

Andover



Annual Accounts

2019-20

ANDOVER MIND
(A company limited by guarantee)

Report of the Executive Committee for the year ended 31st March 2020

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 31st March 2020.

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:	www.andovermind.org.uk
Registered Office	c/o Knight Goodhead Chartered Accountants 7 Bournemouth Road Chandler's Ford Eastleigh SO53 3DA

Executive Committee

Dr J C T Verity	Chair
Ms S Buckley	Treasurer
Mr P Crossman	Trustee
Mr N Poynter	Trustee (resigned 21.2.2020)
Mrs K Ashley-Brown	Trustee (resigned 31.1.2020)
Mrs I Stevens	Trustee
Mr T Rawcliffe	Trustee (appointed 31.1.2020)
Mrs J Abdollahzadeh	Trustee (appointed 1.4.2020)
Mrs A Phillips	Trustee (appointed 19.5.2020)

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Management Team

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

Auditors

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

Bankers

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

Structure, Governance and Management

Governing Document

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

Recruitment and Appointment of Executive Committee

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

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

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.

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

Trustee Induction and Training

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

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

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

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

There will be a planned review of this process in 2020/2021 to ensure we encompass feedback and meet the charity's requirements.

Risk & Crisis Management

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

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

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

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.

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

Organisational Structure

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

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

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

Andover Mind had an increase in staff numbers to 84 staff working on 31st March 2020.

The charity has 52 dedicated volunteers and student placements.

Related Parties and Communication

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

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

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

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

Objectives and Activities

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

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

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

Our aims are:

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

Our values are:

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

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

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

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

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

Vision

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

Achievements and Performance

The main activities of the charity are the provision of Well-being Services, the provision of the Safe Haven service to support those in mental health crisis, and the Carer Support and Dementia Advice service for Hampshire which supports all adult carers caring for another adult and people with dementia. We provide Adult and Youth Counselling services, alongside a children's resilience programme for those aged 9-10 years. We have a variety of Primary Care mental health services working out of GP surgeries and community hospitals. We are developing a training arm sharing our skills and experience on mental health issues across all sectors in the community.

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Alongside training we continue with our promotional activity to reduce the stigma to mental health and raise mental health awareness within our community. We also run a furniture recycling project 'Ugly Duckling' which also provides support to those who volunteer within the project which includes through its peer support help with combating loneliness and isolation. From our community space within our main building, we run with the support of volunteers (fixers) a monthly Repair Cafe encouraging the reuse of household equipment and promotes recycling.

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

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

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

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

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

- Carer Support and Dementia Advice 4,784
- Well-being services 2,248
- Youth counselling 205
- Primary care mental health service 1,897
- Springboard project 140

The Well-being Service

In 2017, following a competitive tendering exercise, we were awarded Well-being service contracts across Test Valley, the Basingstoke and Deane area and also the Hart and Rushmoor area. During the tendering exercise we worked with other local Mind's in Hampshire and formed a Community Interest Company (CIC) Hampshire Mind CIC.

The CIC supported the bids and service delivery in certain areas for Andover Mind - we formed a CIC bid for the lot area of Test Valley and New Forest, in which we partner with Solent Mind to deliver across the Lot area with Solent Mind taking the lead for New Forest and Andover Mind leading on Test Valley. However for the Hart Rushmoor and Basingstoke area contract, this is not under the CIC arrangement and is solely delivered by Andover Mind.

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

During 2019 we reviewed our current premises in the North-East of Hampshire and have made significant progress in sourcing a new venue in Farnborough which will provide more space and better access for service users and Carers.

