

# NORTH DEVON MENTAL HEALTH SERVICE USERS FORUM

England & Wales · Charity number 1055224

## Details

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**Other names** CLARITY

**Status** Registered

**Legal form** Trust

**Registered** 1996-05-09

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** 104A Boutport Street  
Barnstaple  
EX31 1SY

**Phone** 01271267474

**Email** [contactus@claritynorthdevon.org.uk](mailto:contactus@claritynorthdevon.org.uk)

**Website** [www.claritynorthdevon.org.uk](http://www.claritynorthdevon.org.uk)

## Activities

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**Objects:** TO PROMOTE THE EDUCATION AND UNDERSTANDING OF THE PUBLIC IN THE SUFFERING OF THOSE PEOPLE WITH MENTAL HEALTH PROBLEMS, AND TO IMPROVE THE CIRCUMSTANCES AND QUALITY OF LIFE OF SUCH PERSONS THROUGH THE PROMOTION OR RESEARCH AND ADVICE IN SERVICE PROVISION AND INFORMATION ON THE SUBJECT OF MENTAL HEALTH, THE RESULTS OF WHICH WILL BE WIDELY DISSEMINATED AND TO PROVIDE FOR THE RELIEF OF SUCH SUFFERING.

**Activities:** One to One Counselling, Therapeutic and Support Groups, Service User Representation, Mental Health Awareness Training, Representing the views and needs of those experiencing mental health issues to other agencies and the wider community.

## Classification

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- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Elderly/old People, People With Disabilities, The General Public/mankind

## Geography

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- Devon

## Finances

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Period end	Income	Expenditure	Assets	Employees
2024-12-31	£122,460	£116,094	-	-
2023-12-31	£98,333	£107,792	-	-
2023-04-05	£113,662	£109,750	-	-
2022-04-05	£80,184	£109,939	-	-
2021-04-05	£120,152	£78,645	-	-

## Trustees

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Name	Role	Appointed
Bryony McDonald		2022-02-08
Christopher John McDonald		2022-02-08
Elliot Harris		2024-04-09
James Craigie		2024-01-24

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# Accounts

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Charity registration number: 1055224

# North Devon Mental Health Service Users Forum

also known as

Clarity

Annual Report and Financial Statements

for the Year Ended 31 December 2024



**WESTCOTTS**

CHARTERED ACCOUNTANTS  
& BUSINESS ADVISERS

# **North Devon Mental Health Service Users Forum**

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# North Devon Mental Health Service Users Forum

## Reference and Administrative Details

Trustees:

- Matthew Jones (appointed 24 January 2024)
- Bryony McDonald
- Elliot Harris (appointed 9 April 2024)
- Dr Richard Holman
- Frank Biederman (appointed 9 January 2024)
- James Craigie (appointed 24 January 2024)
- Christopher McDonald
- Dr Christopher Arber (resigned 11 July 2024)

**Charity Registration Number** 1055224

**Principal Office** 104A Boutport Street  
Barnstaple  
Devon  
EX31 1SY

**Independent Examiner** Westcotts (SW) LLP  
47 Boutport Street  
Barnstaple  
Devon  
EX31 1SQ

## North Devon Mental Health Service Users Forum

### Trustees' Report

#### Message from the Chair of the Board – Dr Richard Holman

2024 has been a year of consolidation and cautious growth for Clarity, with a funding decision from The National Lottery Reaching Communities in late 2023 creating new stability in meeting our core costs. The unexpected departure of a long-standing member of the team early in the year allowed us to restructure our senior management/counselling team and further strengthen our foundations. We now have new skill sets to call on, and more flexibility in the day-to-day delivery of our service and development of our infrastructure.

The BMA (British Medical Association) reports that before the Covid-19 pandemic, rates of mental illness in England had been slowly and steadily rising. The estimation of the prevalence of common mental disorders (e.g. anxiety or depression) among adults had risen from 17.5% in 2000 to 18.9% in 2014. The number of people seeking treatment meanwhile, had grown at a much faster rate than the number of people estimated to have a mental illness, and the percentage of adults with a common mental disorder, who were accessing mental health treatment had risen from 23.1% in 2000 to 39.4% in 2015 - an increase of over two thirds.

Covid-19 has only accelerated this trend, driving an increase in the number of people in contact with NHS mental health services, who received a record 5 million referrals in England during 2023 - an increase of 33% from 2019.

It is fabulous that more people are accessing mental health services, and this is in no small part due to numerous campaigns that have reduced the stigma long attached to mental health. However, NHS services lack the resources to meet the increased demand, resulting in high thresholds and long waits for treatment.

Latest estimates put the waiting list at 1 million people in 2024 waiting for mental health support from the NHS. However, survey data from the National Audit Office in 2021 showed that an estimated 8 million people with mental health needs were not in contact with NHS mental health services. The service gap is huge, and much of it is being met by the voluntary sector. As none of the big-name national mental health charities have a presence in North Devon, this gap is being filled by Clarity.

Interestingly, data from NHS Digital Mental Health Services shows that the number of people in contact with mental health services is highest in those living in the 1st decile of the Index of Multiple Deprivation (IMD). Clarity is based in one of the most economically disadvantaged neighbourhoods in Devon - central Barnstaple - in the 1st decile of the IMD, so is being squeezed from both sides, but receives no funding from statutory sources to meet these needs in our community. We provided up to 15 sessions of counselling for 146 people in 2024, which was a wonderful achievement given that all our counselling is given by volunteers. However, 529 people joined our waiting list in 2024. 22% of the people who contacted us were recommended to us by their GP.

Our counsellors are all volunteers, either fully qualified and giving their time freely to support the less fortunate in our community, or final year students putting their learning into practice. Thanks to them we are able to continue offering free counselling (donations are encouraged when affordable). However, both demand and costs rise year on year, and we are left wondering what the future holds for the people we support, and for our charity.

Dr Richard Holman (GP Partner - retired)



# **North Devon Mental Health Service Users Forum**

## **Trustees' Report (continued)**

The trustees present their report and the financial statements for the year ended 31 December 2024. The trustees who served during the year and up to the date of this report are set out on page 1.

### **Our Purpose**

To provide accessible, timely and affordable counselling and therapeutic group support to those experiencing mental health and emotional issues within the communities of North Devon.

### **Our Vision**

That everyone over the age of 18 in North Devon can receive prompt, professional and high-quality mental health care no matter their income or background.

### **Our Ethos**

We believe in every person's right to have access to therapeutic services that meet their needs and will improve their mental wellbeing.

To provide excellence in the counselling and group work we deliver, we will always promote a culture of sensitivity, trust and respect for those who need our services.

### **Our Public Benefit**

The charity operates for the public benefit by providing mental health support to adults in North Devon by way of counselling and group therapy, using appropriately and professionally trained counsellors. The Trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

### **Our Strategy**

We remain committed to supporting as many people as possible, with the shortest possible waiting time, but without compromising in the quality of the support we provide. In order to achieve this our strategic goals are as follows:

1. to identify and meet the mental health needs of the community by expanding and developing the range of therapies available.
2. to ensure continuing growth and development, by reviewing and providing the appropriate skills and expertise required to support the service and community.
3. to continue developing the counselling team and supporting them in their Continuing Professional Development.
4. to provide a welcoming, supportive and safe environment for therapy, and investing in our premises and resources as required to meet this goal.
5. to ensure that Clarity is well known locally for the service it provides, with easy and accessible self-referral for the public, or referral processes for other organisations.
6. in order to meet the strategic aims and needs described, to develop and increase fundraising activities and income generation from both public and private sources.

# North Devon Mental Health Service Users Forum

## Trustees' Report (continued)

### Our Objectives for 2025

In line with the strategy outlined above, this coming year we have set the following objectives:

1. To increase the number of volunteer counsellors by offering additional clinical placements to final year student counsellors. Our offer of peer support, line management and free clinical supervision makes Clarity a desirable clinical placement provider, and we are proud to be a teaching and learning charity.
2. To increase the number of qualified and experienced counsellors that gift their time to Clarity by providing more teaching and learning opportunities through a CPD programme that meets the needs identified by them, as well as the needs of our clients identified through our assessments, and monitoring and evaluation process
3. To continuously evolve our group therapy programme in line with feedback from service users to ensure it remains pertinent, and relevant to the needs of our community.

Our organisation continues to assess the evolving landscape of NHSE funding and ICB structural reform in England, recognising the potential implications for our operations and the communities we serve.

### Our Fundraising Activity

2024 was a pivotal year for Clarity, with the announcement of a further three years of funding from The National Lottery Reaching Communities Fund, creating a solid foundation from which to grow our funding pipeline.

We are grateful to all those funders who have placed their trust in Clarity in 2024, despite the very difficult economic climate, including: Trusthouse Charitable Foundation, The Schreier Foundation, Focus Foundation, Barnstaple Town Council, The Grocers Charity, Devon Community Foundation and Postcode Local Trust. Some of this funding was secured late in the year and is being carried forward into our service delivery for the early part of 2025. We also express thanks to Turnstyle Designs for their ongoing support of Clarity and our local community through their corporate support.

### Our Financial Performance

Trustees took the decision to alter the financial year end to 31 December in 2023, resulting in a nine-month financial year for 2023. The comparisons between 2023 and 2024 will therefore refer to periods of different length.

Our total receipts for the calendar year 2024 amounted to £122,460 (2023 nine months: £98,333) reflecting a 7% decrease this year pro rata. Total payments for the year were £116,094 (2023 nine months: £107,792), a fall of 19% pro rata, and resulted in net receipts of £6,366 (2023 nine months: net payments £9,459).

The 7% pro rata decrease in receipts in the year to 31st December 2024, compared to the previous nine month period, is as a result of the first grant for National Lottery Hear Together of £17,338 being received in December 2023, prior to the start of the project in January 2024. Thus, only three quarters of the grant were received in 2024, totalling £52,015.

Payments were minimised in the early months of the year due to previous uncertainty relating to funding and the nature of the subsequent funding, resulting in staff vacancies and restructuring in the early stages of 2024.

The overall net position was positive in 2024, compared to a net payment position in 2023.

## **North Devon Mental Health Service Users Forum**

### **Trustees' Report (continued)**

We have also received substantial one-off grants from the Trusthouse Charitable Foundation and from the Postcode Local Trust in the current year.

#### **Reserves Policy**

The trustees have set a reserves policy which includes a cessation fund to allow a structured closure of the charity should operational reserves deplete to a level at which the charity is no longer sustainable. This designated fund is reviewed annually and currently stands at £11,189 (2023 £13,591). This decrease represents the continued funding of a significant proportion of the cost of service provision, payroll costs and overheads by long-term restricted funds. The resulting cessation fund would cover the cost of long-term leases and the professional fees required to implement closure.

At their meeting in January 2025, trustees unanimously agreed to designate the generous unrestricted grant of £15,000 from the Postcode Local Trust for the purpose of funding the 2025 sessional and professional fees crucial to the operation of the charity.

Due to the nature of our service, the trustees have also set an unrestricted reserve policy of a minimum of three months total costs to ensure that the charity is able to support its clients safely through the wind-down period. Based on current expectations, this amounts to approximately £18,000 in addition to those costs represented by the designated fund identified above for cessation of the charity.

Currently, unrestricted reserves are £35,990 (2023: £30,338). This represents 3.72 months of anticipated total costs. The trustees feel that unrestricted funds are sufficient to support the charity in its day-to-day operations in 2025.

The trustees also believe that the designated fund totalling £11,189 is, in current circumstances, sufficient to support the additional costs required for a structured closure of the charity, if necessary, but consider that the charity is sustainable for the immediate future.

#### **Our Organisational Structure**

Clarity registered as a charity in May 1996. The charity is managed by a Board of Trustees who are responsible for ensuring financial stability and providing professional and strategic advice on policy and resource management.

The trustees are responsible for the overall management and control of the charity and receive regular reports from the clinical team involved in the day-to-day service delivery, and from the administrative and fundraising team tasked with maintaining, recording and safeguarding the charity's finances and supporting the clinical team. All matters and powers of strategic management and control are vested in the Board. The trustees have assessed the major risks to which the charity is exposed in the year and have taken steps to mitigate these risks.

Meeting quarterly, the Trustee Board bring a range of skills to the charity's governance including health, marketing, communications, digital marketing, strategic planning, local government and finance. Trustees also bring lived experience of mental health concerns either through the experience of close family members, or their own personal journey. For them, joining the Board of Clarity is an opportunity to give back by bringing their expertise to our cause. All give their time freely.

New trustees are appointed by existing trustees, who actively recruit based on experience and skills, and four new Trustees with relevant and transferrable skills joined the Board in early 2024. Chris Arber retired from the Trustee Board and as Secretary in July 2024 having made a significant, valuable contribution to the charity.

## North Devon Mental Health Service Users Forum

### Trustees' Report (continued)

Clarity is traditionally a volunteer led charity, which has grown to include a small staff team at the helm as the charity grows to meet demand. The trustees would like to acknowledge and thank the commitment and care that has been given by staff, counsellors, students and volunteers during the year.

#### Statement of trustees' responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity and of the incoming resources and application of resources of the charity for that year. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011 and the Charity (Accounts and Reports) Regulations 2008. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

On behalf of the board



Dr Richard Holman  
Chair of Trustees

21<sup>st</sup> July 2025

## North Devon Mental Health Service Users Forum

### Independent Examiner's Report to the trustees of North Devon Mental Health Service Users Forum

I report to the trustees on my examination of the accounts of North Devon Mental Health Service Users Forum for the year ended 31 December 2024.

