>	<u>314,620</u>

2 ANALYSIS OF CASH AND CASH EQUIVALENTS

	2023 £	2022 £
Cash at bank and in hand	<u>1,235,959</u>	<u>1,160,533</u>

ANDOVER MIND

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

1 ACCOUNTING POLICIES

a) Accounting convention

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

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

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

b) Income

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

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

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

c) Expenditure

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

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

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

ANDOVER MIND

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

1 ACCOUNTING POLICIES (CONTINUED)

d) Operating leases

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

e) Tangible fixed assets

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

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

f) Funds

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

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

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

g) Financial instruments

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

2 LEGAL STATUS

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

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

ANDOVER MIND

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023**3 DONATIONS AND LEGACIES**

	Restricted funds £	Unrestricted funds £	2023 Total £	2022 Total £
<i>Donations and similar income</i>				
General donations	4,264	8,533	12,797	12,656
	<u>4,264</u>	<u>8,533</u>	<u>12,797</u>	<u>12,656</u>

4 CHARITABLE ACTIVITIES INCOME

<i>Grants and Contracts</i>				
Hampshire CC Social Services	1,206,887	-	1,206,887	1,694,005
Hampshire County Council	-	-	-	175,146
NHS Surrey & Borders Partnership Foundation Trust	255,061	-	255,061	155,400
Central Government - CJRS income	-	-	-	650
West Hants CCG	21,247	-	21,247	34,753
Hampshire Mind CIC	974,038	-	974,038	135,375
National Mind	2,879	-	2,879	-
Tri-Locality Care (TLC) Limited	-	-	-	4,995
Mid Hampshire Health Care Ltd	318,764	8,550	327,314	118,000
Solent Mind	-	-	-	25,159
Test Valley Borough Council	2,500	-	2,500	13,172
Chine Medical Practice	10,516	-	10,516	18,029
Fleet Medical Centre	7,550	-	7,550	13,014
Rural West PCN	-	-	-	2,722
NHS Hants, Southampton and Isle of Wight	144,510	-	144,510	994
NHS Frimley	-	-	-	8,550
NHS Portsmouth	-	-	-	10,000
Vivid Housing	3,778	-	3,778	-
Oakley Health Group	28,964	-	28,964	-
East Hampshire District Council	500	-	500	-
Sovereign	7,499	-	7,499	-
	<u>2,984,693</u>	<u>8,550</u>	<u>2,993,243</u>	<u>2,409,964</u>

5 TRADING INCOME

Shop income	9,579	-	9,579	10,189
Counselling income	-	4,449	4,449	1,300
Training income	-	-	-	280
Placements income	-	1,680	1,680	2,800
Rental income	2,496	1,670	4,166	7,104
Sundry income	2,001	15,074	17,075	5,212
	<u>14,076</u>	<u>22,873</u>	<u>36,949</u>	<u>26,885</u>

ANDOVER MIND

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

6 EXPENDITURE	Voluntary income	Fundraising and trading	Charitable activities	Total 2023	Total 2022
	£	£	£	£	£
COSTS DIRECTLY ALLOCATED TO ACTIVITIES					
Employed staff costs (see note 8)	-	-	1,995,798	1,995,798	1,629,045
Consultancy and resources	-	-	8,113	8,113	9,477
Travelling expenses	-	-	55,547	55,547	39,482
Volunteer and student expenses	-	-	8,442	8,442	7,037
Training and recruitment	-	-	38,560	38,560	20,462
Canteen and Ugly Duckling consumables	-	-	1,343	1,343	2,035
Advertising and promotion	-	-	11,937	11,937	351
Subscriptions	-	-	29,657	29,657	5,699
Repairs and maintenance	-	-	96,959	96,959	42,756
COVID expenses including PPE	-	-	5,296	5,296	5,600
Carers wellbeing COVID support	-	-	3,658	3,658	76,786
Dementia and Falls Service	-	-	39,784	39,784	-
	-	-	2,295,094	2,295,094	1,838,730
SUPPORT COSTS ALLOCATED TO ACTIVITIES					
Staff costs (see note 8)	-	15,461	139,145	154,606	129,797
Human resources	-	-	4,769	4,769	2,680
Rent and rates	-	3,460	111,887	115,347	102,946
Insurance	-	-	15,782	15,782	11,934
Telephone	-	1,282	41,456	42,738	33,835
Printing, postage and stationery	134	806	25,920	26,860	25,183
Computer costs	346	2,075	66,739	69,160	4,232
Audit and accountancy fees	-	-	7,110	7,110	4,843
Bookkeeping and payroll fees	-	-	13,110	13,110	9,540
Trustee expenses	-	-	7,990	7,990	18,217
Legal and professional	-	-	13,546	13,546	14,713
Bank charges	-	-	324	324	266
Depreciation	-	-	13,108	13,108	4,014
	480	23,084	460,886	484,450	362,200
TOTAL EXPENDITURE	480	23,084	2,755,980	2,779,544	2,200,930