Primary Care services

Working within the primary care setting, Well-being workers provide assessment, advice and information and signposting to services through a GP appointment system for extended or out-of-hours appointments across Andover, Romsey and Winchester City. The focus of this support is early intervention and support in preventing more serious mental health issues. The outcomes of this model of service have been hugely encouraging to GPs with Andover Mind being part of working groups in developing Primary care mental health services across Hampshire. As a result, we secured funding for a day-time service in Andover (Andover Primary Care Mental Health Service) which is due to start in April 2020. We will employ two part-time Well-being Practitioners and one Peer Worker, who will work within an integrated team consisting GP leads, iTalk, and Community Mental Health Team representatives. Funding has also been secured for a number of Community Connector posts in Aldershot and Farnborough as part of the wider Frimley Transformation project. Start dates are planned for June/July 2020. During the period of this report we also started a day-time service in Basingstoke staffed by a Primary Care Network (PCN) Lead. Funding for this was a result of a successful pilot carried out in one practice in 2019, and responsibility for the roll-out was then taken up by the local Clinical Commissioning Group. We also carried out a pilot in Fleet Medical Centre where data was collected for submission to the CCG as evidence of need.

Safehaven

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

Carer Support and Dementia Advice Service

During 2018 it was decided by Hampshire County Council that the Dementia Advice Service was to be aligned with the Carer Support Service to form one county wide contract. Following a competitive tender process Andover Mind was awarded the contract in Spring 2019. The service is commissioned by Hampshire County Council and the five Clinical Commissioning Groups for an initial period of three years. This service provides tailored information, advice and signposting throughout memory impairment and the dementia journey and supports all adult carers caring for another adult through one to one sessions and peer support group work.

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Dementia Advisors support the person with dementia, carer, and the family unit whilst Carer Support Workers work predominantly with the carer on a one to one basis. This service can be accessed through self-referral or through a formal referral process and our Andover based Referrals and Enquiries team provide the robust admin support and triage element required to process referrals to the wider outreach staff team ensuring clients and carers are supported on the appropriate pathway. The aim of this service is to prevent carer crisis, hospital and care home admissions and prevent further burden on the statutory sector.

Adult Counselling

This is a well-established service; we are an approved placement by several training centres and we always have a waiting list of counsellors who want to work with us. The development of the Improving Access to Psychological Therapies (IAPT) programme, through primary care services, has shown no impact on our own counselling service and during 2019/20 we have more counsellors and more people accessing this service.

Youth Counselling

We received funding to set up a pilot for Youth counselling in the Test valley area which commenced in September 2015 and since this time we have delivered counselling sessions on a 1:1 basis. During 2018/19 the service has continued with the support of funding via corporate partnerships, during 2019/20 we have continued counselling to young people across schools in the Andover and Winchester City area. Young people's mental health remains high on our service delivery priorities.

Springboard

During 2018/19, 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. We have sought other funding opportunities via Mind to support the delivery of Springboard in the Winchester city area which we commenced in September 2019 for one year.

Repair Cafe

The Repair cafe is a free community-centred workshop where people can bring along their items that need fixing and then work alongside skilled volunteers to repair them. They can also get help upcycling items or modifying things such as clothing. The Repair Cafe was originally held in the Community Space at Andover Mind and we also ran sessions in our pop up shop based at the Chantry Centre in Andover. Our forward plans are to seek a venue in the Community that is easily accessible to the public with the space to accommodate visitors.

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Ugly Duckling

Ugly Duckling is a furniture repair and renovation service run by Andover Mind, for the local community.

Ugly Duckling aims to help the environment by repairing and recycling donated furniture that would otherwise have gone to landfill, whilst at the same time providing work experience, social networks, and occupation and training opportunities to disadvantaged people who are involved in upcycling work.

In the 2019/20 financial year Ugly Duckling was able to double its income compared to the previous year. 46 service users and volunteers benefitted from the project and together they completed and sold 486 new items made from scrap wood and 74 upcycled pieces of furniture. They did 31 customer commissions, mainly reupholstery and repairing and painting furniture. The project also sold 103 pieces of furniture that did not require work but would otherwise have been discarded. In October 2019 we were able to acquire a pop up shop in the local shopping centre which has helped to boost sales and raise the profile of the project and of mental health in general, in the local community.

Flower Garden Project

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

Marketing

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

Timebanking

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

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Blue Light Training

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

Financial Review

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

During the year, the charity achieved a surplus of £90,428 (2019: £89,215), which has been added to reserves. At 31 March 2020 total funds stand at a balance of £472,210, which include restricted funds of £317,848 (see note 14).