#### Responsibilities and basis of report

As the charity trustees of North Devon Mental Health Service Users Forum you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the North Devon Mental Health Service Users Forum's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

#### Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of North Devon Mental Health Service Users Forum as required by section 130 of the Act; or
2. the accounts do not accord with those records; or

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Catherine Williams FCA DChA  
Independent Examiner  
Westcotts (SW) LLP  
47 Boutport Street  
Barnstaple  
Devon  
EX31 1SQ

Date: 23<sup>rd</sup> July 2025

## North Devon Mental Health Service Users Forum

### Receipts and Payments Account for the Year Ended 31 December 2024

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
<b>Receipts:</b>					
Donations and grants	2	35,809	82,375	118,184	95,716
Charitable activities	3	2,454	-	2,454	1,544
Investment income	4	1,822	-	1,822	1,073
<b>Total receipts</b>		<b>40,085</b>	<b>82,375</b>	<b>122,460</b>	<b>98,333</b>
<b>Payments:</b>					
Employment costs		-	(17,196)	(17,196)	(18,846)
Other staff costs		(73)	(4,457)	(4,530)	(111)
Self employed costs		(7,905)	(13,286)	(21,191)	(25,872)
Establishment costs		(862)	(7,850)	(8,712)	(8,782)
Telephone and IT costs		(1,883)	(1,570)	(3,453)	(6,482)
Travel costs		(111)	(5,257)	(5,368)	(4,947)
Legal and professional fees		-	(679)	(679)	(493)
Accountancy fees		-	(3,834)	(3,834)	(3,470)
Office costs		(1,213)	(304)	(1,517)	(4,341)
Management costs		(2,894)	(38,866)	(41,760)	(23,721)
Sundry expenses		(970)	(960)	(1,930)	(1,195)
Fundraising costs		(5,924)	-	(5,924)	(9,532)
<b>Total payments</b>		<b>(21,835)</b>	<b>(94,259)</b>	<b>(116,094)</b>	<b>(107,792)</b>
<b>Net receipts/(payments)</b>		<b>18,250</b>	<b>(11,884)</b>	<b>6,366</b>	<b>(9,459)</b>
Cash brought forward		43,929	50,304	94,233	103,692
Cash carried forward	7	62,179	38,420	100,599	94,233

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2023 is shown in note 7.

**North Devon Mental Health Service Users Forum**

**(Registration number: 1055224)**

**Statement of Assets and Liabilities as at 31 December 2024**

	Note	2024 £	2023 £
<b>Current assets</b>			
Cash at bank and in hand		<u>100,599</u>	<u>94,233</u>
<b>Restricted income funds</b>			
Restricted funds		38,420	50,304
<b>Unrestricted income funds</b>			
Unrestricted funds		35,990	30,338
Designated funds		<u>26,189</u>	<u>13,591</u>
Total unrestricted funds		<u>62,179</u>	<u>43,929</u>
<b>Total funds</b>	7	<u>100,599</u>	<u>94,233</u>

The financial statements on pages 8 to 17 were approved by the trustees, and authorised for issue on 21.12.25 and signed on their behalf by:



.....  
Dr Richard Holman  
Trustee

# North Devon Mental Health Service Users Forum

## Notes to the Financial Statements for the Year Ended 31 December 2024

### 1 Accounting policies

#### **Basis of preparation**

North Devon Mental Health Service Users Forum meets the definition of a public benefit entity under FRS 102. The accounts (financial statements) have been prepared on the receipts and payments basis.

#### **Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

#### **Income and endowments**

All incoming resources are included in the statement of financial activities when the charity receives the income. The following specific policies are applied to particular categories of income:

Donations are received by way of grants, donations and gifts and is included in full in the Receipts and Payments Account when received.

Grants, including grants for the purchase of fixed assets, are recognised in full in the Receipts and Payments Account in the year in which they are received

Fees are included in the Receipts and Payments Account when received.

The value of services provided by volunteers has not been included.

#### **Expenditure**

Expenditure is recognised on a payments basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

#### **Cash and cash equivalents**

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

#### **Fund structure**

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

## North Devon Mental Health Service Users Forum

### Notes to the Financial Statements for the Year Ended 31 December 2024 (continued)

#### 2 Income from donations and legacies

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2024 £</b>
Donations > £100	1,452	330	1,782
Donations < £100	543	-	543
Grants received	20,000	28,880	48,880
Regular giving	539	-	539
Government grants	-	53,165	53,165
Fundraising income	3,674	-	3,674
Counselling donations	9,601	-	9,601
	<u>35,809</u>	<u>82,375</u>	<u>118,184</u>
	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2023 £</b>
Donations > £100	8,500	1,500	10,000
Donations < £100	1,103	-	1,103
Counselling donations	7,801	-	7,801
Grants received	6,500	29,140	35,640
Regular giving	753	-	753
Government grants	-	40,419	40,419
	<u>24,657</u>	<u>71,059</u>	<u>95,716</u>

Clarity is grateful to the following funders for making unrestricted grants that make our work possible:

Turnstyle Designs (<https://www.turnstyledesigns.com/sustainability>)  
The Postcode Local Trust  
Devon Community Foundation

See note 7 for details of these funders

## North Devon Mental Health Service Users Forum

### Notes to the Financial Statements for the Year Ended 31 December 2024 (continued)

#### 3 Income from charitable activities

	<b>Unrestricted funds General £</b>	<b>Total 2024 £</b>
Counselling	2,280	2,280
Travel costs	174	174
	<u>2,454</u>	<u>2,454</u>
	<b>Unrestricted funds General £</b>	<b>Total 2023 £</b>
Counselling	1,350	1,350
Travel costs	194	194
	<u>1,544</u>	<u>1,544</u>

#### 4 Investment income

	<b>Unrestricted funds General £</b>	<b>Total 2024 £</b>
Bank interest received	1,822	1,822
	<u>1,822</u>	<u>1,822</u>
	<b>Unrestricted funds General £</b>	<b>Total 2023 £</b>
Bank interest received	1,073	1,073
	<u>1,073</u>	<u>1,073</u>

## North Devon Mental Health Service Users Forum

### Notes to the Financial Statements for the Year Ended 31 December 2024 (continued)

#### 5 Staff costs

The aggregate payroll costs were as follows:

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
<b>Staff costs during the year were:</b>		
Wages and salaries	16,909	18,525
Pension costs	287	321
	<u>17,196</u>	<u>18,846</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year expressed as full time equivalents was as follows:

	<b>2024</b>	<b>2023</b>
	<b>No</b>	<b>No</b>
Employees	<u>1</u>	<u>2</u>

No employee received emoluments of more than £60,000 during the year

## North Devon Mental Health Service Users Forum

### Notes to the Financial Statements for the Year Ended 31 December 2024 (continued)

#### 6 Taxation

The charity is a registered charity and is therefore exempt from taxation.

#### 7 Funds

	Balance at 1 January 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 December 2024 £
<b>Unrestricted funds</b>					
Unrestricted funds	30,338	40,085	(21,835)	(12,598)	35,990
<b>Designated funds</b>					
Cessation fund	13,591	-	-	(2,402)	11,189
Postcode Local Trust	-	-	-	15,000	15,000
	<u>13,591</u>	<u>-</u>	<u>-</u>	<u>12,598</u>	<u>26,189</u>
<b>Total unrestricted funds</b>	<u>43,929</u>	<u>40,085</u>	<u>(21,835)</u>	<u>-</u>	<u>62,179</u>
<b>Restricted funds</b>					
Break the Cycle	296	-	-	-	296
Danny's Line	15,530	330	-	-	15,860
Fullabrook CIC	5,000	-	(5,000)	-	-
John's Charity	7,200	-	(5,244)	-	1,956
National Lottery - Hear Together	17,338	52,015	(69,353)	-	-
David Gibbons Trust	2,000	-	(2,000)	-	-
Trusthouse Charitable Foundation	-	10,000	-	-	10,000
Hendy Foundation	2,940	-	(2,940)	-	-
North Devon Counsellors	-	1,150	(1,150)	-	-
Barnstaple Town Council	-	8,000	(3,640)	-	4,360
Grocers Charity	-	2,000	-	-	2,000
Schreier Foundation	-	3,000	(3,000)	-	-
Focus Foundation	-	5,880	(1,932)	-	3,948
	<u>50,304</u>	<u>82,375</u>	<u>(94,259)</u>	<u>-</u>	<u>38,420</u>
<b>Total funds</b>	<u>94,233</u>	<u>122,460</u>	<u>(116,094)</u>	<u>-</u>	<u>100,599</u>

## North Devon Mental Health Service Users Forum

### Notes to the Financial Statements for the Year Ended 31 December 2024 (continued)

	Balance at 6 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 December 2023 £
<b>Unrestricted funds</b>					
<i>General</i>					
Unrestricted funds	12,057	27,274	(35,402)	26,409	30,338
<i>Designated</i>					
Cessation fund	40,000	-	-	(26,409)	13,591
<b>Total unrestricted funds</b>	<u>52,057</u>	<u>27,274</u>	<u>(35,402)</u>	<u>-</u>	<u>43,929</u>
<b>Restricted funds</b>					
National Lottery - Hear Together	-	17,338	-	-	17,338
National Lottery - Reaching Communities	25,125	23,081	(48,206)	-	-
Break the Cycle	1,478	-	(1,182)	-	296
Danny's Line	14,030	1,500	-	-	15,530
Fullabrook CIC	-	5,000	-	-	5,000
Devon Community Foundation	-	2,000	(2,000)	-	-
David Gibbons Trust	-	2,000	-	-	2,000
Hendy Foundation	-	2,940	-	-	2,940
John's Charity	11,002	7,200	(11,002)	-	7,200
Trusthouse Charitable Foundation	-	10,000	(10,000)	-	-
	<u>51,635</u>	<u>71,059</u>	<u>(72,390)</u>	<u>-</u>	<u>50,304</u>
<b>Total funds</b>	<u>103,692</u>	<u>98,333</u>	<u>(107,792)</u>	<u>-</u>	<u>94,233</u>

#### Purposes of unrestricted funds

Unrestricted funds are used to further the objects of the charity, but are subject to no restrictions on their use within these objects.

Designated funds are used to cover potential costs if the charity finds that it is unable to continue to operate (cessation fund) or are set aside for other specific purposes at the discretion of the trustees, for example, the Postcode Local Trust funding.

## North Devon Mental Health Service Users Forum

### Notes to the Financial Statements for the Year Ended 31 December 2024 (continued)

#### Unrestricted grants and donations

**Turnstyle Designs** are a North Devon based manufacturer of luxury door hardware for bespoke and high-end residential, commercial and yacht projects, They strive wherever possible to support local and give back to the community, which includes a generous donation to Clarity toward the costs of supporting mental health.

**Postcode Local Trust** supports smaller charities and good causes in West of England to make a difference to their community for the benefit of people and planet. Their unrestricted funding will help us meet essential staff costs through 2025.

**Devon Community Foundation** kindly provided a community grant towards our core expenditure, funding such essential costs as insurance, professional fees, premises and office costs.

#### Purposes of Restricted Funds

**Break the Cycle** - is an initiative funded by North Devon Police to provide counselling to reduce the repetitive behaviour of individuals that results in police at a small amount of residual funding from this fixed term initiative is carried forward to tendance to incidents. In addition to supporting the individuals concerned, this intervention frees up police time, reduces the need for other emergency services and reduces the impact on the wider community.

**Dannys Line** - is an ongoing fundraising initiative to provide a telephone support service, staffed by experienced counsellors, to help individuals experiencing suicidal thoughts and intention. This community fundraised sum is currently held secure as a restricted reserve while investigating whether this is delivererable by Clarity, or better suited to another VCSE organisation

**Gibbons Family Trust** - kindly gave funding to support our team of volunteer counsellors in their essential work in 2023 into 2024. We provide our volunteers with free clinical supervision and also regular line management, peer support, CPD training opportunities and travelling expenses.

**Fullabrook CIC** is a North Devon based grant maker that gave funding that contributed to volunteer support costs for 2023 into 2024, which includes travel costs, free clinical supervision and support, or opportunities for training.

**Hendy Foundation** met the costs of running one of the charity's twelve-week groups in 2024. Our therapeutic groups aim to create a peer support network for the beneficiaries, and involve a wide variety of direct and indirect costs including group facilitators, group development and administration, clinical lead input, clinical supervision, monitoring and evaluation, as well as venue costs.

**John's Charity** - In 2023 we were fortunate to receive funding identified to cover the significant travel costs of the charity's team of volunteer counsellors through 2024 and beyond. The grant is being used for mileage and parking costs incurred, ensuring that these crucial volunteers are not financially impacted by their generous support to the charity.

## North Devon Mental Health Service Users Forum

### Notes to the Financial Statements for the Year Ended 31 December 2024 (continued)

**The National Lottery – Hear Together grant** commenced in 2024 for a period of three years, covering the costs of key personnel, the charity's premises costs and also its core business professional support costs. The support of the National Lottery continues to be the cornerstone of funding for the charity in the absence of any financial support from the government.

**Trusthouse Charitable Foundation** has generously provided funding towards the core costs of the charity. It would not be possible for the charity to maintain its premises and counselling operations without this financial support.

**Focus Foundation** is providing an essential grant to support Clarity's group counselling through its funding of various workshops fulfilling specific needs in the community.

**Barnstaple Town Council** has generously committed to three years of funding for the charity's significant volunteer costs, alongside other funders, which gives the charity longer term certainty that we can continue to attract and support our essential volunteer counsellors.

**Grocers Charity** is kindly supporting Clarity with a further grant towards our volunteer costs, whether that is covering their travel costs, free supervision and support, or specific training needs.

**Schreier Foundation** has given the charity a generous grant to help cover the costs of essential free supervision for its committed volunteer counsellors. This is a valuable form of support to the team alongside the mentoring and support provided to them by the charity in their work with clients.

#### **8 Related party transactions**

There were no related party transactions in the year.

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# Accounts

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**NORTH DEVON MENTAL HEALTH  
SERVICE USERS FORUM**

**UNAUDITED**

**TRUSTEES' REPORT**

**AND FINANCIAL STATEMENTS**

**FOR THE PERIOD ENDED  
31 DECEMBER 2023**

**CHARITY NUMBER  
1055224**

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

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**Report of the trustees**  
**for the period ended 31 December 2023**

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**Message from the Chair of the Board - Dr Richard Holman**

Clarity's Mission is simple - to ensure every adult in North Devon can access the mental health care that they need - promptly, professionally and affordably - whatever the challenge.

In a challenging economic climate, increasing numbers of our clients are unable to afford the cost of a private therapist, and unable to secure a suitable or timely service from overstretched NHS services. With a rural population of over 160,000 across some 800 square miles, Northern Devon is one of the most economically disadvantaged and least accessible areas of Devon, served by the most remote acute hospital in mainland UK. The area also boasts some of the highest house prices and lowest salaries, exacerbated by a housing crisis as numerous long-term rentals are converted to holiday accommodation to meet the needs of a thriving tourist industry. The cost-of-living crisis, coupled with a local housing crisis has cut deep into this community, and an increasing number of people struggle with their mental health and emotional wellbeing.

