



ANNUAL REPORT

2020 -2021

*Working together with people with mental health, or
addictions challenges, to influence change and achieve positive
outcomes.*

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Together we can influence change

Message from Chair of the Board of Trustees

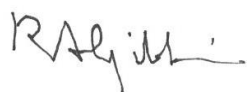
Dear Friends,

Welcome to Viewpoints annual report for 2020/21. It has been challenging for many of us, the stress of COVID-19 placing a burden on many people we support. However, we quickly took the opportunity to mobilise our online 'connection' sessions enabling contact and alleviating loneliness for many people, which proved to be very successful. It's been truly inspiring to see how staff, peer facilitators and volunteers began supporting people online, bringing together hundreds of young people to help influence and shape our work.

At the same time, we rapidly expanded and tailored our existing support in response to the pandemic's devastating impact on mental wellbeing.

We have welcomed and involved more people in the organisation and encouraged them to tell their stories, influencing change and promoting recovery-oriented working.

I want to thank everyone involved in Viewpoint. I ask for your continued support.



Ray Gibbins
Board Of Trustees Chair

WHAT WE DO

What we do

Viewpoint aims to develop innovative services that support people with a lived experience of mental health issues and/or alcohol and drug challenges. We are currently working with approximately 1200+ experts by experience, putting them at the centre of everything we do. Promoting good physical and mental well-being while supporting them to be independent, having their say, and influencing change to services that help their recovery journey.

Our support is flexible and needs-led, delivered by outreach group-based activity, one to one or remotely (online or via the phone). The groups are facilitated by people with a lived experience of mental health challenges, providing a safe place to discuss issues, share experiences and help to problem solve. Alongside, we offer a variety of educational sessions that enhance well-being. We equip each individual with the skills, attitude and self-belief they need to live a successful independent life in their community.

We provide an independent, recovery-focused, united voice for individuals living with mental health and/or addictions challenges to share their experiences of accessing support services to help shape future provision. We believe everyone has the right to be listened to, heard, and have a voice and that every individual is at the centre of our decision-making.

We offer a wide variety of support to our beneficiaries, including:

- Opportunities to develop facilitation skills through our peer development pathway;
- Opportunities to have a voice and influence change through participation in fora, seminars, meetings etc.;
- Coproduction sessions that influence the development of service;
- Peer support groups - self-help groups that build on shared personal experiences and empathy, enabling de-stigmatisation and self-empowerment;
- Connection groups to stave off social isolation and loneliness;
- Information, advice and guidance;
- Specialist independent support; that enable beneficiaries to achieve their personal goals.

WHAT WE DO


Our vision

We will work together with people with mental health and/or addiction challenges to influence change.

Our mission

We provide advice and support to promote mental wellbeing to anyone experiencing a mental health and/or addiction challenge. We involve and encourage people to provide information and a voice to improve services.

Our goals

- **Improving services:**
Making sure people are involved in the planning, developing, delivering, and evaluating of services to gain equality of support and treatment.
 - **Staying well:**
Supporting people to stay well
 - **Supporting choice:**
Supporting people to make informed choices about services and their own mental wellbeing
 - **Reducing inequality:**
People's involvement from all backgrounds is essential to gain equality of support and treatment
 - **Organisationally:**
Use all of our organisational excellence to enhance quality and develop the right resources
- 

Have your say through:

- Questionnaires/interviews
- Forums/focus groups;
- Seminars;
- Attend meeting held by partner organisations.

WHAT WE DO

Involvement

Including:

- Co-designing and co-delivering courses and sessions;
- Take part in interview panels;
- Attend meetings on behalf of Viewpoint;
- Take part in audits, surveys or evaluations. This could involve designing surveys, questionnaires, running groups etc.;
- Join innovative working groups to design aspects of the organisation.

Projects

Innovative projects that involve and support people with a lived experience of mental health, and alcohol and/or substance challenges.

Membership

We encourage people to become a member of Viewpoint, as this gives you greater influence on what we do.

All Viewpoint members will receive opportunities to:

- ☐ Give us a greater voice
- ☐ Attend courses
- ☐ Attend forums, focus groups, seminars etc.,
- ☐ Attend the Peer development pathway to become a Peer Facilitator;
- ☐ Get involved in projects.

