

**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

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
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Report of the trustees
for the year ended 5 April 2022

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
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Report of the trustees
for the year ended 5 April 2022

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

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
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Report of the trustees
for the year ended 5 April 2022

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.

North Devon Mental Health Service Users Forum
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Report of the trustees
for the year ended 5 April 2022

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 2022

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

10th January 2023

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 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

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: 11th 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 £
Receipts					
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
Total receipts		<u>27,213</u>	<u>52,971</u>	<u>80,184</u>	<u>120,152</u>
Payments					
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
Total payments		<u>41,954</u>	<u>67,985</u>	<u>109,939</u>	<u>78,645</u>
Net incoming resources before transfers		(14,741)	(15,014)	(29,755)	41,507
Transfers between funds		(4,062)	4,062	-	-
Net of receipts/(payments)		<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
Cash funds carried forward		<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
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Statement of Assets and Liabilities

As At 5 April 2022

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

The financial statements were approved by the trustees on 10 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

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

5. Employees

Employment costs	2022 £	2021 £
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:

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

6. Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds £
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
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Notes to the financial statements
for the year ended 5 April 2022

7. Unrestricted funds	At 6 April 2021 £	Incoming resources £	Outgoing resources £	Transfers £	At 5 April 2022 £
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
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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
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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.