To ensure mental health support is accessible, Clarity launched a new website in 2023 [www.claritynorthdevon.org.uk](http://www.claritynorthdevon.org.uk) making self-referral easier than ever. Our waiting list has increased as a result, and we have introduced new triage and risk assessment procedures to ensure we can meet this increased demand.

All our counsellors are volunteers, most are fully qualified and widely experienced, though we also offer clinical placements for counselling students in their final year, offering them learning opportunities, peer support line management and clinical supervision. Many of our students stay on to support us as volunteers after they become qualified. However, in line with national trends, we have seen a reduction in the number of people able to volunteer with us this year, as many have to increase their working hours for paid employment to meet rising costs.

Our volunteers are our lifeblood, so to ensure they feel valued for their time, we offer free clinical supervision, travel expenses, and are introducing a new training programme that allows our qualified counsellors to upskill in specific areas of knowledge, while also ensuring we are able to meet the changing needs of our clients. We are grateful to our volunteers for their ongoing commitment, passion and expertise that allowed us to support 164 people with 1,860 counselling hours in 2023.



**Dr Richard Holman**

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the period ended 31 December 2023**

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The trustees present their report and the financial statements for the period ended 31 December 2023. The trustees who served during the period and up to the date of this report are set out on page 7.

**Our Purpose**

To provide accessible, timely and affordable counselling and therapeutic group support to those experiencing mental health and emotional issues within the communities of North Devon.

**Our Vision**

That everyone over the age of 18 in North Devon can receive prompt, professional and high-quality mental health care no matter their income or background.

**Our Ethos**

We believe in every person's right to have access to therapeutic services that meet their needs and will improve their mental wellbeing.

To provide excellence in the counselling and group work we deliver, we will always promote a culture of sensitivity, trust and respect for those who need our services.

**Our Public Benefit**

The charity operates for the public benefit by providing mental health support to adults in North Devon by way of counselling and group therapy, using appropriately and professionally trained counsellors. The Trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

**Our Strategy**

Over the next 5 years we remain committed to supporting as many people as possible, with the shortest possible waiting time. In order to achieve this our strategic goals are as follows:

1. To identify and meet the mental health needs of the community by expanding and developing the range of therapies available.
2. To ensure continuing growth and development, by reviewing and providing the appropriate skills and expertise required to support the service and community
3. To continue developing the counselling team and supporting them in their continuing professional development.
4. To provide a welcoming, supportive and safe environment for therapy, and investing in our premises and resources as required to meet this goal.
5. To ensure that Clarity is well known locally for the service it provides, with easy and accessible self-referral for the public, or referral processes for other organisations.
6. In order to meet the strategic aims and needs described, to develop and increase fundraising activities and income generation from both public and private sources.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the period ended 31 December 2023**

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In line with the strategy outlined above, for the period April to December 2023 we set and met the following objectives:

1. Relaunched our programme of psychoeducation therapeutic groups, with themes focussed on needs identified through our assessment process, and through collaboration with other local voluntary sector organisations that support specific groups within our community.
2. Refocussed our strategic oversight and development through recruitment of new trustees with relevant and/or transferrable skills.
3. Implemented a programme of training for volunteer counsellors to support their continuous professional development, and ensure Clarity has the relevant skills and knowledge required by our clients.
4. Improved the client experience with a new website that incorporates an easy self-referral process.
5. Raised awareness of Clarity and the services available by networking with voluntary and statutory organisations across northern Devon, in line with the Community Mental Health framework.
6. Developed a new funding strategy for greater financial sustainability and stability, and secured multi-year funding that gives Clarity a stable foundation to grow from.

**Our Objectives For 2024**

In line with the strategy outlined above, this coming year we have set the following objectives:

1. To introduce a new programme of therapeutic groups, with specialist focus in areas of need such as addictive behaviours, coping with challenging relationships and parenting through neurodiversity.
2. To increase our volunteer numbers to pre-pandemic levels.
3. To identify and meet client needs by providing a programme of Continuous Professional Development opportunities for our volunteer counsellors.
4. To raise awareness of Clarity services with a new social media campaign to support the launch of the new website in 2023.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the period ended 31 December 2023**

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**Our Fundraising Activity**

We are immensely grateful to all those people and organisations that have supported and raised money for the charity during the year. It is only with this support that we are able to continue to provide our vital mental health support to the people of North Devon.

In 2023 we were also able to secure vital funding from Trusts and Foundations that sustain our activities including Forrester Family Charitable Trust, John's Charity, Barnstaple Town Council, The Trusthouse Charitable Foundation, the Norman Family Charitable Trust, David Gibbons Foundation, Hendy Foundation, Devon Community Foundation and Fullabrook CIC, and corporate support from Turnstyle Designs.

We remain indebted to The National Lottery Reaching Communities Fund for their support over the last five years that has provided the foundation from which we have grown enormously. We are thrilled to have recently secured a further three years of funding to underpin our core costs for 2024, 2025 and 2026. With this solid foundation, we have developed a fundraising strategy that allows us to seek grants from other sources for distinct elements of our service, and maintain our sustainability during a time when many trusts and foundations are overwhelmed by demand.

**Our Financial and performance**

Trustees took the decision to alter the financial year end to 31 December this year, resulting in a nine-month financial year for 2023. Our total receipts in this nine-month period amounted to £98,333 (2022-23: £113,662) reflecting a 15% increase this period pro rata. Total payments for the period were £107,792 (2022-23: £109,750), resulted in net payments of £9,459 (2021-22: net receipts £3,912).

The 15% pro rata increase in receipts in the nine months to 31st December 2023, compared to the previous year, is as a result of the first grant for National Lottery Hear Together of £17,338 prior to the start of the project in January 2024.

We have also received substantial one-off grants from the Trusthouse Charitable Foundation and from John's Charity in the year.

**Reserves Policy**

The trustees have set a reserves policy which includes a designated fund to allow a structured closure of the charity should operational reserves deplete to a level at which the charity is no longer sustainable. This designated fund is reviewed annually and currently stands at £13,591 (2023 £40,000). This decrease represents the funding of a significant proportion of the cost of service provision, payroll costs and overheads by long-term restricted funds. The resulting designated fund would cover the cost of long-term leases and the professional fees required to implement closure.

Due to the nature of our service, the trustees have also set an unrestricted reserve policy of a minimum of three months total costs to ensure that the charity is able to support its clients safely through the wind-down period. Based on current expectations, this amounts to approximately £15,000 in addition to those costs represented by designated funds.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the period ended 31 December 2023**

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Currently, unrestricted reserves are £30,338 (2022-23: £12,057). Combined with relevant designated funds, this represents 3.65 months of anticipated total costs. The trustees feel that unrestricted funds are sufficient to support the charity in its day-to-day operations in 2024.

The trustees also believe that the designated fund totalling £13,591 is, in current circumstances, sufficient to allow a structured closure of the charity, if necessary, but consider that the charity is sustainable for the immediate future.

**Our Organisational Structure**

Clarity registered as a charity in May 1996. The charity is managed by a Board of Trustees who are responsible for ensuring financial stability and providing professional and strategic advice on policy and resource management.

The trustees are responsible for the overall management and control of the charity and receive regular reports from the clinical team involved in the day-to-day service delivery, and from the administrative and fundraising team tasked with maintaining, recording and safeguarding the charity's finances and supporting the clinical team. All matters and powers of strategic management and control are vested in the Board. The trustees have assessed the major risks to which the charity is exposed in the year and have taken steps to mitigate these risks.

Meeting quarterly, the Trustee Board bring a range of skills to the charity's governance including a retired GP Partner as Chairman and a retired project manager for a major pharmaceutical company as Secretary. Other Trustees bring experience and expertise in marketing, communications, digital marketing and finance. Trustees also bring lived experience of mental health concerns either through the experience of close family members, or their own personal journey. Two are past service users who were ineligible for statutory support following a life-changing experience. For them, joining the Board of Clarity is an opportunity to give back by bringing expertise in website and optimisation, project management and marketing and charity governance. All give their time freely.

New trustees are appointed by existing trustees, who actively recruit based on experience and skills, and three new Trustees with relevant and transferrable skills joined the Board in early 2024.

Clarity is traditionally a volunteer led charity, which has grown to include a small staff team at the helm as the charity grows to meet demand. The trustees would like to acknowledge and thank the commitment and care that has been given by staff, counsellors, students and volunteers during the year.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the period ended 31 December 2023**

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**Statement of trustees' responsibilities**

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial period which give a true and fair view of charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011 and the Charity (Accounts and Reports) Regulations 2008. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

On behalf of the board



**Dr Christopher Arber**  
**Trustee**

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Legal and administrative information**

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**Status**

North Devon Mental Health Service Users Forum (also known as Clarity) is an unincorporated charity governed by a formal constitution adopted 9 May 1996.

**Charity number**                      1055224

**Business address**                      104A Boutport Street  
Barnstaple  
Devon  
EX31 1SW

**Trustees**                                      Dr Alison Judith Ayers                      (Resigned 29 September 2023)  
James Craigie                                      (Appointed 24 January 2024)  
Matthew Jones                                      (Appointed 24 January 2024)  
Dr Christopher Arber  
Dr Richard Holman  
Frank Biederman                                      (Appointed 9 January 2024)  
Christopher McDonald  
Bryony McDonald

**Accountants**                                      Westcotts  
47 Boutport Street  
Barnstaple  
Devon  
EX31 1SQ

**Independent examiner's report to the trustees on the unaudited financial statements of North Devon Mental Health Service Users Forum.**

**Independent examiner's report to the trustees of North Devon Mental Health Service Users Forum.**

I report to the trustees on my examination of the accounts of North Devon Mental Health Service Users Forum for the period ended 31 December 2023.

**Responsibilities and basis of report**

As the charity's trustees of North Devon Mental Health Service Users Forum you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the act').,

I report in respect of my examination of North Devon Mental Health Service Users Forum accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of North Devon Mental Health Users Forum as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examinations to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



**Catherine Williams FCA DChA**

**Independent Examiner**

**Westcotts (SW) LLP**

**47 Boutport Street**

**Barnstaple**

**Devon**

**EX31 1SQ**

Dated: 3rd July 2024

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Receipts and Payments Account**

**For the period ended 31 December 2023**

	Notes	Unrestricted funds £	Restricted funds £	Period ended 31/12/23 Total £	Year ended 5/4/23 Total £
<b>Receipts</b>					
Incoming resources from generating funds:					
Donations and grants	2	24,657	71,059	95,716	108,552
Investment income	3	1,073	-	1,073	201
Incoming resources from charitable activities	4	1,544	-	1,544	4,909
<b>Total receipts</b>		<u>27,274</u>	<u>71,059</u>	<u>98,333</u>	<u>113,662</u>
<b>Payments</b>					
Employment costs	5	7,940	10,906	18,846	36,518
Other Staff costs		-	111	111	933
Self Employed costs		2,340	23,532	25,872	42,573
Establishment costs		-	8,782	8,782	3,634
Travel costs		449	4,498	4,947	5,258
Legal and Professional Fees		270	223	493	1,346
Accountancy fees		3,470	-	3,470	3,550
Telephone and IT costs		-	6,482	6,482	3,610
Office Costs		-	4,341	4,341	1,709
Management costs		11,181	12,540	23,721	-
Subscriptions		-	-	-	240
Sundry expenses		250	945	1,195	1,886
Fundraising costs		9,502	30	9,532	8,493
<b>Total payments</b>		<u>35,402</u>	<u>72,390</u>	<u>107,792</u>	<u>109,750</u>
<b>Net of receipts/(payments)</b>		(8,128)	(1,331)	(9,459)	3,912
Cash funds brought forward		52,057	51,635	103,692	99,780
<b>Cash funds carried forward</b>		<u>43,929</u>	<u>50,304</u>	<u>94,233</u>	<u>103,692</u>

All of the above amounts relate to continuing activities.

The notes on pages 11 to 17 form an integral part of these financial statements.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Statement of Assets and Liabilities**

**As At 31 December 2023**

	Notes	31/12/23		05/04/23	
		£	£	£	£
<b>Cash funds</b>					
Bank and cash		94,233		103,692	
		<u>94,233</u>		<u>103,692</u>	
<b>Assets and liabilities</b>			<u>94,233</u>		<u>103,692</u>
<b>Funds</b>					
Restricted income funds	8		50,304		51,635
Unrestricted income funds	7		30,338		12,057
Unrestricted designated funds	7		13,591		40,000
<b>Total funds</b>			<u>94,233</u>		<u>103,692</u>

The financial statements were approved by the trustees on 9<sup>th</sup> April/24 and signed on its behalf by



**Dr Christopher Arber**  
**Trustee**

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**The notes on pages 11 to 17 form an integral part of these financial statements.**

**Notes to the financial statements**  
**for the period ended 31 December 2023**

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**1. Accounting policies**

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the period and the preceding year.

**1.1. Basis of accounting**

The financial statements are prepared under the receipts and payments basis and in accordance with FRS102, the Charities SORP (FRS102) and the requirement of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Charities SORP (FRS102) and the Charities Act 2011.

**1.2. Cashflow**

The charity has taken advantage of the exemption in FRS102 from the requirement to produce a cashflow statement as it is classed as a small charity.

**1.3. Fund accounting**

Unrestricted funds are donations and other incoming resources received or generated for the objects of the charity without further specific purpose and which the charity may use for its purpose at its discretion.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

**1.4. Incoming resources**

All incoming resources are included in the Receipts and Payments when the charity receives the income. The following specific policies are applied to particular categories of income:

Donations are received by way of grants, donations and gifts and is included in full in the Receipts and Payments when received.

The value of services provided by volunteers has not been included.

Fees are included in full in the Receipts and Payments when received. All other incoming resources are also included in full in the Receipts and Payments when received.

Grants, including grants for the purchase of fixed assets, are recognised in full in the Receipts and Payments in the year in which they are received.