Governance

Approximately 95% of Viewpoint staff and volunteers have personal lived experience of mental health challenges at all levels within the organisation, including Board level. We work co-productively with our beneficiaries, enabling them to shape and develop the service. Our 'User Voice' Council works alongside our Board of Trustees to review and ensure we work within our Fidelity Criteria to work in a collaborative and co-productive way, being community-focused and inclusive, humanitarian, and Recovery focused.

WHAT WE DO

At the centre of our organisation, our involvement peers lead on all of our projects. We encourage people to co-produce and collaborate in service delivery and within the governance of the organisation.

The Board meets four times yearly together with a yearly strategic session with members of the User Voice and other stakeholders. In addition, the User Voice Council meets ten times each year, reporting to the Board.

We host fora where people give us feedback on development, potential gaps in services, and exploring new opportunities to broaden the delivery of our service. We also hold co-productive sessions for all elements of our work and the development of any new projects.



The Year in Focus

It has been a challenging but rewarding year for Viewpoint. We are a unique service working within Hertfordshire. Our main objective is to support people to have a voice and develop self-management strategies to move forward in their recovery.

Throughout the COVID-19 Pandemic, Viewpoint has adapted to the new landscape embracing alternative service provision. We supported people during exceptionally challenging times by providing telephone and digital platform support and gaining insight from other stakeholders. This learning has been embedded within the organisation to ensure the effective delivery of our service. We have:

- Provided immediate and accessible peer support groups;
- Provided opportunities for experts by experience a chance to co-produce and co-deliver all aspects of our service;
- Worked with partnerships with statutory and local community agencies to ensure people with mental health and/or addiction challenges have a voice.

We helped reduce some of the burdens many people with mental health challenges face, which COVID-19 has worsened. We know staying connected helps to support our mental health, which during the COVID crisis was more challenging to do.

We continued to take part in meetings and committees to ensure the user voice is heard.

Our strategic Objectives 2018- 2023:

Viewpoint's '***Together we can influence change***' Strategy (2018-2023) describes how we will work **together** with people with mental health and/or addictions challenges, to influence change and achieve positive outcomes. Making sure people who use both Viewpoint services and those provided by other organisations are at the **Centre** of all they do.

THE YEAR IN FOCUS

Our strategic objectives are:

1. We will improve, innovate and transform Viewpoint to provide the most effective, productive and high-quality service through co-development and co-delivery
2. We will deliver opportunities for people who use services, to enable them to (i) develop skills to self-manage and (ii) influence other organizations to hear and respond to what people say
3. We will improve the wellbeing of people through the delivery of effective, evidence-based service
4. We will attract, retain and develop staff people with the right skills and values

Note: For people read people with mental health and/or addiction challenges.

Priorities for 20/21:

Develop new ways of working to meet people's needs.

For example:

- ☐ Co-developed 'connection' sessions led by peers.
- ☐ Held co-production sessions.
- ☐ Held 'closed' peer group groups.
- ☐ Ran 'Confidence Building' sessions

Generate more income.

For example:

- ☐ Secured funding to support several innovative projects such as;
 - Closed peer support groups'
 - Peer support in partnership with Hertfordshire University Partnership NHS Foundation Trust (HPFT)
 - various closed creative peer group sessions etc.

Develop robust outcome measures.

For example:

- ☐ Evaluation, reviewed and developed.
- ☐ Collect wellbeing and loneliness scores to ensure we are making a difference.
- ☐ Collect individual people's stories.

Develop a programme to improve self-management and development skills.

For example:

- ☐ Held 3Peer Development sessions - 27 attendees.
- ☐ Have a bank of 37 peer facilitators.
- ☐ Have a bank of 15 volunteers.

Peer Support

Central to our work is giving people a voice and to help improve local services and support their personal growth. There is a plethora of evidence to show peer support is significant (National Voices). By providing a united voice for individuals living with mental health and/or addictions challenges to share their experiences of accessing support services to help shape future provision.

We are a person-centred organisation that promotes physical and mental wellbeing while supporting people to be independent and enabling them to have their say and influence change. We aim to reduce social isolation, enhance self-confidence, self-management skills, learn new skills, enhance health and wellbeing and help people move closer to the labour market and/or further training.

Viewpoint Peer Development Pathway

Our unique approach looks at the **ability** of each person.

Viewpoint provides development opportunities to help experts by experience to achieve their personal goals and help the organisation grow and meet its needs. We provide a series of workshops to learn about active listening skills, discuss boundaries, how to represent the organisation and how they might tell their recovery story.