ANDOVER MIND

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

7 NET INCOME/(EXPENDITURE) FOR THE YEAR

This is stated after charging:	2023 £	2022 £
Depreciation	13,108	4,014
Auditors' remuneration:		
- audit	3,500	3,000
- other services	16,720	11,383
	<u>16,720</u>	<u>11,383</u>

8 EMPLOYED STAFF COSTS AND NUMBERS

Employed staff costs were as follows:	2023 £	2022 £
Salaries and wages	1,964,096	1,621,412
Social security costs	147,225	105,781
Pension	39,083	31,649
	<u>2,150,404</u>	<u>1,758,842</u>

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

At the year end there were outstanding pension contributions payable of £8,692 (2022: £8,104). Total pension contributions of £39,083 (2022: £31,649) were paid by the charity and are included in the SOFA.

Key management comprises nine individuals who were paid a total of £292,037 (2022: £212,325 to seven individuals).

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

	2023 No.	2022 No.
Direct charitable work	108	94
Administration	7	7
	<u>115</u>	<u>101</u>

9 TAXATION

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

ANDOVER MIND

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

10 TANGIBLE FIXED ASSETS

	Leasehold improvements £	Furniture & equipment £	Computer equipment £	Total £
COST OR VALUATION				
At 1 April 2022	68,593	18,965	12,041	99,599
Additions in year	<u>22,995</u>	-	<u>10,039</u>	<u>33,034</u>
At 31 March 2023	<u>91,588</u>	<u>18,965</u>	<u>22,080</u>	<u>132,633</u>
DEPRECIATION				
At 1 April 2022	68,593	18,965	4,014	91,572
Charge for the year	<u>5,749</u>	-	<u>7,359</u>	<u>13,108</u>
At 31 March 2023	<u>74,342</u>	<u>18,965</u>	<u>11,373</u>	<u>104,680</u>
NET BOOK VALUE				
At 31 March 2023	<u>17,246</u>	-	<u>10,707</u>	<u>27,953</u>
At 1 April 2022	<u>-</u>	-	<u>8,027</u>	<u>8,027</u>

11 DEBTORS

	2023 £	2022 £
Trade debtors	209,060	429,326
Prepayments and accrued income	17,679	12,737
Other debtors	<u>83,627</u>	<u>9,107</u>
	<u>310,366</u>	<u>451,170</u>

12 CREDITORS: amounts falling due within one year

	2023 £	2022 £
Trade creditors	27,424	20,116
Other taxation and social security	36,876	39,765
Other creditors	9,058	8,807
Accruals and deferred income	<u>137,110</u>	<u>469,098</u>
	<u>210,468</u>	<u>537,786</u>

ANDOVER MIND

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

13 DEFERRED INCOME

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

	£
Income deferred in year to 31 March 2023	111,508
Amounts released from previous years	<u>(440,837)</u>
Net movement to income	<u>(329,329)</u>