**1.5. Resources expended**

Expenditure is recognised on a payments basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Notes to the financial statements**  
**for the period ended 31 December 2023**

**2. Donations and grants**

	Unrestricted	Restricted	Period ended 31/12/23	Year ended 5/4/23
	£	£	£	£
Donations > £100	8,500	1,500	10,000	7,666
Donations < £100	1,103	-	1,103	1,819
Counselling Donations	7,801	-	7,801	9,076
Grants Received	6,500	29,140	35,640	83,458
Regular giving	753	-	753	1,175
Government grants	-	40,419	40,419	2,675
Fundraising Income	-	-	-	2,683
	<u>24,657</u>	<u>71,059</u>	<u>95,716</u>	<u>108,552</u>

**Funders**

Turnstyle Designs - are a Barnstaple based company delivering luxury door hardware for high-end residential, commercial and yacht projects. The company strives wherever possible to support local causes and give back to the community, and Clarity is grateful for their continued support in the form of unrestricted donations (included above)

<https://www.turnstyledesigns.com/sustainability/>

We are also grateful to the following funders for making unrestricted grants that make our work possible:

Norman Family Charitable Trust  
 Barnstaple Town Council

**3. Investment income**

	Unrestricted funds	Period ended 31/12/23 Total	Year ended 5/4/23 Total
	£	£	£
Bank interest received	1,073	1,073	201
	<u>1,073</u>	<u>1,073</u>	<u>201</u>

**Notes to the financial statements**  
**for the period ended 31 December 2023**

**4. Incoming resources from charitable activities**

	<b>Unrestricted funds</b>	<b>Period ended 31/12/23 Total</b>	<b>Year ended 5/4/23 Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Counselling	1,350	1,350	4,170
Travel Costs	194	194	679
Counselling fees	-	-	60
	<u>1,544</u>	<u>1,544</u>	<u>4,909</u>

**5. Employees**

**Employment costs**

	<b>Period ended 31/12/23</b>	<b>Year ended 5/4/23</b>
	<b>£</b>	<b>£</b>
Wages and salaries	18,525	35,926
Pension costs	321	592
	<u>18,846</u>	<u>36,518</u>

No employee received emoluments of more than £60,000 (5/4/23 : None).

**Number of employees**

The average monthly numbers of employees during the period was as follows:

	<b>Period ended 31/12/23</b>	<b>Year ended 5/4/23</b>
	<b>Number</b>	<b>Number</b>
Employees	<u>2</u>	<u>2</u>

**Notes to the financial statements**  
**for the period ended 31 December 2023**

**6. Analysis of net assets between funds**

	<b>Unrestricted funds £</b>	<b>Restricted funds £</b>	<b>Total funds £</b>
Fund balances at 31 December 2023 as represented by:			
Current assets	43,929	50,304	94,233
	<u>43,929</u>	<u>50,304</u>	<u>94,233</u>

**7. Unrestricted funds**

	<b>At 6 April 2023 £</b>	<b>Incoming resources £</b>	<b>Outgoing resources £</b>	<b>At 31 December 2023 £</b>	<b>Transfers £</b>
Unrestricted funds	12,057	27,274	(35,402)	30,338	26,409
Designated fund	40,000	-	-	13,591	(26,409)
	<u>52,057</u>	<u>27,274</u>	<u>(35,402)</u>	<u>43,929</u>	<u>-</u>

**Purposes of unrestricted funds**

Unrestricted funds are used to further the objects of the charity, but are subject to no restrictions on their use within those objects.

Designated funds are used to cover potential costs if the charity finds that it is unable to continue to operate.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Notes to the financial statements**  
**for the period ended 31 December 2023**

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<b>8. Restricted funds</b>	<b>At</b>			<b>At 31</b>
	<b>6 April</b>	<b>Incoming</b>	<b>Outgoing</b>	<b>December</b>
	<b>2023</b>	<b>resources</b>	<b>resources</b>	<b>2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Break the Cycle	1,478	-	(1,182)	296
Danny's Line	14,030	1,500	-	15,530
Devon Community Foundation	-	2,000	(2,000)	-
Fullabrook CIC	-	5,000	-	5,000
John's Charity	11,002	7,200	(11,002)	7,200
National Lottery - Hear Together	-	17,338	-	17,338
National Lottery - Reaching Communities	25,125	23,081	(48,206)	-
David Gibbons Trust	-	2,000	-	2,000
Trusthouse Charitable Foundation	-	10,000	(10,000)	-
Hendy Foundation	-	2,940	-	2,940
	<u>51,635</u>	<u>71,059</u>	<u>(72,390)</u>	<u>50,304</u>

**Notes to the financial statements**  
**for the period ended 31 December 2023**

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**Purposes of restricted funds**

Break the Cycle - is an initiative funded by North Devon Police to provide counselling to reduce the repetitive behaviour of individuals that results in police attendance to incidents. In addition to supporting the individuals concerned, this intervention frees up police time, reduces the need for other emergency services and reduces the impact on the wider community.

Dannys Line - is an ongoing fundraising initiative to provide a telephone support service, staffed by experienced counsellors, to help individuals experiencing suicidal thoughts and intention.

Devon Community Foundation kindly provided a community grant towards our core expenditure, funding such essential costs as insurance, professional fees, premises and office costs.

Fullabrook CIC - following earlier funding towards the charity's running costs, this year's grant generously provides additional funding of volunteer support costs, whether that is covering their travel costs, providing free clinical supervision and support, or opportunities for training.



John's Charity - this funding in 2022/23 was to cover various capital improvements to the charity's office environment and technology. This has improved the experience of clients engaging with our service, by improving comfort and security as well as increasing the efficiency and effectiveness of staff. Funding has been used for new phones, IT equipment, door entry system, furniture, internal redecoration, and a new website to improve our branding and increase awareness of the charity.

In 2023 we were fortunate to receive additional funding identified to cover the significant travel costs of the charity's team of volunteer counsellors in 2024. The grant will be used for mileage and parking costs incurred, ensuring that these crucial volunteers are not financially impacted by their generous support to the charity.

The National Lottery – Hear Together grant commences in 2024 for a period of three years covering the costs of key personnel, the charity's premises costs and also its core business professional support costs. The support of the National Lottery continues to be the cornerstone of funding for the charity in the absence of any financial support from the government.



The National Lottery - Reaching Communities funding was provided over a five year period to help the charity finance its service delivery, both directly for counsellors' fees and travel, and in respect of administrative costs such as payroll, office costs and insurance.

David Gibbons Trust - have kindly given funding to support our team of volunteer counsellors in their essential work. We provide them with free clinical supervision and also regular line management, peer support, CPD training opportunities and travelling expenses.

Trusthouse Charitable Foundation generously provided funding towards the costs of the post of charity manager in 2023. This role is crucial to the effective running of the charity, pulling all the diverse functions of the charity together cohesively and providing both clinical and administrative support and guidance.

**North Devon Mental Health Service Users Forum  
Charity Number 1055224**

**Notes to the financial statements  
for the period ended 31 December 2023**

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Hendy Foundation is specifically meeting the costs of running one of the charity's twelve-week groups in 2024. Groups involve a wide variety of direct and indirect costs including group facilitators, group development and administration, clinical lead input, clinical supervision of facilitators, monitoring and evaluation, as well as venue costs.

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# Accounts

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**NORTH DEVON MENTAL HEALTH  
SERVICE USERS FORUM**

**UNAUDITED**

**TRUSTEES' REPORT**

**AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED  
5 APRIL 2023**

**CHARITY NUMBER  
1055224**

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

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**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the year ended 5 April 2023**

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**Message from the Chair of the Board - Dr Richard Holman**

The past year has seen the charity return to normal operations following Covid-19. Nevertheless, the effects of the pandemic have far-reaching impacts on the mental health of the nation, and we continue to address the impact on our individual and collective emotional wellbeing. Bereavement, loneliness, anxiety, depression, relationship difficulties and addictive behaviours have all increased, and we are able to support people struggling in these areas with our one to one counselling service, and a renewed therapeutic groups programme.

In 2022/23 we met our aims and goals by providing 1671 hours of one to one counselling - face to face, by telephone and online. We also provided 184 hours of group therapy in our Let's Talk groups for people with enduring mental health issues.

As the leading provider in North Devon of clinical placements for counselling trainees, we provided learning opportunities, peer support, line management and clinical supervision for 8 trainees at any one time.

All this is made possible by the unwavering support of our army of volunteer counsellors. Their passion, commitment and expertise ensure the community of North Devon can access affordable counselling and support, which is unavailable elsewhere. We take great pride in our work, and the quality of our delivery, and have been members of the BACP (British Association of Counselling & Psychotherapy) since 1996.

Covid-19 has created huge gaps in public mental health services. An already overstretched NHS was quickly overwhelmed, and now only support people at opposite ends of the mental health spectrum - those with serious and psychotic mental illness such as schizophrenia, or those with mild anxiety. This leaves a huge number of people in the mid ranges totally unsupported - people with complex and debilitating mental health problems like depression, bereavement, relationship breakdown, difficult life events, suicidal thoughts, historical trauma or more recent sexual abuse. Without hope of finding an appropriate service through the NHS, those who are unable to afford private fees make their way to Clarity.

**Dr Richard Holman**

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the year ended 5 April 2023**

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The trustees present their report and the financial statements for the year ended 5 April 2023. The trustees who served during the year and up to the date of this report are set out on page 7.

**Our Purpose**

To provide accessible, timely and affordable counselling and therapeutic group support to those experiencing mental health and emotional issues within the communities of North Devon.

**Our Vision**

That everyone over the age of 18 in North Devon can receive prompt, professional and high-quality mental health care no matter their income or background.

**Our Ethos**

We believe in every person's right to have access to therapeutic services that meet their needs and will improve their mental wellbeing.

To provide excellence in the counselling and group work we deliver, we will always promote a culture of sensitivity, trust and respect for those who need our services.

**Our Public Benefit**

The charity operates for the public benefit by providing mental health support to adults in North Devon by way of counselling and group therapy, using appropriately and professionally trained counsellors. The Trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

**Our Strategy**

Over the next 5 years we remain committed to supporting as many people as possible, with the shortest possible waiting time. In order to achieve this our strategic goals are as follows:

1. To identify and meet the mental health needs of the community by expanding and developing the range of therapies available.
2. To ensure continuing growth and development, by reviewing and providing the appropriate skills and expertise required to support the service and community
3. To continue developing the counselling team and supporting them in their continuing professional development.
4. To provide a welcoming, supportive and safe environment for therapy, and investing in our premises and resources as required to meet this goal
5. To ensure that Clarity is well known locally for the service it provides, with easy and accessible self-referral for the public, or referral processes for other organisations.
6. In order to meet the strategic aims and needs described, to develop and increase fundraising activities and income generation from both public and private sources.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the year ended 5 April 2023**

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In line with the strategy outlined above, for the year 2022-23 we set and met the following objectives:

1. Relunched our programme of psychoeducation therapeutic groups, with themes focussed on identified needs.
2. Refocussed our strategic and service development through recruitment of a charity manager to provide consistent leadership for the volunteer team, and two new trustees with relevant and transferrable skills.
3. Recruited and/or trained volunteer counsellors with skills to meet emerging needs, namely couples counselling, eating disorders, addictive behaviours and trauma informed therapy.
4. Improved the client experience within our premises by securing funding for redecoration, new furniture, a new security system and new website which incorporates an easy self-referral process.
5. Raised awareness of Clarity and the services available by networking with voluntary and statutory organisations across northern Devon, in line with the Community Mental Health framework.
6. Developed a funding strategy for greater financial sustainability and stability.

**Our Objectives For 2023-24**

In line with the strategy outlined above, this coming year we have set the following objectives:

1. To introduce a new programme of therapeutic groups, with specialist focus in areas of need such as addictive behaviours, coping with challenging relationships and parenting through neurodiversity.
2. To increase our capacity with longer opening hours, and to pilot evening and weekend sessions.
3. To identify and meet client needs by providing a programme of Continuous Professional Development opportunities for our volunteer counsellors.
4. To raise awareness of Clarity services by launching a new website, and social media platform.

**Our Fundraising Activity**

We are immensely grateful to all those people and organisations that have supported and raised money for the charity during the year. It is only with this support that we are able to continue to provide our vital mental health support to the people of North Devon.

In 2021-22 we had a planned operational deficit, which utilised some of the emergency Covid-19 funding accrued and awarded in 2020. In 2022-23 we returned to a sustainable position with a small surplus, and are grateful to those organisations who have provided vital unrestricted funding that has helped us achieve this, including: Turnstyle Designs, Albert Hunt Trust, 29th May 1961 Charity, Arnold Clark Community Fund, Elmgrant Trust, The Inner Wheel and The Forrester Family Charitable Trust.

We remain indebted to The National Lottery Reaching Communities Fund for their core funding which underpins all our activities and makes all our other fundraising activities possible.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the year ended 5 April 2023**

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As we plan for the next financial year, 2023-24, we acknowledge the impact of the cost of living crisis on our local community. We are aware that the national situation is exacerbated in North Devon by a local housing crisis, and the affect this continues to have on our clients and community fundraisers.

We are conscious of the need to secure additional grant funding for long term sustainability in a challenging and competitive economic climate and have adopted a funding strategy that attempts to broaden our funder base. By approaching a range of local and national small grant funders, and cultivating relationships with a select number of larger trusts and foundations, we hope to secure the funds needed to allow us to maintain the service we currently offer, while growing our infrastructure and capacity to meet the future needs of our community.

**Our Financial and performance**

Our total receipts in the year amounted to £113,662 (2021-22: £80,184) reflecting a 42% increase this year. Total payments for the year were £109,750 (2021-22: £109,939), resulted in net receipts of £3,912 (2021-22: net payments £29,755).

The increase in receipts of £33,478 in 2022-23 compared to the previous year is as a result of over £37,000 additional fundraising from charitable trusts in the year, including almost £11,000 more in unrestricted grants.

In addition to the National Lottery Reaching Communities grant, this year we have also received substantial income from John's Charity and the National Lottery's Awards for All.

Going into 2023-24, the charity is seeking new sources of funding to support its service provision, including long-term funding for more than 12 months, so that the service capacity can be expanded with the confidence that it can be sustained for the benefit of our clients.

**Reserves Policy**

The trustees have set a reserves policy which includes a designated fund to allow a structured closure of the charity should operational reserves deplete to a level at which the charity is no longer sustainable. This designated fund is reviewed annually and currently stands at £40,000 (2022-23 £26,686). This increase represents the full cost of service provision, beyond the end of the current National Lottery Reaching Communities funding in January 2024.