Principal Funding Sources

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

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

Investment Policy

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

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Reserves Policy

In conjunction with service contracts, the charity has realigned its policy on reserves. In the event of loss of income the Trustees seek to hold sufficient reserves to cover operating costs for a period of three months and termination payments for staff members and lease commitments. The Trustees seek to have a minimum of £100,000 in unrestricted funds. Restricted funds are excluded, as any such amounts held are for defined purposes. At 31 March 2020, general funds totalled £109,362 which is above the reserves policy, however this will be kept under review especially given the uncertainty surrounding the impact of the pandemic.

Plans for Future Periods

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

Impact of COVID – 19

The Board of Trustees at Andover Mind are acutely aware of the impact Covid-19 has had over the last 6 months and may continue to have in the short, medium and long term on the UK as a whole, as well as locally and at Andover Mind. The Charity remains a going concern and the Trustees continue to assess the solvency and liquidity risks facing the company in light of Covid-19 and other factors.

Throughout the pandemic the Board of Trustees have continued to meet on a 6 weekly basis, although this has been done remotely where possible in accordance with Government guidance and to mitigate the risk of virus spread and to demonstrate leadership commitment to new ways of working and the control measures identified through risk assessment.

The Trustees, in conjunction with the management team, continue to stay up to date with Government guidance, that of Public Health England (PHE) and also the World Health Organisation (WHO) and are committed to ensuring that the Charity does all that it can to mitigate the risk of the virus to its service users, volunteers and staff as well as adopt best practice where possible.

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The company has carried out a Covid-19 Risk Assessment, which continues to be reviewed on a periodic basis in light of any changes, Government guidance or newly identified risk. The Trustees are committed to ensuring that the control measures identified have sufficient support to be implemented, managed and sustained for the duration of Covid-19 pandemic.

Although not limited to, the key control measures identified are:

- Following of isolation and sickness reporting procedure if any symptoms of Covid-19 are identified, including a new or continuous cough, difficulty breathing, high temperature or loss of taste and/or smell.
- Staff and volunteers to work from home where possible.
- Information, instruction, and training given to staff and volunteers on the risks of Covid-19 and the control measures required.
- Hand wash facilities provided at all sites, as well as additional hand sanitisation stations, with hand washing actively encouraged.
- Readily available PPE, including gloves, face shields and face masks.
- Social Distancing encouraged, where possible, of 2 meters with consideration given to the workplace layout and physical barriers put in place in high risk areas (reception).

The staff and volunteers at Andover Mind have been tremendously positive, helpful and valuable during the pandemic and are adapting to new ways of working- we continue to thank and support them for this. The Trustees identify that clear, relevant, and timely communication continues to be vital in supporting the safe, secure and positive on-going implementation of control measures.

The Charity has seen no significant decrease in funding as a result of Covid-19, with considerable support given by the Government and County Council- we see the services we provide as critical in support of our existing and new service users in light of the mental health impact of a global pandemic. It is acknowledged by the Trustees, that face to face fundraising on a corporate and public level will remain challenging for some time, and fundraising activities continue to be planned in a Covid-secure fashion.

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.

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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.

Auditors

Knight Goodhead Ltd were appointed following a selection process in 2014; they have continued to provide auditing services to Andover Mind for 2019/20,

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 *2 DECEMBER* and signed on its behalf by:
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Dr Jennifer Verity – Chair

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND

OPINION

We have audited the financial statements of Andover Mind for the year ended 31 March 2020 on pages 17 to 31, which comprises the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. 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 in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its income and expenditure for the year the ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Charities Act 2011.

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 on page 13. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND

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.

In connection with our audit of the financial statements, 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.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report on in respect of the following matters in relation to which the Charities Act 2011 requires us to report to you if, in our opinion:

- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns; or
- we have not obtained all the information and explanations necessary for the purposes of our audit

RESPONSIBILITIES OF THE TRUSTEES

As explained more fully in the trustees' responsibilities statement set out on page 11, 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.