14 RESTRICTED FUNDS

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Carer Support and Dementia Advice - North Hants	40,057	255,100	(254,488)	(21,224)	19,445
Carer Support and Dementia Advice - West & South West Hants	65,606	406,334	(395,188)	(33,810)	42,942
Carer Support and Dementia Advice - South East Hants	40,735	329,031	(319,471)	(27,335)	22,960
Well Being Test Valley	49,520	75,619	(117,263)	(6,050)	1,826
Well Being Basingstoke	78,104	102,755	(86,982)	(8,544)	85,333
Well Being Hart and Rushmoor	93,572	115,935	(108,735)	(9,402)	91,370
Wellbeing Romsey and North Baddesley	-	29,093	(12,567)	(3,325)	13,201
Wellbeing Hub North Hants Farnborough	-	134,843	(109,330)	(15,392)	10,121
Wellbeing Hub Mid Hants (Andover)	-	87,369	(75,267)	(9,973)	2,129
Wellbeing Hub North Hants (Basingstoke)	-	124,552	(97,151)	(14,026)	13,375
Ugly Duckling	-	14,413	(7,339)	(7,074)	-
Be You (formerly Youth Counselling)	8,972	7,189	(18,091)	10,364	8,434
Repair café	4,330	923	(10)	-	5,243
Safe Haven - Aldershot and Farnborough	8,556	72,123	(69,934)	(6,000)	4,745
Safe Haven - Mid-Hants	13,935	183,010	(152,791)	(15,226)	28,928
Safe Haven - extra funding	-	135,750	(22,496)	(11,294)	101,960
Springboard	11,671	-	-	(11,671)	-
Garden Project	1,855	-	(119)	-	1,736
Basingstoke Primary Care	12,685	18,965	(19,992)	(1,579)	10,079
Andover Primary Care	28,435	56,966	(52,332)	(1,961)	31,108
White Water Loddon Primary Care	7,081	10,517	(10,497)	(875)	6,226
Fleet Primary Care	-	7,550	(6,824)	(726)	-
Andover Primary Care - Pears Foundation	497	-	-	-	497
Community Connectors - Aldershot and Farnborough	43,508	151,998	(104,197)	(12,647)	78,662
Carers Wellbeing	10,860	-	(8,660)	-	2,200
Mind - Influence and Participation	1,800	-	-	-	1,800
Mind - Equality Improvement	1,800	-	-	-	1,800
<i>Balance to next page</i>	<u>523,579</u>	<u>2,320,035</u>	<u>(2,049,724)</u>	<u>(207,770)</u>	<u>586,120</u>

ANDOVER MIND

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

14 RESTRICTED FUNDS (continued)

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
<i>Balance from previous page</i>	523,579	2,320,035	(2,049,724)	(207,770)	586,120
Wellbeing service users	9,900	-	(2,842)	-	7,058
Get Going Again - Covid Isolation	21,309	-	(6,611)	-	14,698
SMI Funding Test Valley	9,021	-	(6,348)	-	2,673
SMI Funding Basingstoke	9,588	-	(7,277)	-	2,311
SMI Outreach PCN	6,620	-	(5,716)	-	904
ICTF Funding Test Valley	7,455	-	(7,408)	-	47
ICTF Funding Basingstoke	18,120	-	(16,565)	-	1,555
ICTF Funding Hart and Rushmoor	20,824	-	(16,521)	-	4,303
CSDA Life Coaching	7,700	-	(4,000)	-	3,700
PCN Basingstoke Transformation	69,829	373,839	(141,188)	(43,309)	259,171
PCN Andover Transformation	43,344	106,145	(66,407)	(12,274)	70,808
Webchat	6,160	-	(1,440)	-	4,720
PCN Romsey and North Baddesley	-	63,583	(13,738)	(7,280)	42,565
Yateley MHICS	-	41,153	(35,752)	(3,744)	1,657
Winchester Rural North and East PCN	-	21,194	(7,697)	(2,421)	11,076
Fleet MHICS	-	18,750	(15,113)	(1,560)	2,077
Vivid Housing	-	3,778	(3,446)	-	332
Advancing Mental Health Equalities	-	7,500	(1,422)	(364)	5,714
SMI Facilitators	-	40,788	(31,836)	(3,393)	5,559
Be You Peer Champions	-	7,499	-	-	7,499
	<u>753,449</u>	<u>3,004,264</u>	<u>(2,441,051)</u>	<u>(282,115)</u>	<u>1,034,547</u>

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

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

*Purposes of restricted funds***Carer Support and Dementia Advice - North Hants****Carer Support and Dementia Advice - West & South West Hants****Carer Support and Dementia Advice - South East Hants**

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

ANDOVER MIND

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

14 RESTRICTED FUNDS (continued)

Well-Being

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

Ugly Duckling

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

Be You (formally Youth Counselling)