Due to the nature of our service, the trustees have also set an unrestricted reserve policy of a minimum of three months total costs to ensure that the charity is able to support its clients safely through the wind-down period. Based on current expectations, this amounts to approximately £15,000 in addition to those costs represented by designated funds.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the year ended 5 April 2023**

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Currently, unrestricted reserves are £12,057 (2021-22: £21,828). Combined with relevant designated funds, this represents 2.7 months of anticipated total costs. In 2023-24, trustees will be working to increase the unrestricted reserves to achieve the level required. However, it should be noted that restricted funding is in place until December 2023 to cover the majority of the charity's counselling and premises costs.

The trustees believe that the designated fund totalling £40,000 is, in current circumstances, sufficient to allow a structured closure of the charity, if necessary, beyond the current funding provision, but consider that the charity is sustainable for the immediate future.

**Our Organisational Structure**

Clarity registered as a charity in May 1996. The charity is managed by a Board of Trustees who are responsible for ensuring financial stability and providing professional and strategic advice on policy and resource management.

The trustees are responsible for the overall management and control of the charity and receive regular reports from the clinical team involved in the day-to-day service delivery, and from the administrative and fundraising team tasked with maintaining, recording and safeguarding the charity's finances and supporting the clinical team. All matters and powers of strategic management and control are vested in the Board. The trustees have assessed the major risks to which the charity is exposed in the year and have taken steps to mitigate these risks.

Meeting quarterly, the Trustee Board bring a range of skills to the charity's governance including a retired GP Partner as Chairman and a retired project manager for a major pharmaceutical company as Secretary. Other Trustees bring experience and expertise in marketing and communications, digital marketing, leadership coaching and business consultancy, human resources and wellbeing, project management and fundraising. Most trustees bring lived experience of mental health concerns either through the experience of close family members, or their own personal journey. Two are past service users who were ineligible for statutory support following a life-changing experience. For them, joining the Board of Clarity is an opportunity to give back by bringing expertise in website and optimisation, project management and marketing and charity governance. All give their time freely.

New trustees are appointed by existing trustees, who actively recruit based on experience and skills.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the year ended 5 April 2023**

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Clarity is traditionally a volunteer led charity. Our counselling services are delivered by qualified counsellors or final year counselling students, led by our experienced, passionate team. Our team of volunteer counsellors comprises both male and female qualified therapists, as well as trainees completing their qualifications. All counsellors bring with them a vast range of knowledge and expertise, ensuring that we can provide the very best service to the charity's beneficiaries.

The trustees would like to acknowledge and thank the commitment and care that has been given by counsellors, students and volunteers during the year.

**Statement of trustees' responsibilities**

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of charity and of the incoming resources and application of resources of the charity for that year. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011 and the Charity (Accounts and Reports) Regulations 2008. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

On behalf of the board



**Dr Christopher Arber**  
Trustee

21<sup>st</sup> July 2023

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Legal and administrative information**

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**Status**

North Devon Mental Health Service Users Forum (also known as Clarity) is an unincorporated charity governed by a formal constitution adopted 9 May 1996.

**Charity number** 1055224

**Business address** 104A Boutport Street  
Barnstaple  
Devon  
EX31 1SW

**Trustees**

Dr Alison Judith Ayers	(Appointed 10 January 2023)
Christopher Bale	(Resigned 20 October 2022)
Jonathan Webber ACA	(Resigned 13 October 2022)
Dr Christopher Arber	
Dr Richard Holman	
Michelle McCartan	(Resigned 17 October 2022)
Christopher McDonald	(Appointed 8 February 2022)
Bryony McDonald	(Appointed 8 February 2022)

**Accountants**

Westcotts  
47 Boutport Street  
Barnstaple  
Devon  
EX31 1SQ

**North Devon Mental Health Service Users Forum  
Charity Number 1055224**

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**Independent examiner's report to the trustees on the unaudited financial statements of North Devon Mental Health Service Users Forum.**

**Independent examiner's report to the trustees of North Devon Mental Health Service Users Forum.**

I report to the trustees on my examination of the accounts of North Devon Mental Health Service Users Forum for the year ended 5 April 2023.

**Responsibilities and basis of report**

As the charity's trustees of North Devon Mental Health Service Users Forum you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the act').

I report in respect of my examination of North Devon Mental Health Service Users Forum accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of North Devon Mental Health Users Forum as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examinations to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



**Catherine Williams FCA DChA**

**Independent Examiner  
Westcotts (SW) LLP  
47 Boutport Street  
Barnstaple  
Devon  
EX31 1SQ**

Dated: 26<sup>th</sup> July 2023

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Receipts and Payments Account**

**For the year ended 5 April 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total £	2022 Total £
<b>Receipts</b>					
Incoming resources from generating funds:					
Donations and grants	2	33,469	75,083	108,552	76,127
Investment income	3	201	-	201	7
Incoming resources from charitable activities	4	4,909	-	4,909	4,050
<b>Total receipts</b>		<u>38,579</u>	<u>75,083</u>	<u>113,662</u>	<u>80,184</u>
<b>Payments</b>					
Employment costs	5	10,417	26,101	36,518	42,548
Other Staff costs		158	775	933	4,128
Self Employed costs		9,918	32,655	42,573	32,247
Establishment costs		-	3,634	3,634	11,081
Travel costs		462	4,796	5,258	6,518
Legal and Professional Fees		1,080	266	1,346	1,686
Accountancy fees		3,550		3,550	3,380
Telephone and IT costs		-	3,610	3,610	2,770
Office Costs		484	1,225	1,709	1,413
Subscriptions		240	-	240	240
Sundry expenses		234	1,652	1,886	2,095
Fundraising costs		8,493	-	8,493	1,833
<b>Total payments</b>		<u>35,036</u>	<u>74,714</u>	<u>109,750</u>	<u>109,939</u>
<b>Net of receipts/(payments)</b>		3,543	369	3,912	(29,755)
Cash funds brought forward		48,514	51,266	99,780	129,535
<b>Cash funds carried forward</b>		<u>52,057</u>	<u>51,635</u>	<u>103,692</u>	<u>99,780</u>

All of the above amounts relate to continuing activities.

The notes on pages 11 to 16 form an integral part of these financial statements.

**North Devon Mental Health Service Users Forum  
Charity Number 1055224**

**Statement of Assets and Liabilities**

**As At 5 April 2023**

	Notes	2023		2022	
		£	£	£	£
<b>Cash funds</b>					
Bank and cash		103,692		99,780	
		<u>103,692</u>		<u>99,780</u>	
<b>Assets and liabilities</b>			<u>103,692</u>		<u>99,780</u>
<b>Funds</b>					
Restricted income funds	8		51,635		51,266
Unrestricted income funds	7		12,057		21,828
Unrestricted designated funds	7		40,000		26,686
<b>Total funds</b>			<u>103,692</u>		<u>99,780</u>

The financial statements were approved by the trustees on 21<sup>st</sup> July 2023 and signed on its behalf by



**Dr Christopher Arber  
Trustee**

**The notes on pages 11 to 16 form an integral part of these financial statements.**

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Notes to the financial statements**  
**for the year ended 5 April 2023**

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**1. Accounting policies**

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and the preceding year.

**1.1. Basis of accounting**

The financial statements are prepared under the receipts and payments basis and in accordance with FRS102, the Charities SORP (FRS102) and the requirement of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Charities SORP (FRS102) and the Charities Act 2011.

**1.2. Cashflow**

The charity has taken advantage of the exemption in FRS102 from the requirement to produce a cashflow statement as it is classed as a small charity.

**1.3. Fund accounting**

Unrestricted funds are donations and other incoming resources received or generated for the objects of the charity without further specific purpose and which the charity may use for its purpose at its discretion.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

**1.4. Incoming resources**

All incoming resources are included in the Receipts and Payments when the charity receives the income. The following specific policies are applied to particular categories of income:

Donations are received by way of grants, donations and gifts and is included in full in the Receipts and Payments when received.

The value of services provided by volunteers has not been included.

Fees are included in full in the Receipts and Payments when received. All other incoming resources are also included in full in the Receipts and Payments when received.

Grants, including grants for the purchase of fixed assets, are recognised in full in the Receipts and Payments in the year in which they are received.

**1.5. Resources expended**

Expenditure is recognised on a payments basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

**North Devon Mental Health Service Users Forum  
Charity Number 1055224**

**Notes to the financial statements  
for the year ended 5 April 2023**

**1.6. Defined contribution pension schemes**

The pension costs charged in the financial statements represent the contribution paid by the charity during the year.

**2. Donations and grants**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>2023 Total</b>	<b>2022 Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Donations > £100	6,966	700	7,666	9,218
Donations < £100	1,819	-	1,819	1,388
Counselling Donations	9,076	-	9,076	13,393
Grants Received	11,750	71,708	83,458	46,442
Regular giving	1,175	-	1,175	706
Government grants	-	2,675	2,675	3,440
Fundraising Income	2,683	-	2,683	1,540
	<u>33,469</u>	<u>75,083</u>	<u>108,552</u>	<u>76,127</u>

**Funders**

Turnstyle Designs - are a Barnstaple based company delivering luxury door hardware for high-end residential, commercial and yacht projects. The company strives wherever possible to support local causes and give back to the community, and Clarity is grateful for their continued support in the form of unrestricted donations (included above)

<https://www.turnstyledesigns.com/sustainability/>

We are also grateful to the following funders for making unrestricted grants that make our work possible:

Albert Hunt Trust  
29th May 1961 Charity  
Arnold Clark Community Fund  
Elmgrant Trust  
The Inner Wheel  
Forrester Family Charitable Trust

**North Devon Mental Health Service Users Forum  
Charity Number 1055224**

**Notes to the financial statements  
for the year ended 5 April 2023**

**3. Investment income**

	<b>Unrestricted funds £</b>	<b>2023 Total £</b>	<b>2022 Total £</b>
Bank interest received	201	201	7
	<u>201</u>	<u>201</u>	<u>7</u>

**4. Incoming resources from charitable activities**

	<b>Unrestricted funds £</b>	<b>2023 Total £</b>	<b>2022 Total £</b>
Counselling Lead	4,170	4,170	3,585
Travel Costs	679	679	465
Counselling fees	60	60	-
	<u>4,909</u>	<u>4,909</u>	<u>4,050</u>

**5. Employees**

<b>Employment costs</b>	<b>2023 £</b>	<b>2022 £</b>
Wages and salaries	35,926	41,878
Pension costs	592	670
	<u>36,518</u>	<u>42,548</u>

No employee received emoluments of more than £60,000 (2022 : None).

**Number of employees**

The average monthly numbers of employees during the year was as follows:

	<b>2023 Number</b>	<b>2022 Number</b>
Employees	<u>2</u>	<u>3</u>

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Notes to the financial statements**  
**for the year ended 5 April 2023**

**6. Analysis of net assets between funds**

	Unrestricted funds £	Restricted funds £	Total funds £
Fund balances at 5 April 2023 as represented by:			
Current assets	52,057	51,635	103,692
	<u>52,057</u>	<u>51,635</u>	<u>103,692</u>

**7. Unrestricted funds**

	At 6 April 2022 £	Incoming resources £	Outgoing resources £	Transfers £	At 5 April 2023 £
Unrestricted funds	21,828	38,579	(35,036)	(13,314)	12,057
Designated fund	26,686	-	-	13,314	40,000
	<u>48,514</u>	<u>38,579</u>	<u>(35,036)</u>	<u>-</u>	<u>52,057</u>

**Purposes of unrestricted funds**

Unrestricted funds are used to further the objects of the charity, but are subject to no restrictions on their use within those objects.

Designated funds are used to cover potential costs if the charity finds that it is unable to continue to operate.

**North Devon Mental Health Service Users Forum  
Charity Number 1055224**

**Notes to the financial statements  
for the year ended 5 April 2023**

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8. Restricted funds	At 6 April 2022 £	Incoming resources £	Outgoing resources £	At 5 April 2023 £
Break the Cycle	3,001	-	(1,523)	1,478
Danny's Line	13,330	700	-	14,030
Devon County Council - Covid Outbreak Management Fund	1,000	2,000	(3,000)	-
Fullabrook CIC	-	1,000	(1,000)	-
John's Charity	-	11,790	(788)	11,002
National Lottery - Awards for All	-	10,000	(10,000)	-
National Lottery	33,935	45,918	(54,728)	25,125
North Devon Council	-	675	(675)	-
Schreier Foundation	-	3000	(3,000)	-
	<u>51,266</u>	<u>75,083</u>	<u>(74,714)</u>	<u>51,635</u>

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Notes to the financial statements**  
**for the year ended 5 April 2023**

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**Purposes of restricted funds**

Break the Cycle is an initiative funded by North Devon Police to provide counselling aimed to reduce the repetitive behaviour of individuals that results in police attendance to incidents. In addition to supporting the individuals concerned, this intervention frees up police time, reduces the need for other emergency services and reduces the impact on the wider community.

Danny's Line is an ongoing fundraising initiative to provide a telephone support service, staffed by experienced counsellors, to help individuals experiencing suicidal thoughts and intention.

Devon County Council - Covid Outbreak Management Fund - This grant aims to increase community resilience and support community action, and will be used to increase our service delivery to those needing our support, through more counselling hours and stronger caseload management.

Fullabrook CIC - This grant provided very welcome funding towards the running costs and essential overheads of delivering our counselling service.



John's Charity - This funding is to cover various capital improvements to the charity's office environment and technology. This will improve the experience of clients engaging with our service, by improving comfort and security as well as increasing the efficiency and effectiveness of staff. Funding will be used for new phones, IT equipment, door entry system, furniture, internal redecoration, and a new website to improve our branding and increase awareness of the charity.

The National Lottery - Awards for All - Funding generously provided to support the charity with increasing costs of administrative staff, case management, and additional PPE and cleaning costs to help support the ongoing impact of Covid-19. As demand for our services increases, this management and administration work also needs to expand to be able to effectively deal with this demand.



National Lottery - Funding is provided over a five year period to help the charity finance its service delivery, both directly for counsellors' fees and travel, and in respect of administrative costs such as payroll, office costs and insurance.

North Devon Council - Community Councillor Grants have given Clarity a grant towards an ongoing programme of training for the counsellors. This ensures that we provide the best opportunities for our volunteers to meet best practice guidelines and clinical excellence.

Schreier Foundation - A generous grant towards the cost of providing counsellors with quality clinical supervision to the professionally recommended level and standard. This ensures that we support our volunteers and their mental health, and meet best practice in clinical excellence.



