

 mind Andover

# Trustees annual report 2024-25



Charity registration number 1039094

Company registration number 2935549

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

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

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

**Reference and Administrative Information**

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

**Board of Trustees (Executive Committee)**

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

**Auditors**

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

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**Bankers**

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

**Structure, governance and management**

**Governing Document**

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

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

**Recruitment and Appointment of Executive Committee**

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

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

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

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

**Trustee Induction and Training**

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

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

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

**Risk and Crisis Management**

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

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

**Organisational Structure**

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

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

**Related Parties and Communication**

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

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

**Objectives and Activities**

The charity's mission is:

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

Strategic objectives include:

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

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

Values:

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

**Achievements and Performance**

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

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

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

**Merger Exploration and Organisational Development**

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

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

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

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

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

**Achievements and Performance**

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

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

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

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

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

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

#### **Our People**

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

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

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

#### **Services**

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

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

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

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

#### **Wellbeing service**

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

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

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

Service user feedback:

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

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

**SMI Health Checks**

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

**Primary Care services**

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

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

Patient feedback:

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

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

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

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

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

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

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

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

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

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

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

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

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

#### **Adult counselling**

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

#### **Client feedback:**

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

#### **Ugly Duckling**

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

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

**Be You service**

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

**Communications and marketing**

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

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

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

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

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

**Financial Review**

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

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

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

**Principal Funding Sources**

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

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

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

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

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

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

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

#### **Investment Policy**

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

#### **Reserves Policy**

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

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

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

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

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**Plans for Future Periods**

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

**Responsibilities of the Trustees**

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

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

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

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

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

**Auditors**

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

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

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

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

Judith Davey-Cole - Chair

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

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

### **Opinion**

We have audited the financial statements of Andover Mind for the year ended 31 March 2025, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards including Financial Reporting Standard 102: The Financial Reporting Standard applicable to the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

### **Basis of opinion**

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

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

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

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

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

### **Other information**

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

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

We have nothing to report in this regard.

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

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

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

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

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

### **Responsibilities of the trustees**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Use of our report**

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



**CJ GOODHEAD FCA**

**Senior Statutory Auditor**

**Knight Goodhead Limited**

Chartered Accountants and Statutory Auditors

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

Dated: 23 December 2025

**ANDOVER MIND**

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

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

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

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

**ANDOVER MIND**

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

COMPANY NUMBER: 2935549

**BALANCE SHEET AS AT 31 MARCH 2025**

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

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

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



Trustee

TIM FOY

**ANDOVER MIND**

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

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

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

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

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

**2 ANALYSIS OF CASH AND CASH EQUIVALENTS**

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

## **ANDOVER MIND**

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

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

#### **1 ACCOUNTING POLICIES**

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

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

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

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

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

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

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

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

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

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

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

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

## **ANDOVER MIND**

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

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

#### **1 ACCOUNTING POLICIES (CONTINUED)**

##### **d) Operating leases**

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

##### **e) Tangible fixed assets**

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

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

##### **f) Funds**

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

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

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

##### **g) Financial instruments**

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

#### **2 LEGAL STATUS**

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

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

**ANDOVER MIND**

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

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

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

**4 CHARITABLE ACTIVITIES INCOME**

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

**5 TRADING INCOME**

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

**ANDOVER MIND**

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

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

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

## ANDOVER MIND

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

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

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

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

#### 8 EMPLOYED STAFF COSTS AND NUMBERS

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

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

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

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

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

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

#### 9 TAXATION

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

**ANDOVER MIND**

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

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

## 10 TANGIBLE FIXED ASSETS

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

## 11 DEBTORS

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

## 12 CREDITORS: amounts falling due within one year

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

**ANDOVER MIND**

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

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025****13 DEFERRED INCOME**

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

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

**14 RESTRICTED FUNDS**

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

**ANDOVER MIND**

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

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

## 14 RESTRICTED FUNDS (continued)

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

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

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

## **ANDOVER MIND**

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

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

#### *Purposes of funds*

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

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

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

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

##### **Ugly Duckling**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## **ANDOVER MIND**

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

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

#### **Webchat**

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

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

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

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

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

#### **Garden for Mind**

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

#### **GP Hub Andover**

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

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

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

#### **Homes for Ukraine**

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

## ANDOVER MIND

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

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

#### 15 UNRESTRICTED FUNDS

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

#### Transfers

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

#### Purposes of funds

##### Well-Being

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

##### Safe Haven

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

##### Basingstoke Primary Care

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

## **ANDOVER MIND**

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

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

#### **Andover Primary Care**

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

#### **Community Connectors**

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

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

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

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

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

#### **PCN Basingstoke Transformation**

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

#### **PCN Andover Transformation**

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

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

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

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

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

#### **Fleet MHICS**

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

#### **Yateley MHICS**

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

#### **Vivid Housing**

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

## ANDOVER MIND

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

#### Catalyst Recovery and Connect

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

#### EDI

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

#### Contingency fund

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

#### 16 ANALYSIS OF NET ASSETS BETWEEN FUNDS

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

## ANDOVER MIND

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

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

#### 17. TRUSTEE EXPENSES

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

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

#### 18. OPERATING LEASE COMMITMENTS

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

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

#### 19 RELATED PARTY TRANSACTIONS

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

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

**ANDOVER MIND**

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

## 20 PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

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

**ANDOVER MIND**

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

## 21 PRIOR YEAR FUND MOVEMENTS

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

**ANDOVER MIND**

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

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

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