After completing all the development workshops, experts will represent the organisation and become Peer Facilitators. We then include matching peers to various opportunities we have to offer. Currently, we have 37 peers and 15 volunteers.

Peer Facilitators run most of our sessions to support people with mental health challenges by sharing the wisdom of their own lived recovery experience; they inspire hope and belief that recovery is possible in others. Within a relationship of mutuality, they will facilitate and promote choice, self-determination.

Becoming Peer Facilitator not only benefits the attendees, but helps Viewpoint achieve its aims and objectives and also supports the individual wellbeing by:

- Increasing social interaction, reducing isolation, and helps them to feel more connected with others;
- Increasing their sense of purpose;

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- Valuing their contribution;
- Enabling them to develop new self-management skills;
- Increasing their self-esteem and motivation.

What Amanda says about being a Peer Facilitator

"I began my mental health recovery and wellbeing journey with Viewpoint in 2018. I ceased my businesses here and abroad as the need to stop and focus on my self-care became necessary.

I now passionately support Viewpoint in many voluntary roles and share my story of lived experience. By actively engaging in sharing my experiences and positive outcomes through Viewpoint and peer support, I hope that I can also inspire others moving forward on their recovery journey.



Joining Viewpoint allowed me to develop new skills and build on existing experiences to support the ongoing recovery of mental health and wellbeing in others, and myself. A symbiotic relationship.

Being involved in a service that supports people experiencing mental challenges offers me a sense of belonging and a safe, supportive, and nurturing environment to share, learn and expand awareness.

In acknowledging, accepting, and allowing my mental health ups and downs to 'just be', I have gained an outlook with hope and opportunity and the freedom to choose a more positive journey moving forward. Offering groups that I facilitated at Viewpoint is life-changing for me. Literally, for the very first time, I can honestly say: I want to live and love my life."



What we achieved



We welcome people to become members to support their mental health, and addiction, through courses, events, sharing lived experiences, and offer a variety of opportunities to influence our continuing growth through co-production and co-delivery. We believe people are experts in their own wellbeing and encourage them to share their experience by supporting others through peer support.

- We attracted **100** new members;
- Attended **82** committees or meetings to make sure the user voice is heard;
- Held **30** forums and focus groups;
- Launched virtual connection sessions and offered telephone support;
- Offered **23** co-production sessions - **96** attendees;
- Offered **5** awareness courses – **83** attendees;
- **1091** attendees our connection sessions;
- Held 3 closed peer support groups - **15** attendees
- University of Hertfordshire:
 - ◇ Took part in **22** Interview sessions for Nurse trainees;
 - ◇ Ran **3** sessions for pre and post nursing students/Pre-Amp students;
 - ◇ **3** Mental Health Act questions and answer session.



We are grateful to all the funders who have enabled Viewpoint the ability to offer so many opportunities to people who experience mental health and/or addiction challenges:

- i) to support people with mental health and/or addiction challenges,
- ii) to enable experts by experience to gain skills and become peer facilitators who support others in their recovery.

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How we have engaged with people:

- **Forums and focus groups**

We use focus or discussion groups to engage with a small group to get feedback about specific topics to influence change. Focus groups are beneficial in developing ideas because the group explores and reflects on things together.

Findings of Viewpoints forums and seminars

- 77% strongly agreed that the forums/seminars gave them a sense of purpose
- 72% strongly agreed they had been supported to have their say.

What attendees say:

"A fantastic facilitator and source of great support for Viewpoint members. The whole team at Viewpoint inspire, encourage, embrace, and are inclusive towards all the members at Viewpoint, volunteers and otherwise."

"I was inspired and supported by 2 local Viewpoint members to share my story with them after they had shared their stories with me - and I will always owe them both such gratitude for playing their part in saving my life. "

"Very interesting meeting"

"Good atmosphere and lots to say. Felt included."

"I am really pleased that the Forum is being offered via Zoom. I have been trying to get along to one for a long time and Zoom makes it so much more accessible."



Peer facilitators rated the sessions:

- ◇ 92% Agreed their sessions went well or very well
- ◇ 81% Believed the attendees supported each other
- ◇ 95% Believed the attendees found Zoom easy to access and use

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- **Connection sessions**



The COVID-19 pandemic placed increased pressure on many aspects of society and greatly impacted many people living with mental health challenges. We quickly mobilised our support to online provision. We introduced our Connection sessions intending to reduce some of the burdens many people with mental health challenges face, which COVID-19 may have worsened. We know staying connected helps support our mental health, which has been more challenging to do during the crisis. We were very much aware of the need to reach out to vulnerable people and connect to reduce isolation and loneliness.