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# Accounts

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**NORTH DEVON MENTAL HEALTH  
SERVICE USERS FORUM**

**UNAUDITED**

**TRUSTEES' REPORT**

**AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED  
5 APRIL 2022**

**CHARITY NUMBER  
1055224**

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

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**North Devon Mental Health Service Users Forum  
Charity Number 1055224**

**Report of the trustees  
for the year ended 5 April 2022**

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**Message from the Chair of the Board - Dr Richard Holman**

The past year has seen the charity return to some normality following the impact of COVID 19. Whilst we were able, and continue, to provide remote counselling via telephone and Zoom, being able to offer in-person counselling again has been hugely important. Whilst we strive to keep our waiting time to a matter of weeks, the backlog and sheer volume of people contacting us throughout the pandemic has made this difficult.

With the support of funders, we have been able to use funding previously allocated to groupwork to increase our one-to-one capacity. This has helped reduce the number of people waiting for counselling and the length of time they are waiting.

We are confident that our group activity will increase going forward, but fully appreciate that, for many people, social distancing has become the norm. It will take time for the confidence of the local community to grow, and we need to ensure that we are ready to respond as and when people feel comfortable in a group setting.

One of the unseen consequences of the pandemic is the impact on our individual and collective emotional well-being. Bereavement, loneliness, anxiety and depression are all consequences being felt across communities, causing untold suffering. We hope that our support, and that of partner agencies, can help heal and/or address the longer-term psychological impact of COVID 19 and lockdowns.

As a registered charity, North Devon Mental Health Service Users Forum (Clarity) is focussed on the future and ensuring that we are well placed to achieve our aims. Having a Board of Trustees with a wide range of backgrounds and expertise is an important part of this, so we are pleased to welcome three new Trustees this year.

Our growth and success are thanks to the hard work and dedication of volunteers over many years, sometimes stepping into paid roles as and when the opportunity has arisen. Two such roles to highlight are those of Head of Therapy and Clinical Lead. Their expertise, commitment and support to our volunteers has been invaluable, and has provided a confident foundation upon which we can build.

Going into the next year, we have taken the significant decision to create a Charity Manager post. As the UK enters a challenging economic period, Clarity will require leadership and tenacity so that we can be sustainable, effective and innovative. With the support of our Clinical Team, we believe that Clarity can grow and thrive, and help our local community to be emotionally healthy & resilient.

**Dr Richard Holman**

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the year ended 5 April 2022**

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The trustees present their report and the financial statements for the year ended 5 April 2022. The trustees who served during the year and up to the date of this report are set out on page 8.

**Our Purpose**

To provide accessible, timely and affordable counselling and group support to those experiencing mental health and emotional issues within the communities of North Devon.

**Our Vision**

That everyone over the age of 18 in North Devon can receive prompt, professional and high-quality mental health care no matter their income or background.

**Our Ethos**

We believe in every person's right to have access to therapeutic services that meet their needs and will improve their mental wellbeing.

To provide excellence in the counselling and group work we deliver, we will always promote a culture of sensitivity, trust and respect for those who need our services.

**Our Public Benefit**

Clarity provides therapeutic support through one-to-one counselling and group therapy. All service users are initially triaged by a senior counsellor to assess risk, then assessed by a qualified counsellor to identify the client's concerns and presenting issues. It also determines whether Clarity is the most appropriate service for the individual and identifies the most appropriate method of support - group therapy or one-to-one counselling.

**Our Strategy**

Over the next 5 years we remain committed to supporting as many people as possible and to reduce our existing waiting lists. In order to achieve this our strategic goals are as follows:

- to achieve a significant increase in income generation from both voluntary and statutory sources
- to identify and appoint to posts to deliver the highest level of care and to grow and develop our services
- to increase the number of qualified councillors and to support their development in their own professional development
- to expand and develop our range of therapy including anxiety disorders and addiction support
- to invest and improve our premises and resources to ensure that the delivery of our therapy is in the most supportive environment possible
- to ensure that our service offering is easily recognised by the North Devon public and local services making referrals

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the year ended 5 April 2022**

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**Our Objectives For 2022-23**

In line with the strategy outlined above, this coming year we have set the following objectives:

- To re-launch our psychoeducation therapeutic groups as soon as clients feel confident to meet with others
- To develop our fundraising strategy and ensure the financial viability of the charity
- To explore how our services can align with and contribute to The Community Mental Health Framework
- To recruit volunteer counsellors with the skills and experience to ensure that we can respond to the need of our beneficiaries
- To create a Charity Manager role to provide dedicated leadership to the charity
- To recruit Trustees with expertise which enhances our capacity to effectively deliver our charitable purposes

**How We Supported Our Beneficiaries In 2021-22**

We started 2021 with the hope that 'normal' day-to-day life would continue to return, especially our ability to provide in-person counselling. We worked in earnest to reduce our waiting list, which had grown during the pandemic. This would not have been possible without the support of The National Lottery Reaching Communities Fund. With their agreement, we reallocated funds from group work to increase our one-to-one counselling capacity.

Our Senior Team has worked tirelessly to contact those on the waiting list, undertake an assessment and allocate clients to an appropriate counsellor. With our increased capacity, we provided 1,033 one-to-one counselling sessions - that's over a thousand hours of one-to-one support. We were able to deliver our 'Let's Talk' groups in Barnstaple and in Fremington, albeit only on 23 occasions.

Whilst the needs of our beneficiaries vary, there are some very clear trends in terms of their journey. Around half of our clients were signposted to Clarity by their GP or commissioned mental health services. The support they needed was simply not available from these service providers, and Clarity was suggested to them as an alternative.

All of our activity is only possible thanks to our army of student and trained volunteer counsellors. Their passion, commitment and expertise ensures that the community of North Devon can access affordable counselling and support, which is unavailable elsewhere.

**Report of the trustees**  
**for the year ended 5 April 2022**

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**Our Fundraising Activity**

We are immensely grateful to all those people and organisations that have supported and raised money for the charity during the year, no matter how large or small their contribution. It is only with this support that we are able to continue to provide our vital mental health support to the people of North Devon.

The additional emergency grant funding available in the previous financial year, and the early months of COVID 19, was held in reserve and has sustained us through much of this year. This funding allowed us to manage an operational deficit and meet the increased cost of delivering a COVID-secure face-to-face service during the year.

We remain indebted to The National Lottery Reaching Communities Fund for their ongoing support of our service, to Turnstyle Designs as a corporate sponsor, to Devon County Council for continuing to support local organisations with their COVID recovery this year, to Barnstaple Town Council for their continued support of our Let's Talk Programme, and to the Norman Family Charitable Trust.

As we plan for the next financial year, 2022-23, we acknowledge the impact of the cost of living crisis on our local community and the affect this will have on client donations and community fundraising. We are conscious of the need to secure additional grant funding for long term sustainability in a challenging and competitive economic climate and have adopted a funding strategy that attempts to broaden our funder base. By approaching a range of local and national small grant funders, and cultivating relationships with a select number of larger trusts and foundations, we hope to secure the funds needed to allow us to maintain the service we currently offer, and grow our structure and capacity to meet the needs of our community.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the year ended 5 April 2022**

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**Our Financial and performance**

Our total receipts in the year amounted to £80,184 (2020-21: £120,152) with total payments for the year of £109,939 (2020-21: £78,645). This resulted in net payments of £29,755 (2020-21: net receipts £41,507).

During 2020-21 we were very grateful for the financial support we received, totalling £44,668, from a number of sources to help us deal with the impact of the Covid 19 pandemic. The fall in receipts of £39,968 in 2021-22 compared to the previous year is as a direct result of the cessation of this support.

The financial challenges of the pandemic continued into 2021-22, with an increasingly competitive fundraising landscape and no further government grant support. However, the additional Covid-19 funding secured in 2020-21 allowed for a planned operational deficit in 2021-22 to ensure our support services continue. This is reflected in the results for 2021-22, showing payments exceeding receipts.

Going into 2022-23, the charity is seeking new sources of funding to support its service provision, with renewed and increased focus on securing new income streams.

**Reserves Policy**

The trustees have set a reserves policy which includes a designated fund to allow a structured closure of the charity should operational reserves deplete to a level at which the charity is no longer sustainable. This designated fund is reviewed annually and currently stands at £26,686. Due to the nature of our service, the trustees have also set an unrestricted reserve policy (excluding designated funds) of a minimum of three months total costs to ensure that the charity is able to support its clients safely through the wind-down period.

Currently, unrestricted reserves of £21,828 (2020-21: £40,631) represent almost two and a half months of 2021-22 total costs. In 2022-23, trustees will be working to increase the unrestricted reserves to achieve the minimum level required. However, it should be noted that restricted funding is in place until December 2023 to cover the majority of the charity's counselling and premises costs.

The trustees believe that the designated fund totalling £26,686 is, in current circumstances, sufficient to allow a structured closure of the charity, if necessary, but consider that the charity is sustainable for the immediate future.

**Report of the trustees**  
**for the year ended 5 April 2022**

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**Our Organisational Structure**

Clarity registered as a charity in May 1996. The charity is managed by a Board of Trustees who are responsible for ensuring financial stability and providing professional and strategic advice on policy and resource management.

The Trustees are responsible for the overall management and control of the charity and receive regular reports from the clinical team involved in the day-to-day service delivery. All matters and power of strategic management and control are vested in the Board. The Trustees have assessed the major risks to which the charity is exposed in the year and have taken steps to mitigate these risks.

The Trustees meet at least four times annually, and all give their time freely. Clarity is traditionally a volunteer led charity. The Trustees would like to acknowledge and thank the commitment and care that has been given by counsellors, students, and volunteers during the year.

New Trustees are appointed by the existing trustees and the existing Trustees actively recruit based on experience and skills.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the year ended 5 April 2022**

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**Statement of trustees' responsibilities**

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of charity and of the incoming resources and application of resources of the charity for that year. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011 and the Charity (Accounts and Reports) Regulations 2008. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

On behalf of the board



**Dr Christopher Arber**  
Trustee

10<sup>th</sup> January 2023

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Legal and administrative information**

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**Status**

North Devon Mental Health Service Users Forum (also known as Clarity) is an unincorporated charity governed by a formal constitution adopted 9 May 1996.

**Charity number** 1055224

**Business address** 104A Boutport Street  
Barnstaple  
Devon  
EX31 1SW

**Trustees**

Lyn Harvey	(Resigned 30 November 2021)
Christopher Bale	(Resigned 20 October 2022)
Jonathan Webber ACA	(Resigned 13 October 2022)
Penelope Arber	(Resigned 11 January 2022)
Dr Christopher Arber	
Dr Richard Holman	
Michelle McCartan	(Appointed 11th January 2022 and resigned 17 October 2022)
Christopher McDonald	(Appointed 8 February 2022)
Bryony McDonald	(Appointed 8 February 2022)

**Accountants** Westcotts  
47 Boutport Street  
Barnstaple  
Devon  
EX31 1SQ

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

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**Independent examiner's report to the trustees on the unaudited financial statements of North Devon Mental Health Service Users Forum.**

**Independent examiner's report to the trustees of North Devon Mental Health Service Users Forum.**

I report to the trustees on my examination of the accounts of North Devon Mental Health Service Users Forum for the year ended 5 April 2022.

**Responsibilities and basis of report**

As the charity's trustees of North Devon Mental Health Service Users Forum you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the act').

I report in respect of my examination of North Devon Mental Health Service Users Forum accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of North Devon Mental Health Users Forum as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examinations to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



**Catherine Williams FCA DChA**

**Independent Examiner**

**Westcotts**

**47 Boutport Street**

**Barnstaple**

**Devon**

**EX31 1SQ**

Dated: 11<sup>th</sup> January 2023

North Devon Mental Health Service Users Forum  
Charity Number 1055224

Receipts and Payments Account

For the year ended 5 April 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total £	2021 Total £
<b>Receipts</b>					
Incoming resources from generating funds:					
Donations and grants	2	23,156	52,971	76,127	118,588
Investment income	3	7	-	7	12
Incoming resources from charitable activities	4	4,050	-	4,050	1,552
<b>Total receipts</b>		<u>27,213</u>	<u>52,971</u>	<u>80,184</u>	<u>120,152</u>
<b>Payments</b>					
Employment costs	5	22,950	19,598	42,548	15,231
Other Staff costs		3,724	404	4,128	4,402
Self Employed costs		4,080	28,167	32,247	20,804
Establishment costs		608	10,473	11,081	9,063
Travel costs		685	5,833	6,518	4,428
Legal and Professional Fees		1,420	266	1,686	16,371
Accountancy fees		3,380		3,380	850
Telephone and IT costs		2,086	684	2,770	2,623
Office Costs		674	739	1,413	533
Subscriptions		-	240	240	534
Sundry expenses		514	1,581	2,095	1,941
Fundraising costs		1,833	-	1,833	1,865
<b>Total payments</b>		<u>41,954</u>	<u>67,985</u>	<u>109,939</u>	<u>78,645</u>
<b>Net incoming resources before transfers</b>		(14,741)	(15,014)	(29,755)	41,507
Transfers between funds		(4,062)	4,062	-	-
<b>Net of receipts/(payments)</b>		<u>(18,803)</u>	<u>(10,952)</u>	<u>(29,755)</u>	<u>41,507</u>
Cash funds brought forward		67,317	62,218	129,535	88,028
<b>Cash funds carried forward</b>		<u>48,514</u>	<u>51,266</u>	<u>99,780</u>	<u>129,535</u>

All of the above amounts relate to continuing activities.

The notes on pages 12 to 17 form an integral part of these financial statements.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Statement of Assets and Liabilities**

**As At 5 April 2022**

	Notes	2022		2021	
		£	£	£	£
<b>Cash funds</b>					
Bank and cash		99,780		129,535	
		<u>99,780</u>		<u>129,535</u>	
<b>Assets and liabilities</b>			<u>99,780</u>		<u>129,535</u>
<b>Funds</b>					
Restricted income funds	8		51,266		62,218
Unrestricted income funds	7		21,828		40,631
Unrestricted designated funds	7		26,686		26,686
<b>Total funds</b>			<u>99,780</u>		<u>129,535</u>

The financial statements were approved by the trustees on 10<sup>th</sup> January 2023 and signed on its behalf by

**Dr Christopher Arber**

Trustee



The notes on pages 12 to 17 form an integral part of these financial statements.

**Notes to the financial statements**  
**for the year ended 5 April 2022**

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**1. Accounting policies**

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and the preceding year.