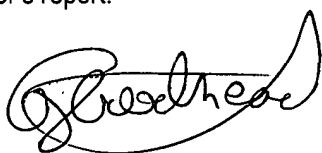
In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANDOVER MIND

OUR RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

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

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



CJ GOODHEAD FCA
Senior Statutory Auditor
For and on behalf of:

KNIGHT GOODHEAD LIMITED
Statutory Auditor and
Chartered Accountants

13 January 2021

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

ANDOVER MIND

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

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2020
(including Income and expenditure account)

		Restricted funds £	Unrestricted funds £	2020 Total funds £	2019 Total funds £
	Notes				
INCOME					
Donations and legacies	3	11,104	11,777	22,881	11,034
Charitable activities	4	1,558,013	19,817	1,577,830	1,152,279
Fundraising income		2,068	13,620	15,688	12,993
Trading income	5	19,572	25,541	45,113	39,864
		<u>1,590,757</u>	<u>70,755</u>	<u>1,661,512</u>	<u>1,216,170</u>
Investment income		-	68	68	42
TOTAL INCOME		<u>1,590,757</u>	<u>70,823</u>	<u>1,661,580</u>	<u>1,216,212</u>
EXPENDITURE					
Voluntary income costs	6	-	194	194	117
Trading costs	6	-	12,552	12,552	10,630
		<u>-</u>	<u>12,746</u>	<u>12,746</u>	<u>10,747</u>
Charitable activities	6	1,355,531	202,875	1,558,406	1,116,250
Governance costs	4	-	1,992	1,992	4,597
TOTAL EXPENDITURE		<u>1,355,531</u>	<u>215,621</u>	<u>1,571,152</u>	<u>1,126,997</u>
NET INCOME/(EXPENDITURE)					
FOR THE YEAR	7	235,226	(144,798)	90,428	89,215
Transfers between funds	14,15	(166,389)	166,389	-	-
NET MOVEMENT IN FUNDS FOR THE YEAR		<u>68,837</u>	<u>21,591</u>	<u>90,428</u>	<u>89,215</u>
FUNDS AT 1 APRIL 2019		<u>249,011</u>	<u>132,771</u>	<u>381,782</u>	<u>292,567</u>
FUNDS AT 31 MARCH 2020		<u><u>317,848</u></u>	<u><u>154,362</u></u>	<u><u>472,210</u></u>	<u><u>381,782</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 2020

		2020		2019	
	Notes	£	£	£	£
FIXED ASSETS					
Tangible assets	10		-		4,340
CURRENT ASSETS					
Debtors	11	93,574		60,101	
Cash at bank and in hand		<u>540,231</u>		<u>469,233</u>	
		633,805		529,334	
CREDITORS: amounts falling due within one year	12	<u>(161,595)</u>		<u>(151,892)</u>	
NET CURRENT ASSETS			472,210		377,442
NET ASSETS	16		<u>472,210</u>		<u>381,782</u>
FUNDS					
Restricted funds	14		317,848		249,011
Unrestricted funds					
General funds	15		109,362		90,931
Designated funds	15		<u>45,000</u>		<u>41,840</u>
TOTAL FUNDS			<u>472,210</u>		<u>381,782</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

2 DECEMBER 2020



Dr J C T Verity
Trustee



Mrs I Stevens
Trustee

ANDOVER MIND

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

CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2020

	Notes	2020 £	2019 £
NET CASH FLOW PROVIDED BY OPERATING ACTIVITIES	1	70,931	107,790
CASH FLOWS FROM INVESTING ACTIVITIES			
Interest received		68	42
NET CASH FLOW		<u>70,999</u>	<u>107,832</u>
Change in cash and cash equivalents in the period		70,999	107,832
Cash and cash equivalent at start of the period		<u>469,232</u>	<u>361,400</u>
Cash and cash equivalents at the end of the period	2	<u>540,231</u>	<u>469,232</u>

NOTES TO THE CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2020**1 RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	£	£
Net movement in funds for the period	90,428	89,215
Interest received	(68)	(42)
Depreciation	4,340	4,341
(Increase)/decrease in debtors	(33,473)	4,102
(Decrease)/increase in creditors	9,704	10,174
Net cash flow from operating activities	<u>70,931</u>	<u>107,790</u>