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

Repair Café

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

Safe Haven

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

Springboard

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

Garden Project

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

Basingstoke Primary Care

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

ANDOVER MIND

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

14 RESTRICTED FUNDS (continued)

Andover Primary Care

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

White Water Loddon Primary Care

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

Fleet Primary Care

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

Andover Primary Care - Pears Foundation

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

Community Connectors

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

Carers Wellbeing

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

Mind - Influence and Participation

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

Mind - Equality Improvement

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

Wellbeing Service Users

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

ANDOVER MIND

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

14 RESTRICTED FUNDS (continued)

Get Going Again - Covid Isolation

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

SMI Funding Test Valley

SMI Funding Basingstoke

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

SMI Outreach PCN/SMI Facilitators

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

ICTF Funding Test Valley

ICTF Funding Basingstoke

ICTF Funding Hart and Rushmoor

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

CDSA Life Coaching

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

PCN Basingstoke Transformation

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

PCN Andover Transformation

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

Webchat

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

PCN Romsey and North Baddesley

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

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

14 RESTRICTED FUNDS (continued)

Winchester Rural North and East PCN

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

Fleet MHICS

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

Yateley MHICS

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

Vivid Housing

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

Advancing Mental Health Equalities

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

Be You Peer Champions

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

15 UNRESTRICTED FUNDS

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

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

15 UNRESTRICTED FUNDS (continued)

Purposes of designated funds

Development Fund

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

Communications and Marketing

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

Young Persons Services

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

Ugly Duckling

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

Building development fund

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

Farnborough property fund

This fund is to maintain the use of our Farnborough Wellbeing centre and to improve the building's energy efficiency and accessibility.

EDI

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

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

16 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
<i>Year ended 31 March 2023</i>				
Tangible fixed assets	-	-	27,953	27,953
Debtors	289,935	-	20,431	310,366
Cash at bank and in hand	856,120	80,000	299,839	1,235,959
Creditors	(111,508)	-	(98,960)	(210,468)
NET ASSETS	<u>1,034,547</u>	<u>80,000</u>	<u>249,263</u>	<u>1,363,810</u>
	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
<i>Year ended 31 March 2022</i>				
Tangible fixed assets	-	-	8,027	8,027
Debtors	440,835	-	10,335	451,170
Cash at bank and in hand	753,451	145,000	262,082	1,160,533
Creditors	(440,837)	-	(96,949)	(537,786)
NET ASSETS	<u>753,449</u>	<u>145,000</u>	<u>183,495</u>	<u>1,081,944</u>

17. TRUSTEE EXPENSES

Trustees were reimbursed expenses during this year of £315 (2022: £395). No trustee received any remuneration in the current or prior year.

During the year, trustee professional indemnity insurance of £2,970 (2022: £1,788) was paid by the charity.

18. OPERATING LEASE COMMITMENTS

At 31 March 2023, the charity had total commitments under non-cancellable operating leases, due as follows:

	2023 £	2022 £
Within one year	39,990	59,650
Between one to two years	30,000	30,000
Between two and five years	20,000	50,000
	<u>89,990</u>	<u>139,650</u>

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

19 RELATED PARTY TRANSACTIONS

Hampshire Mind CIC (company number 10871821) was formed by Solent Mind, Andover Mind and Havant Mind to facilitate the provision of certain Hampshire County Council Contracts. During the year, A Phillips, trustee, also served as a director of Hampshire Mind CIC until her resignation on 31 December 2022.

Andover Mind received contract funding totalling £974,038 during the year. At the balance sheet date, Andover Mind were owed £119,941 by Hampshire Mind CIC, which is included in trade debtors. Andover Mind also owed Hampshire Mind CIC £53, which is shown within trade creditors.

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

20 PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

	Restricted funds £	Unrestricted funds £	2022 Total funds £
INCOME			
Donations and legacies	2,952	9,704	12,656
Charitable activities	2,404,319	5,645	2,409,964
Fundraising income	1,179	11,246	12,425
Trading income	13,353	13,532	26,885
	<u>2,421,803</u>	<u>40,127</u>	<u>2,461,930</u>
Investment income	-	3	3
	<u>2,421,803</u>	<u>40,130</u>	<u>2,461,933</u>
TOTAL INCOME			
EXPENDITURE			
Voluntary income costs	-	147	147
Trading costs	-	17,966	17,966
	<u>-</u>	<u>18,113</u>	<u>18,113</u>
Charitable activities	1,966,266	216,551	2,182,817
	<u>1,966,266</u>	<u>234,664</u>	<u>2,200,930</u>
TOTAL EXPENDITURE			
NET INCOME/(EXPENDITURE) FOR THE YEAR	455,537	(194,534)	261,003
Transfers between funds	(253,918)	253,918	-
	<u>201,619</u>	<u>59,384</u>	<u>261,003</u>
NET MOVEMENT IN FUNDS FOR THE YEAR			
FUNDS AT 1 APRIL 2021	551,830	269,111	820,941
FUNDS AT 31 MARCH 2022	753,449	328,495	1,081,944