**1.1. Basis of accounting**

The financial statements are prepared under the receipts and payments basis and in accordance with FRS102, the Charities SORP (FRS102) and the requirement of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Charities SORP (FRS102) and the Charities Act 2011.

**1.2. Cashflow**

The charity has taken advantage of the exemption in FRS102 from the requirement to produce a cashflow statement as it is classed as a small charity.

**1.3. Fund accounting**

Unrestricted funds are donations and other incoming resources received or generated for the objects of the charity without further specific purpose and which the charity may use for its purpose at its discretion.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

**1.4. Incoming resources**

All incoming resources are included in the Receipts and Payments when the charity receives the income. The following specific policies are applied to particular categories of income:

Donations are received by way of grants, donations and gifts and is included in full in the Receipts and Payments when received.

The value of services provided by volunteers has not been included.

Fees are included in full in the Receipts and Payments when received. All other incoming resources are also included in full in the Receipts and Payments when received.

Grants, including grants for the purchase of fixed assets, are recognised in full in the Receipts and Payments in the year in which they are received.

**1.5. Resources expended**

Expenditure is recognised on a payments basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Notes to the financial statements**  
**for the year ended 5 April 2022**

**1.6. Defined contribution pension schemes**

The pension costs charged in the financial statements represent the contribution paid by the charity during the year.

**2. Donations and grants**

	Unrestricted funds £	Restricted funds £	2022 Total £	2021 Total £
Donations > £100	5,282	3,936	9,218	19,084
Donations < £100	1,235	153	1,388	553
Counselling Donations	13,393	-	13,393	4,746
Grants Received	1,000	45,442	46,442	74,287
Regular giving	706	-	706	-
Government grants	-	3,440	3,440	19,718
Fundraising Income	1,540	-	1,540	200
	<u>23,156</u>	<u>52,971</u>	<u>76,127</u>	<u>118,588</u>

The trustees would like to acknowledge the generous support of the Norman Family Charitable Trust following their grant of £1,000 towards the free counselling services provided by the charity.

**3. Investment income**

	Unrestricted funds £	2022 Total £	2021 Total £
Bank interest received	7	7	12
	<u>7</u>	<u>7</u>	<u>12</u>

**4. Incoming resources from charitable activities**

	Unrestricted funds £	2022 Total £	2021 Total £
Counselling Lead	3,585	3,585	1,335
Travel Costs	465	465	217
	<u>4,050</u>	<u>4,050</u>	<u>1,552</u>

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Notes to the financial statements**  
**for the year ended 5 April 2022**

**5. Employees**

<b>Employment costs</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Wages and salaries	41,878	14,662
Social security costs	-	317
Pension costs	670	252
	<u>42,548</u>	<u>15,231</u>

No employee received emoluments of more than £60,000 (2021 : None).

**Number of employees**

The average monthly numbers of employees during the year was as follows:

	<b>2022</b>	<b>2021</b>
	<b>Number</b>	<b>Number</b>
Employees	<u>3</u>	<u>1</u>

**6. Analysis of net assets between funds**

	<b>Unrestricted</b>	<b>Restricted</b>	<b>Total</b>
	<b>funds</b>	<b>funds</b>	<b>funds</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Fund balances at 5 April 2022 as represented by:			
Current assets	48,514	51,266	99,780
	<u>48,514</u>	<u>51,266</u>	<u>99,780</u>

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Notes to the financial statements**  
**for the year ended 5 April 2022**

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<b>7. Unrestricted funds</b>	<b>At 6 April 2021 £</b>	<b>Incoming resources £</b>	<b>Outgoing resources £</b>	<b>Transfers £</b>	<b>At 5 April 2022 £</b>
Unrestricted funds	40,631	27,213	(41,954)	(4,062)	21,828
Designated fund	26,686	-	-	-	26,686
	<u>67,317</u>	<u>27,213</u>	<u>(41,954)</u>	<u>(4,062)</u>	<u>48,514</u>

**Purposes of unrestricted funds**

Unrestricted funds are used to further the objects of the charity, but are subject to no restrictions on their use within those objects.

Designated funds are used to cover potential costs if the charity finds that it is unable to continue to operate.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Notes to the financial statements**  
**for the year ended 5 April 2022**

8. Restricted funds	At 6 April 2021 £	Incoming resources £	Outgoing resources £	Transfers £	At 5 April 2022 £
Break the Cycle	9,610	-	(6,609)	-	3,001
Barnstaple Town Council - Let's Talk Barnstaple	-	1,440	(1,440)	-	-
Devon County Council - Covid Outbreak Management Fund	-	2,000	(1,000)	-	1,000
Devon Community Foundation - Covid Support	456	-	(456)	-	-
National Lottery - Covid support	12,128	-	(12,128)	-	-
National Lottery - service delivery	30,669	45,442	(42,176)	-	33,935
Danny's Line fundraising	5,179	4,089	-	4,062	13,330
Refurbishment Grants - DCC & NDDC	3,676	-	(3,676)	-	-
Groundworks Tesco Bags for Life - Covid support	500	-	(500)	-	-
	<u>62,218</u>	<u>52,971</u>	<u>(67,985)</u>	<u>4,062</u>	<u>51,266</u>

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Notes to the financial statements**  
**for the year ended 5 April 2022**

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**Purposes of restricted funds**

Break the Cycle - is an initiative funded by North Devon Police to provide counselling aimed to reduce the repetitive behaviour of individuals that results in police attendance to incidents. In addition to supporting the individuals concerned, this intervention frees up police time, reduces the need for other emergency services and reduces the impact on the wider community.

Barnstaple Town Council – Lets Talk Barnstaple - is a rolling programme of weekly group support for people living in Barnstaple with enduring mental health problems.

Devon County Council - Covid Outbreak Management Fund - This grant aims to increase community resilience and support community action, and will be used to increase our service delivery to those needing our support, through more counselling hours and stronger caseload management.

Devon Community Foundation – Covid support - Funded by Devon Community Foundation, this grant provided further support during the coronavirus pandemic to cover our increased operational costs.

National Lottery – Covid support - National Lottery very generously provided additional funding to support the charity through the coronavirus pandemic. In particular, this grant covers the costs of administrative staff, training and other overhead costs resulting from covid restrictions and precautions.

National Lottery - funding is provided over a five year period to help the charity finance its service delivery, both directly for counsellors' fees and travel, and in respect of administrative costs such as payroll, office costs and insurance.

Dannys Line - is an ongoing fundraising initiative to provide a telephone support service, staffed by experienced counsellors, to help individuals experiencing suicidal thoughts and intention.

Refurbishment Grants - generously provide by Devon County Council and North Devon District Council, these grants were provide to fund the refurbishment of the charity's premises in order to create a more welcoming and positive environment in which to hold counselling sessions.

Tesco Groundworks Bags for Life - Covid support - was specifically granted to cover the additional cleaning and operating costs due to the pandemic.



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# Accounts

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**NORTH DEVON MENTAL HEALTH  
SERVICE USERS FORUM**

**UNAUDITED**

**TRUSTEES' REPORT**

**AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED  
5 APRIL 2021**

**CHARITY NUMBER  
1055224**

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

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North Devon Mental Health Service Users Forum  
Charity Number 1055224

Report of the trustees  
for the year ended 5 April 2021

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### Message from the Chair of the Board - Dr Richard Holman

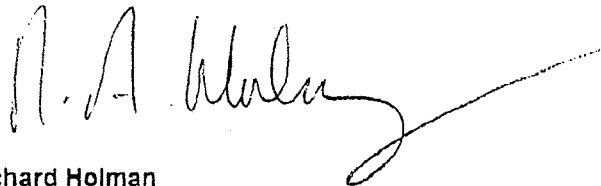
As for many voluntary organisations, the 2020-21 year was extremely challenging for Clarity due to the COVID-19 outbreak. As a consequence of government guidelines and restrictions, heartbreakingly, we were initially required to close for the first lockdown. We were then correctly identified as an 'essential service' and so were able to quickly return to delivering counselling and therapy sessions whilst adapting to a new way to provide our service to support the mental health challenges of the people of North Devon in a safe way.

During the year, I am extremely grateful and proud of our clinical team of volunteers and sessional staff who have done such an amazing job in delivering much needed counselling and therapy to those in our community experiencing emotional and mental health issues. I am always so encouraged and motivated by the commitment, energy and kindness demonstrated by the whole team at Clarity.

I am also very thankful to all those people and organisations who have given their financial support to Clarity during the 2020-21 year. As the charity is entirely funded by voluntary donations, the money we receive ensures the financial viability of the charity going forward and gives us the opportunity to develop and tailor our mental health support services. We are very appreciative of the 'one off' Government COVID support during the year which has helped to provide a modest surplus which will be reinvested into providing on-going mental health support. Thanks also goes to the funding from local and county councils who made it possible to put all PPE in place for the protection of staff and service users.

As we look forward to 2021-22 we know this will be an increasingly challenging year. The pandemic has meant the demand for our services will be ever increasing but we are, as ever, determined to continue our work for those who need it the most. We also know we face some challenges to fundraise the money needed to ensure the long-term financial viability of the charity going forward. On-going social restrictions mean that voluntary donation fundraising will be very difficult and public finances will be very stretched as the economic consequences of the pandemic bite. I would like to take this opportunity to appeal to organisations and fundraisers to financially support the charity going forward to ensure that the essential work it provides can continue for many years to come.

Thank you for your ongoing support - it is very much appreciated and valued.



Dr Richard Holman

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the year ended 5 April 2021**

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The trustees present their report and the financial statements for the year ended 5 April 2021. The trustees who served during the year and up to the date of this report are set out on page 8.

**Our Purpose**

To provide accessible, timely and affordable counselling and group support to those experiencing mental health and emotional issues within the communities of North Devon.

**Our Vision**

That everyone over the age of 18 in North Devon can receive prompt, professional and high-quality mental health care no matter their income or background.

**Our Ethos**

We believe in every person's right to have access to therapeutic services that meet their needs and will improve their mental wellbeing.

To provide excellence in the counselling and group work we deliver, we will always promote a culture of sensitivity, trust and respect for those who need our services.

**Our Public Benefit**

Clarity provides therapeutic support through one-to-one counselling and group therapy. All service users are initially triaged by a senior counsellor to assess risk, then assessed by a qualified counsellor to identify the client's concerns and presenting issues. It also determines whether Clarity is the most appropriate service for the individual and identifies the most appropriate method of support - group therapy or one-to-one counselling.

**Our Strategy**

Over the next 5 years we remain committed to supporting as many people as possible and to reduce our existing waiting lists. In order to achieve this our strategic goals are as follows:

- to achieve a significant increase in income generation from both voluntary and statutory sources
- to identify and appoint to posts to deliver the highest level of care and to grow and develop our services
- to increase the number of qualified councillors and to support their development in their own professional development
- to expand and develop our range of therapy including anxiety disorders and addiction support
- to invest and improve our premises and resources to ensure that the delivery of our therapy is in the most supportive environment possible
- to ensure that our service offering is easily recognised by the North Devon public and local services making referrals

**Report of the trustees**  
**for the year ended 5 April 2021**

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**Our Objectives For 2021-22**

In line with the strategy outlined above, and to work on reducing our waiting list which has grown significantly due to the pandemic, this coming year we have set the following objectives:

- To re-launch our psychoeducation therapeutic groups as soon as clients feel confident to meet with others
- To develop our fundraising strategy and engage with mental health CCG providers to contribute to the service we provide and help to ensure the financial viability of the charity
- To appoint an experienced therapist to work with clients with complex mental health needs in addition to employing a Practice Manager to support the Clinical Lead as the demand for low-cost therapy continues to our community
- To appoint additional Trustees with skills and experience in income generation and voluntary fundraising.

**How We Supported Our Beneficiaries In 2020-21**

We started 2020 with renewed energy and enthusiasm to implement the changes we had identified and deemed necessary to continue to deliver the high standard of care to the community. In the last week of March 2020, the charity made the very difficult decision to close the agency and go into lockdown in accordance with government instructions.

The Clinical Team contacted all our current clients, both one-to-one and those in group, a total of 80 individuals. They were encouraged to use all the available statutory services if in need and any mental health helpline services such as Samaritans and SaneLine.

Everyone on our waiting list was contacted to advise them and to keep them up to date with any developments as they arose. It was important to us that we maintained some sort of contact throughout this time. 221 calls were made.

**"Just one phone call made all the difference to me - even in the middle of a pandemic Clarity still cared" (Clarity client comment)**

Following COVID-19 Guidelines provided by the Government we began preparing our offices for the eventual return of clients and counsellors. PPE was provided for all clients and counsellors, social distancing was maintained in communal areas and in the therapy rooms. Face to face client sessions were offered on a strict timetable to limit unnecessary footfall within the building.

**"I felt safer at Clarity with my counsellor than at the supermarket!" (Clarity client comment)**

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the year ended 5 April 2021**

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With the support of The National Lottery Covid funding Clarity purchased laptops and mobile phones and additional training to enable the counsellors to work with clients too anxious to come into the office. Despite the 3 national lockdowns we have still managed to maintain a robust and effective counselling service. We continued to maintain a high level of service to those in our community who are experiencing mental health and emotional issues in the middle of a world pandemic. This has been down to the hard work and passion of our senior team and the commitment of our volunteers.

We triaged 221 clients during April and May 2020 whilst in lockdown.

We have been able to assess a total of 94 clients throughout 2020 despite a 4 month lockdown and have seen 114 one-to-one clients, totalling a massive 926 individual sessions.

In 2021 from January to March a total of 62 clients have been added to the waiting list. During this time Clarity has delivered 358 face to face counselling sessions, 26 telephone sessions and 32 Zoom sessions. Clarity has supported 416 members of the community in the first 3 months of the year of 2021.

**"The care from my counsellor has been lifesaving for me through this terrible time, I was frightened and he helped me through" (Clarity client comment)**

**Our Fundraising Activity**

We are very grateful to all those people and organisations that have supported and raised money for the charity during the year, no matter how large or small their financial contribution. This has meant we have been able to continue to provide mental health support services to the people of North Devon.

The pandemic has meant that our fundraising activity has been significantly curtailed as restrictions on social gatherings continued.

During the year we were grateful to have continued support for our group therapy offering from The National Lottery.