2 ANALYSIS OF CASH AND CASH EQUIVALENTS

	2020 £	2019 £
Cash at bank and in hand	<u>540,231</u>	<u>469,233</u>

ANDOVER MIND

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

1 ACCOUNTING POLICIES

a) Accounting convention

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

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

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

b) Income

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

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

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

c) Expenditure

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

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

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

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

1 ACCOUNTING POLICIES (CONTINUED)

d) Operating leases

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

e) Tangible fixed assets

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

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

f) Funds

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

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

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

2 LEGAL STATUS

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

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

ANDOVER MIND

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**3 DONATIONS AND LEGACIES**

	Restricted funds £	Unrestricted funds £	2020 Total £	2019 Total £
<i>Donations and similar income</i>				
General donations	3,388	11,777	15,165	11,034
Legacies	7,716	-	7,716	-
	<u>11,104</u>	<u>11,777</u>	<u>22,881</u>	<u>11,034</u>

4 CHARITABLE ACTIVITIES INCOME

	Restricted funds £	Unrestricted funds £	2020 Total £	2019 Total £
<i>Grants and Contracts</i>				
Hampshire CC Social Services	1,329,697	-	1,329,697	958,589
NHS Surrey & Borders Partnership				
Foundation Trust	78,884	-	78,884	72,000
Simply Health	63,841	-	63,841	45,475
West Hants CCG	36,123	-	36,123	2,241
Hampshire CIC	20,082	-	20,082	11,880
National Mind	13,000	-	13,000	15,000
Tri-Locality Care (TLC) Limited	-	8,081	8,081	11,692
Mid Hampshire Health Care Ltd	-	7,599	7,599	9,134
RCS Ltd	6,250	-	6,250	18,750
Schroder Charity Trust	5,000	-	5,000	-
PHL Integrated care	-	4,137	4,137	-
Walter Guinness Trust	2,000	-	2,000	-
Test Valley Borough Council	2,636	-	2,636	4,518
Co-op	500	-	500	-
Andover Town Council	-	-	-	3,000
	<u>1,558,013</u>	<u>19,817</u>	<u>1,577,830</u>	<u>1,152,279</u>

5 TRADING INCOME

	Restricted funds £	Unrestricted funds £	2020 Total £	2019 Total £
Shop income	14,001	133	14,134	8,330
Restaurant income	1,118	-	1,118	2,379
Counselling income	-	10,269	10,269	7,414
Training income	-	4,321	4,321	6,892
Placements income	-	1,320	1,320	1,808
Rental income	2,975	7,500	10,475	10,648
Sundry income	1,478	1,998	3,476	2,393
	<u>19,572</u>	<u>25,541</u>	<u>45,113</u>	<u>39,864</u>

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

6 EXPENDITURE	Voluntary income	Fundraising and trading	Charitable activities	Total 2020	Total 2019
	£	£	£	£	£
COSTS DIRECTLY ALLOCATED TO ACTIVITIES					
Employed staff costs (see note 8)	-	-	1,162,189	1,162,189	815,508
Consultancy and resources	-	-	21,547	21,547	22,650
Travelling expenses	-	-	46,158	46,158	30,806
Volunteer and student expenses	-	-	6,162	6,162	2,675
Training and recruitment	-	-	2,484	2,484	2,744
Canteen and Ugly Duckling consumables	-	-	3,125	3,125	3,163
Advertising and promotion	-	-	2,707	2,707	788
Subscriptions	-	-	6,261	6,261	3,993
Repairs and maintenance	-	-	17,486	17,486	13,103
	-	-	1,268,119	1,268,119	895,430
SUPPORT COSTS ALLOCATED TO ACTIVITIES					
Staff costs (see note 8)	-	7,269	65,425	72,694	62,096
Human resources	-	-	2,888	2,888	1,911
Rent and rates	-	3,235	104,602	107,837	107,350
Insurance	-	-	8,651	8,651	7,620
Telephone	-	881	28,476	29,357	16,639
Printing, postage and stationery	194	1,166	37,515	38,876	23,369
Audit and accountancy fees	-	-	14,762	14,762	4,933
Trustee expenses	-	-	1,992	1,992	2,777
Legal and professional	-	-	8,042	8,042	-
Bank charges	-	-	485	485	531
Depreciation	-	-	4,340	4,340	4,341
Dilapidations	-	-	13,109	13,109	-
	194	12,552	290,287	303,033	231,567
TOTAL EXPENDITURE	194	12,552	1,558,406	1,571,152	1,126,997