ANDOVER MIND

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

21 PRIOR YEAR FUND MOVEMENTS

RESTRICTED FUNDS	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Carer Support and Dementia Advice - North Hants	36,249	242,356	(228,018)	(10,530)	40,057
Carer Support and Dementia Advice - West & South West Hants	85,419	381,945	(336,017)	(65,741)	65,606
Carer Support and Dementia Advice - South East Hants	34,605	308,991	(281,519)	(21,342)	40,735
Well Being Test Valley	64,321	175,743	(163,965)	(26,579)	49,520
Well Being Basingstoke	69,240	245,612	(214,136)	(22,612)	78,104
Well Being Hart and Rushmoor	115,372	271,212	(250,890)	(42,122)	93,572
Ugly Duckling	1,318	16,210	(14,928)	(2,600)	-
Be You (formely Youth Counselling)	34,888	-	(20,963)	(4,953)	8,972
Repair café	4,155	175	-	-	4,330
Safe Haven - Aldershot and Hampshire	10,322	65,400	(61,243)	(5,923)	8,556
Safe Haven - Mid-Hants	-	118,000	(92,731)	(11,334)	13,935
Springboard	11,671	-	-	-	11,671
Garden Project	2,130	-	(275)	-	1,855
Time Banking	2,000	-	(2,000)	-	-
Basingstoke Primary Care	9,496	32,510	(27,321)	(2,000)	12,685
Andover Primary Care	28,677	56,568	(51,060)	(5,750)	28,435
White Water Loddon Primary Care	3,101	18,029	(11,634)	(2,415)	7,081
Fleet Primary Care	833	13,014	(11,747)	(2,100)	-
Tadley Primary Care	-	2,722	(2,422)	(300)	-
Andover Primary Care - Pears Foundation	497	-	-	-	497
Community Connectors - Aldershot and Farnborough	33,936	90,000	(69,928)	(10,500)	43,508
Carers Wellbeing	-	93,847	(82,987)	-	10,860
Mind - Influence and Participation	1,800	-	-	-	1,800
Mind - Equality Improvement	1,800	-	-	-	1,800
Wellbeing service users	-	10,000	(100)	-	9,900
Get Going Again - Covid Isolation	-	21,309	-	-	21,309
SMI Funding Test Valley	-	12,371	(2,000)	(1,350)	9,021
SMI Funding Basingstoke	-	12,788	(1,850)	(1,350)	9,588
SMI Outreach PCN	-	8,550	(930)	(1,000)	6,620
ICTF Funding Test Valley	-	17,256	(8,074)	(1,727)	7,455
ICTF Funding Basingstoke	-	21,491	(1,222)	(2,149)	18,120
ICTF Funding Hart and Rushmoor	-	24,599	(1,315)	(2,460)	20,824
CSDA Life Coaching	-	9,700	(2,000)	-	7,700
PCN Basingstoke Transformation	-	78,260	(5,431)	(3,000)	69,829
PCN Andover Transformation	-	61,551	(14,126)	(4,081)	43,344
Webchat	-	10,600	(4,440)	-	6,160
Afghan Evacuee Support	-	994	(994)	-	-
	551,830	2,421,803	(1,966,266)	(253,918)	753,449