We would also like to acknowledge the support of Fremington, Torrington and Barnstaple Parish and Town Councils. In addition we are thankful to Turnstyles Designs Limited for their corporate donation and North Devon Crematorium as a beneficiary of their recycling scheme.

We are always very grateful to Paul Stevens for his continuing commitment and hard work in raising funds for Dannys Line.

**Report of the trustees**  
**for the year ended 5 April 2021**

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**Our Financial and performance**

Our total receipts in the year amounted to £120,152 (2019-20: £77,937) with total payments for the year being £78,645 (2019-20: £66,340). This resulted in net receipts of £41,507 (2019-20: £11,597).

During 2020-21 the financial impact of the COVID 19 pandemic continued for the charity. We were very grateful to receive support from a number of sources including the Government and The National Lottery to help deal with the impact of the pandemic. This support totalled £44,668 and undoubtedly helped us to commit to delivering support services during a very difficult year for everyone.

The financial challenges of the pandemic have been seen to continue into 2021-22 and further Government support is now very limited. The positive net receipt generated in the year will be used to deal with the ongoing turmoil of the pandemic into 2021-22 to ensure support services continue.

**Reserves Policy**

The Trustees have set a reserve policy which includes a designated fund to allow a structured closure of the charity should operational reserves deplete to a level where the charity is no longer sustainable. Due to the nature of our service, the Trustees have also set an unrestricted reserve policy of a minimum of three months payments (excluding designated funds) to ensure the charity is able to safely support our clients. Currently, unrestricted reserves of £40,631 represents six months of payments, so this is being met. Any excess funds held in unrestricted reserves allow the Trustees to plan for future growth in demand and service development.

Following the end of the financial period 2020-21 and prior to formally approving this report, Clarity have worked incredibly hard to deliver care to the large back log of clients in need of mental health support. The pandemic has resulted in a considerable increase in those asking our help.

Whilst our activity and demand for our services has grown, the continuing impact of Covid has resulted in significant challenges in raising the funds necessary to deliver our support services. This has meant that our expenditure in 2021-22 is much higher than our income and we have had to make use of our unrestricted reserves to fund services. We are currently actioning a number of strategic initiatives to help ensure the financial viability of the charity into the future.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the year ended 5 April 2021**

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### **Our Organisational Structure**

Clarity registered as a charity in May 1996. The charity is managed by a Board of Trustees who are responsible for ensuring financial stability and providing professional and strategic advice on policy and resource management.

The Trustees are responsible for the overall management and control of the charity and receive regular reports from the clinical team involved in the day-to-day service delivery. All matters and power of strategic management and control are vested in the Board. The Trustees have assessed the major risks to which the charity is exposed in the year and have taken steps to mitigate these risks.

The Trustees meet at least four times annually, and all give their time freely. Clarity is traditionally a volunteer led charity. The Trustees would like to acknowledge and thank the commitment and care that has been given by counsellors, students, and volunteers during the year.

New Trustees are appointed by the existing trustees and the existing Trustees actively recruit based on experience and skills.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Report of the trustees**  
**for the year ended 5 April 2021**

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**Statement of trustees' responsibilities**

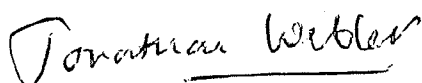
The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of charity and of the incoming resources and application of resources of the charity for that year. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011 and the Charity (Accounts and Reports) Regulations 2008. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

On behalf of the board



**Jonathan Webber ACA**  
**Trustee**

**North Devon Mental Health Service Users Forum  
Charity Number 1055224**

**Legal and administrative information**

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**Status**

North Devon Mental Health Service Users Forum (also known as Clarity) is an unincorporated charity governed by a formal constitution adopted 9 May 1996.

**Charity number** 1055224

**Business address** 104A Boutport Street  
Barnstaple  
Devon  
EX31 1SW

**Trustees**

Lyn Harvey	(Resigned 31 November 2021)
Christopher Bale	
Jonathan Webber ACA	(Appointed 17 February 2021)
Penelope Arber	(Appointed 25 August 2020, Resigned 11th January 2022)
Dr Christopher Arber	
Dr Richard Holman	
Arthur Windsor	(Resigned 31 January 2021)
Leslie Windsor	(Resigned 31 January 2021)
Lorna Jones	(Resigned 31 December 2020)
Paul Stevens	(Resigned 31st March 2021)
Michelle McCartorn	(Appointed 11th January 2022)

**Accountants** Thomas Westcott  
47 Boutport Street  
Barnstaple  
Devon  
EX31 1SQ

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

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**Independent examiner's report to the trustees on the unaudited financial statements of North Devon Mental Health Service Users Forum.**

**Independent examiner's report to the trustees of North Devon Mental Health Service Users Forum.**

I report to the trustees on my examination of the accounts of North Devon Mental Health Service Users Forum for the year ended 5 April 2021.

**Responsibilities and basis of report**

As the charity's trustees of North Devon Mental Health Service Users Forum you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the act').

I report in respect of my examination of North Devon Mental Health Service Users Forum accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of North Devon Mental Health Users Forum as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examinations to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



**Catherine Williams ACA DChA**

**Independent Examiner**

**Thomas Westcott**  
**47 Boutport Street**  
**Barnstaple**  
**Devon**

**EX31 1SQ**

Dated: ..... 24<sup>th</sup> January 2022

North Devon Mental Health Service Users Forum  
Charity Number 1055224

Receipts and Payments Account

For the year ended 5 April 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total £	2020 Total £
<b>Receipts</b>					
Incoming resources from generating funds:					
Donations and grants	2	38,684	79,904	118,588	72,918
Investment income	3	12	-	12	22
Incoming resources from charitable activities	4	1,552	-	1,552	4,997
<b>Total receipts</b>		<u>40,248</u>	<u>79,904</u>	<u>120,152</u>	<u>77,937</u>
<b>Payments</b>					
Employment costs	5	275	14,956	15,231	10,589
Other Staff costs		20	4,382	4,402	-
Self Employed costs		2,550	18,254	20,804	29,920
Establishment costs		-	9,063	9,063	12,743
Travel costs		253	4,175	4,428	8,265
Legal and Professional Fees		15,596	775	16,371	3,326
Accountancy fees		850	-	850	-
Telephone and IT costs		652	1,971	2,623	-
Office Costs		-	533	533	-
Subscriptions		-	534	534	-
Sundry expenses		140	1,801	1,941	1,497
Fundraising costs		1,865	-	1,865	-
<b>Total payments</b>		<u>22,201</u>	<u>56,444</u>	<u>78,645</u>	<u>66,340</u>
<b>Net of receipts/(payments)</b>		18,047	23,460	41,507	11,597
Cash funds brought forward		49,270	38,758	88,028	76,431
<b>Cash funds carried forward</b>		<u>67,317</u>	<u>62,218</u>	<u>129,535</u>	<u>88,028</u>

All of the above amounts relate to continuing activities.

The notes on pages 12 to 16 form an integral part of these financial statements.

North Devon Mental Health Service Users Forum  
Charity Number 1055224

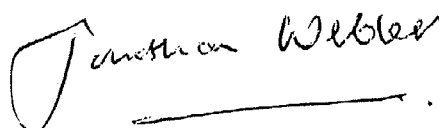
Statement of Assets and Liabilities

As At 5 April 2021

	Notes	£	2021 £	£	2020 £
<b>Cash funds</b>					
Bank and cash		129,535		88,028	
		<u>129,535</u>		<u>88,028</u>	
<b>Assets and liabilities</b>			<u>129,535</u>		<u>88,028</u>
<b>Funds</b>					
Restricted income funds	8		62,218		38,758
Unrestricted income funds	7		40,631		49,270
Unrestricted designated funds	7		26,686		-
<b>Total funds</b>			<u>129,535</u>		<u>88,028</u>

The financial statements were approved by the trustees on 11th Jan 2022 and signed on its behalf by

Jonathan Webber ACA  
Trustee



The notes on pages 12 to 16 form an integral part of these financial statements.

**Notes to the financial statements**  
**for the year ended 5 April 2021**

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**1. Accounting policies**

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and the preceding year.

**1.1. Basis of accounting**

The financial statements are prepared under the receipts and payments basis and in accordance with FRS102, the Charities SORP (FRS102) and the requirement of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Charities SORP (FRS102) and the Charities Act 2011.

**1.2. Cashflow**

The charity has taken advantage of the exemption in FRS102 from the requirement to produce a cashflow statement as it is classed as a small charity.

**1.3. Fund accounting**

Unrestricted funds are donations and other incoming resources received or generated for the objects of the charity without further specific purpose and which the charity may use for its purpose at its discretion.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

**1.4. Incoming resources**

All incoming resources are included in the Receipts and Payments when the charity receives the income. The following specific policies are applied to particular categories of income:

Donations are received by way of grants, donations and gifts and is included in full in the Receipts and Payments when received.

Donated services and facilities are included at the value to the charity where this can be quantified.

The value of services provided by volunteers has not been included.

Fees are included in full in the Receipts and Payments when received. All other incoming resources are also included in full in the Receipts and Payments when received.

Grants, including grants for the purchase of fixed assets, are recognised in full in the Receipts and Payments in the year in which they are received.

**1.5. Resources expended**

Expenditure is recognised on a payments basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

**North Devon Mental Health Service Users Forum**  
**Charity Number 1055224**

**Notes to the financial statements**  
**for the year ended 5 April 2021**

**1.6. Defined contribution pension schemes**

The pension costs charged in the financial statements represent the contribution paid by the charity during the year.

**2. Donations and grants**

	Unrestricted funds £	Restricted funds £	2021 Total £	2020 Total £
Donations > £100	17,425	1,659	19,084	9,384
Donations < £100	553	-	553	-
Counselling Donations	4,746	-	4,746	-
Grants Received	3,000	71,287	74,287	38,259
Government grants	12,960	6,758	19,718	-
Fundraising Income	-	200	200	25,275
	<u>38,684</u>	<u>79,904</u>	<u>118,588</u>	<u>72,918</u>

**3. Investment income**

	Unrestricted funds £	2021 Total £	2020 Total £
Bank interest received	12	12	22
	<u>12</u>	<u>12</u>	<u>22</u>

**4. Incoming resources from charitable activities**

	Unrestricted funds £	2021 Total £	2020 Total £
Counselling Lead	1,335	1,335	4,997
Travel Costs	217	217	-
	<u>1,552</u>	<u>1,552</u>	<u>4,997</u>

North Devon Mental Health Service Users Forum  
Charity Number 1055224

Notes to the financial statements  
for the year ended 5 April 2021

5. Employees

Employment costs	2021 £	2020 £
Wages and salaries	14,662	10,057
Social security costs	317	230
Pension costs	252	302
	<u>15,231</u>	<u>10,589</u>

No employee received emoluments of more than £60,000 (2020 : None).

Number of employees

The average monthly numbers of employees during the year was as follows:

	2021 Number	2020 Number
Employees	<u>1</u>	<u>1</u>

6. Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds £
Fund balances at 5 April 2021 as represented by:			
Current assets	67,317	62,218	129,535
	<u>67,317</u>	<u>62,218</u>	<u>129,535</u>

North Devon Mental Health Service Users Forum  
Charity Number 1055224

Notes to the financial statements  
for the year ended 5 April 2021

7. Unrestricted funds	At 6 April 2020 £	Incoming resources £	Outgoing resources £	Transfers £	At 5 April 2021 £
Unrestricted funds	49,270	40,248	(22,201)	(26,686)	40,631
Designated fund	-	-	-	26,686	26,686
	<u>49,270</u>	<u>40,248</u>	<u>(22,201)</u>	<u>-</u>	<u>67,317</u>

**Purposes of unrestricted funds**

Unrestricted funds are used to further the objects of the charity, but are subject to no restrictions on their use within those objects.

Designated funds are used to cover potential costs if the charity finds that it is unable to continue to operate.

8. Restricted funds	At 6 April 2020 £	Incoming resources £	Outgoing resources £	At 5 April 2021 £
Break the Cycle	14,867	-	(5,257)	9,610
DCC - Lets Talk Barnstaple	-	600	(600)	-
DCC - Covid support	-	1,020	(1,020)	-
Devon Community Foundation - Covid Support	-	787	(331)	456
National Lottery - Covid support	-	25,801	(13,673)	12,128
National Lottery - service delivery	20,571	44,986	(34,888)	30,669
Danny's Line fundraising	3,320	1,859	-	5,179
Refurbishment Grants - DCC & NDDC	-	4,351	(675)	3,676
Groundworks Tesco Bags for Life - Covid Support	-	500	-	500
	<u>38,758</u>	<u>79,904</u>	<u>(56,444)</u>	<u>62,218</u>

**Notes to the financial statements**  
**for the year ended 5 April 2021**

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**Purposes of restricted funds**

Break the cycle - An initiative funded by North Devon Police to provide counselling aimed to reduce the repetitive behaviour of individuals that results in police attendance to incidents. In addition to supporting the individuals concerned, this intervention frees up police time, reduces the need for other emergency services and reduces the impact on the wider community.

DCC - Lets Talk Barnstaple - This is a rolling programme of weekly group support for people living in Barnstaple with enduring mental health problems. Funding is provided by Devon County Council as additional support during the covid pandemic.

DCC - Covid support - Funded from Devon County Council's covid support fund, a grant has been provided to cover additional costs incurred by the charity due to the covid pandemic including cleaning and protective equipment.

Devon Community Foundation - Covid Support - Funded by Devon Community Foundation, this grant provides further support during the coronavirus pandemic to cover our increased operational costs.

National Lottery - Covid Support - National Lottery have very generously provided additional funding to support the charity through the coronavirus pandemic. In particular, this grant covers the costs of administrative staff, training and other overhead costs resulting from covid restrictions and precautions.

National Lottery - Funding is provided to help the charity finance its service delivery, both directly for counsellors' fees and travel, and in respect of administrative costs such as payroll, office costs and insurance.

Danny's Line - This is an ongoing fundraising initiative to provide a telephone support service, staffed by experienced counsellors, to help individuals experiencing suicidal thoughts and intention.

Refurbishment Grants - Generously provide by Devon County Council and North Devon District Council, these grants are provide to fund the refurbishment of the charity's premises in order to create a more welcoming and positive environment in which to hold counselling sessions.

Tesco Groundworks Bags for Life - Covid support - is specifically granted to cover the additional cleaning and operating costs due to the pandemic.