

**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

Message from the Chair of the Board - Dr Richard Holman

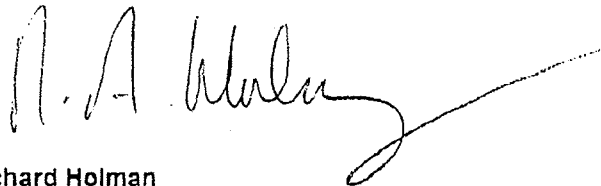
As for many voluntary organisations, the 2020-21 year was extremely challenging for Clarity due to the COVID-19 outbreak. As a consequence of government guidelines and restrictions, heartbreakingly, we were initially required to close for the first lockdown. We were then correctly identified as an 'essential 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

Report of the trustees
for the year ended 5 April 2021

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

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
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Report of the trustees
for the year ended 5 April 2021

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

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
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Report of the trustees
for the year ended 5 April 2021

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
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Report of the trustees
for the year ended 5 April 2021

Statement of trustees' responsibilities

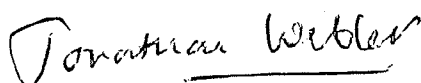
The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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: 24th 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 £
Receipts					
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
Total receipts		<u>40,248</u>	<u>79,904</u>	<u>120,152</u>	<u>77,937</u>
Payments					
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	-
Total payments		<u>22,201</u>	<u>56,444</u>	<u>78,645</u>	<u>66,340</u>
Net of receipts/(payments)		18,047	23,460	41,507	11,597
Cash funds brought forward		49,270	38,758	88,028	76,431
Cash funds carried forward		<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
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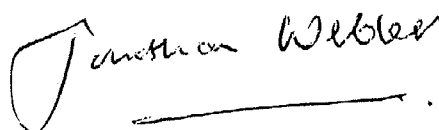
Statement of Assets and Liabilities

As At 5 April 2021

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

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.

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>

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
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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

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.