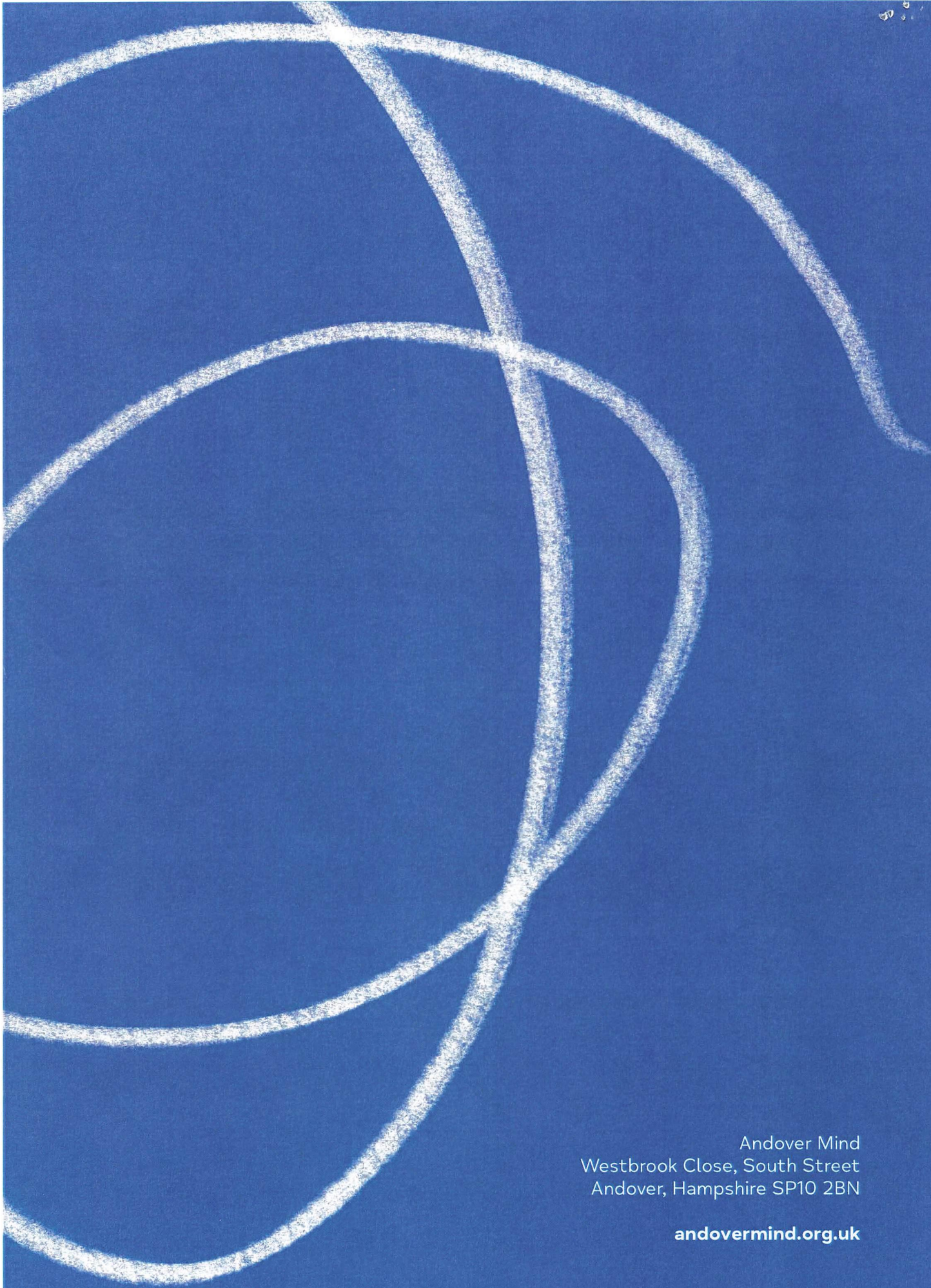
ANDOVER MIND

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

21 PRIOR YEAR FUND MOVEMENTS (continued)

UNRESTRICTED FUNDS	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
DESIGNATED FUNDS:					
Development fund	50,000	-	(15,067)	(14,933)	20,000
Communications and Marketing	35,000	-	(5,525)	(4,475)	25,000
Young Persons Services	30,000	-	(8,896)	(1,104)	20,000
Ugly Duckling	15,000	-	(12,960)	12,960	15,000
Building Development Fund	15,000	-	(11,369)	11,369	15,000
Farnborough Property Fund	-	-	-	50,000	50,000
Total designated funds	<u>145,000</u>	<u>-</u>	<u>(53,817)</u>	<u>53,817</u>	<u>145,000</u>
General funds	<u>124,111</u>	<u>40,130</u>	<u>(180,847)</u>	<u>200,101</u>	<u>183,495</u>
Total unrestricted funds	<u><u>269,111</u></u>	<u><u>40,130</u></u>	<u><u>(234,664)</u></u>	<u><u>253,918</u></u>	<u><u>328,495</u></u>



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