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

7 NET INCOME/(EXPENDITURE) FOR THE YEAR

This is stated after charging:	2020 £	2019 £
Depreciation	4,340	4,341
Auditors' remuneration:		
- audit	2,900	2,800
- other services	<u>11,862</u>	<u>2,133</u>

8 EMPLOYED STAFF COSTS AND NUMBERS

Employed staff costs were as follows:	2020 £	2019 £
Salaries and wages	1,151,104	827,752
Social security costs	64,704	42,726
Pension	<u>19,075</u>	<u>7,126</u>
	<u>1,234,883</u>	<u>877,604</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 £4,352 (2019: £1,776). Total pension contributions of £19,075 (2019: £6,984) were paid by the charity and are included in the SOFA.

Key management comprises four individuals who were paid a total of £163,042 (2019: £128,282).

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

	2020 No.	2019 No.
Direct charitable work	75	62
Administration	<u>7</u>	<u>7</u>
	<u>82</u>	<u>69</u>

9 TAXATION

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

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**10 TANGIBLE FIXED ASSETS**

	Leasehold improvements £	Furniture & equipment £	Motor vehicles £	Total £
COST OR VALUATION				
At 1 April 2019	68,593	18,965	4,099	91,657
Disposals	-	-	(4,099)	(4,099)
At 31 March 2020	68,593	18,965	-	87,558
DEPRECIATION				
At 1 April 2019	64,253	18,965	4,099	87,317
Charge for the year	4,340	-	-	4,340
Disposals	-	-	(4,099)	(4,099)
At 31 March 2020	68,593	18,965	-	87,558
NET BOOK VALUE				
At 31 March 2020	-	-	-	-
At 1 April 2019	4,340	-	-	4,340

11 DEBTORS

	2020 £	2019 £
Trade debtors	71,365	48,912
Prepayments and accrued income	18,802	7,969
Other debtors	3,407	3,220
	<u>93,574</u>	<u>60,101</u>

12 CREDITORS: amounts falling due within one year

	2020 £	2019 £
Trade creditors	11,242	9,461
Other taxation and social security	20,283	18,288
Other creditors	4,422	4,964
Accruals and deferred income	125,648	119,179
	<u>161,595</u>	<u>151,892</u>

13 DEFERRED INCOME

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

	£
Income deferred in year to 31 March 2020	84,700
Amounts released from previous years	<u>(80,250)</u>
Net movement to income	<u>4,450</u>

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**14 RESTRICTED FUNDS**

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Dementia Advice - Test Valley and Eastleigh	28,356	39,697	(40,751)	(9,511)	17,791
Dementia Advice - Basingstoke and Deane	3,128	34,794	(31,998)	(3,534)	2,390
Dementia Advice - Hart and Rushmoor	3,739	27,559	(25,853)	(1,045)	4,400
Dementia Advice - Winchester	7,293	26,718	(21,665)	(9,835)	2,511
Carer Support and Dementia Advice - North Hants	-	141,582	(124,231)	(8,466)	8,885
Carer Support and Dementia Advice - West & South West Hants	-	223,194	(187,915)	(10,527)	24,752
Carer Support and Dementia Advice - South East Hants	-	179,478	(166,600)	(8,613)	4,265
Well Being Test Valley	29,775	171,068	(139,706)	(19,906)	41,231
Well Being Basingstoke	55,222	237,803	(205,024)	(29,476)	58,525
Well Being Hart and Rushmoor	71,798	266,204	(217,886)	(37,029)	83,087
Ugly Duckling	-	31,295	(28,830)	(2,465)	-
Youth Counselling	16,991	65,844	(50,938)	(5,624)	26,273
Repair café	4,919	375	(1,139)	-	4,155
Safe Haven	3,278	73,126	(64,695)	(5,736)	5,973
Springboard	19,959	27,113	(28,968)	(11,730)	6,374
Garden Project	2,553	-	(197)	-	2,356
Time Banking	2,000	-	-	-	2,000
Basingstoke Primary Care	-	16,881	(13,233)	(1,000)	2,648
Andover Primary Care	-	14,142	(2,337)	(1,017)	10,788
Aldershot and Farnborough Primary Care	-	6,884	(2,918)	(875)	3,091
Blue Light	-	7,000	(647)	-	6,353
	<u>249,011</u>	<u>1,590,757</u>	<u>(1,355,531)</u>	<u>(166,389)</u>	<u>317,848</u>

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.

*Purposes of restricted funds***Dementia Advice - Andover, Test Valley and Eastleigh****Dementia Advice - Basingstoke and Deane****Dementia Advice - Hart and Rushmoor****Dementia Advice - Winchester****Carer Support and Dementia Advice - North Hants****Carer Support and Dementia Advice - West & South West Hants****Carer Support and Dementia Advice - South East Hants**

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

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

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 and Test Valley based within two well-being centres in Andover and Romsey.

Ugly Duckling

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

Youth Counselling

A counselling service supporting young people between the age of 13-23 years with 1:1 and group sessions. Delivered across the Andover area in schools, colleges and community venues.

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

Springboard

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

Garden Project

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

Time Banking

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

Basingstoke Primary Care

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

Andover Primary Care

In Andover working within a primary care setting, Well-being workers provide assessment, advice and information and signposting to services through a GP appointment system. The Andover service runs an out of hour service in which the outcomes have been encouraging with funding secured for a day service starting in April 2020.

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

14 RESTRICTED FUNDS (continued)

Aldershot and Farnborough Primary Care

In Aldershot and Farnborough funding has been secured for a number of Community Connector workers as part of the Frimley Community Mental health transformation project. Start dates for this service are planned for June/July 2020.

Blue Light

Blue Light is a national Mind initiative comprising resilience, line manager, peer support and trauma awareness training. Andover Mind has been part of phases 1-3. The final phase was due to commence in July 2020 which has been delayed due to COVID and now extended until the end of 2020.

15 UNRESTRICTED FUNDS

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

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.

Capital fund

This fund represents the proportion of the net book value of the leasehold improvements that is not included in the restricted building refurbishment fund.

16 ANALYSIS OF NET ASSETS BETWEEN FUNDS

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

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

16 ANALYSIS OF NET ASSETS BETWEEN FUNDS (continued)

	Restricted funds £	Designated funds £	General funds £	Total funds £
<i>Year ended 31 March 2019</i>				
Tangible fixed assets	-	4,340	-	4,340
Debtors	42,397	-	17,704	60,101
Cash at bank and in hand	291,428	37,500	140,305	469,233
Creditors	(84,814)	-	(67,078)	(151,892)
NET ASSETS	<u>249,011</u>	<u>41,840</u>	<u>90,931</u>	<u>381,782</u>

17. TRUSTEE EXPENSES

Trustees were reimbursed expenses during this year of £102 (2019: £7). No trustee received any remuneration in the current or prior year.

During the year, trustee professional indemnity insurance of £1,788 (2019: £2,628) was paid by the charity.

18. OPERATING LEASE COMMITMENTS

At 31 March 2020, the charity had total commitments under non-cancellable operating leases, due as follows:

	2020 £	2019 £
Within one year	50,279	63,681
Between one to two years	33,723	50,493
Between two and five years	<u>20,292</u>	<u>54,015</u>
	<u>104,294</u>	<u>168,189</u>

19 RELATED PARTY TRANSACTIONS

There were no related party transactions during the year.

20 POST BALANCE SHEET EVENT - COVID 19

The Board of Trustees at Andover Mind are acutely aware of the impact Covid-19 has had over the last 6 months and may continue to have in the short, medium and long term on the UK as a whole as well as locally and at Andover Mind. The Charity remains a going concern and the Trustees continue to assess the solvency and liquidity risks facing the company in light of Covid-19 and other factors. The Charity has seen no significant decrease in funding as a result of Covid-19, with considerable support given by the Government and County Council- we see the services we provide as critical in support of our existing and new service users in light of the mental health impact of a global pandemic. It is acknowledged by the Trustees, that face to face fundraising on a corporate and public level will remain challenging for some time, and fundraising activities continue to be planned in a Covid-secure fashion.

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**21 PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES**

	Restricted funds £	Unrestricted funds £	2019 Total funds £
INCOME			
Donations and legacies	2,413	8,621	11,034
Charitable activities	1,131,453	20,826	1,152,279
Fundraising income	7,948	5,045	7,948
Trading income	19,382	20,482	19,382
	<u>1,161,196</u>	<u>54,974</u>	<u>1,216,170</u>
Investment income	-	-	42
TOTAL INCOME	<u>1,161,196</u>	<u>55,016</u>	<u>1,216,212</u>
EXPENDITURE			
Voluntary income costs	-	117	117
Trading costs	-	10,630	10,630
	<u>-</u>	<u>10,747</u>	<u>10,747</u>
Charitable activities	941,818	174,432	1,116,250
TOTAL EXPENDITURE	<u>941,818</u>	<u>185,179</u>	<u>1,126,997</u>
NET INCOME/(EXPENDITURE) FOR THE YEAR	219,378	(130,163)	89,215
Transfers between funds	(138,248)	138,248	-
NET MOVEMENT IN FUNDS FOR THE YEAR	<u>81,130</u>	<u>8,085</u>	<u>89,215</u>
FUNDS AT 1 APRIL 2018	<u>167,881</u>	<u>124,686</u>	<u>292,567</u>
FUNDS AT 31 MARCH 2019	<u><u>249,011</u></u>	<u><u>132,771</u></u>	<u><u>381,782</u></u>

ANDOVER MIND

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**22 PRIOR YEAR FUND MOVEMENTS****RESTRICTED FUNDS**

	At 1 April 2018 £	Income £	Expenditure £	Transfers £	At 31 March 2019 £
Dementia Advice - Test Valley and Eastleigh	13,575	89,661	(77,042)	2,162	28,356
Dementia Advice - Basingstoke and Deane	8,169	79,157	(75,198)	(9,000)	3,128
Dementia Advice - Hart and Rushmoor	7,026	62,696	(58,173)	(7,810)	3,739
Dementia Advice - Winchester	6,499	60,783	(52,750)	(7,239)	7,293
Well Being Test Valley	15,860	162,906	(133,267)	(15,724)	29,775
Well Being Basingstoke	15,184	234,891	(173,544)	(21,309)	55,222
Well Being Hart and Rushmoor	40,313	259,544	(189,985)	(38,074)	71,798
Ugly Duckling	-	23,533	(22,821)	(712)	-
Me and You	33,993	-	(15,299)	(18,694)	-
Youth Counselling	10,344	64,599	(52,009)	(5,943)	16,991
Building Refurbishment	1,000	-	(1,000)	-	-
Repair café	5,535	276	(742)	(150)	4,919
Safe Haven	278	74,062	(62,326)	(8,736)	3,278
Springboard	8,105	46,088	(27,215)	(7,019)	19,959
Garden Project	-	3,000	(447)	-	2,553
Time Banking	2,000	-	-	-	2,000
	<u>167,881</u>	<u>1,161,196</u>	<u>(941,818)</u>	<u>(138,248)</u>	<u>249,011</u>

UNRESTRICTED FUNDS

	At 1 April 2018 £	Income £	Expenditure £	Transfers £	At 31 March 2019 £
DESIGNATED FUNDS:					
Development fund	30,000	-	-	7,500	37,500
Capital fund	7,681	-	(3,341)	-	4,340
Total designated funds	<u>37,681</u>	<u>-</u>	<u>(3,341)</u>	<u>7,500</u>	<u>41,840</u>
General funds	87,005	55,016	(181,838)	130,748	90,931
Total unrestricted funds	<u>124,686</u>	<u>55,016</u>	<u>(185,179)</u>	<u>138,248</u>	<u>132,771</u>