We ran various sessions, e.g., poetry, spirituality, mindfulness, creativity activities; mutual support etc. with the aim to:

- ◇ Improve health and wellbeing;
- ◇ Reduce social isolation;
- ◇ Develop confidence and self-esteem;
- ◇ Develop positive wellbeing activities;
- ◇ Build resilience.

The sessions have proved successful, with over 90% of attendees reporting improved mood at the end of the session. We are continuing to offer these sessions. Examples of

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sessions include poetry, spirituality, mindfulness, creative activities; mutual support, tea and chat etc.,

Attendees rated the sessions:

1. Were you able to make a connection with other group members?
93% Strongly agree/Agree
2. Do you feel what you said was listened to?
94% Strongly agree/Agree
3. Were you supported to have your say?
91% Strongly agree/Agree

What attendees say:

"Felt tired, overwhelmed by things, anxious and sad at the start. I feel calmer and more relaxed now. It helps seeing someone and being able to talk. I live alone, so small zoom meetings are helpful."

"This virtual Tea and Chat session is a great opportunity for me to improve my social interaction skill and to improve my self-confidence for the next stage of virtual group Tea and Chat sessions too. I aim for progress in the flow of social dialogues or social interaction to feel inclusive in the local community."



"I really enjoy this activity. I love the fact we use our brains to socialise discuss, and it lifted my spirits tonight. We all seem to connect and value everyone else."

"Liked the mutual sharing of ideas, beliefs, experiences, and interests - all within a friendly and jovial atmosphere."

"I really enjoyed today's session. Found it moving. I think the above questions are a bit restrictive re feelings. I had a mixture of feelings that I couldn't adequately express."

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What Peer facilitators say:

Conversation flowed nicely while people coloured, and it gave me a lift.

There was a lot of positive and supportive discussion. People listened well and valued one another's input. The people who were there last week had been thinking about some of the mindfulness practices we talked about the previous week and had put a few things into practice over the week which had supported them.

Closed peer support groups

The aim of closed peer support groups enables people to have time and space to develop relationships and support through mutual connections. The groups usually ran for 12 weeks.

The aim of the group enables people to come together

- ◇ As equals;
- ◇ Share knowledge, experience, concerns, successes and challenges;
- ◇ Provide help and support to each other in a solution-focused way.



By listening to each other, sharing difficulties or concerns and actively seeking solutions, individuals will consequently feel supported and have the self-confidence to try different approaches to self-manage and move on their recovery journey.

The Peer Support Group are supportive and non-judgmental, in which everyone's views are heard and considered equally. Essential values and behaviours include participation, openness, trust, confidentiality, listening without interrupting, respecting differences of view and keeping to agreed timing.

We also ran creative closed groups offering subjects include, art, creative writing and poetry.

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Attendees rated the sessions:

- 100% felt facilitators were supportive of their needs;
- 100% felt they were listened to;
- 100% felt their input was respected;
- 100% would recommend Viewpoint's peer support groups to someone else;
- 92% felt they made connections with the other attendees;
- 96% felt the facilitators were supportive of their needs.

What Peer facilitators say:

- 100% felt support by the co-facilitator;
- 86% felt they help participants to problem solve;
- 100% felt they had met their goal for facilitating the group.

The group are very supportive and positive towards each other and they encourage each other to try things out and experiment. It's been really nice to see the group bond build.

Members' enthusiasm is great. Also seeing what others are working on and sharing our own art with each other.

Enabling people to join our online sessions

The pandemic has exacerbated existing inequalities in digital access in the UK. As a result, many people experience a lack of relevant digital skills or cannot afford to get online or purchase the equipment, either computer, tablet or smartphone. With the support of Funders, we have been able to purchase laptops and associated licences to offer people with mental health challenges remote access to our online support sessions to support their positive mental wellbeing. Having the ability to do this has proved beneficial.

Beneficiaries' comments re laptop loan:

"Borrowing this laptop from Viewpoint has been an absolute life saver for me. I find going out very difficult so the laptop really helps my mental health by helping me not to feel isolated. It enabled me to take part in a Peer Support Group which I found extremely helpful and supportive over 12 weeks during lockdown. I use it for other meetings with HPFT. It allows me to stay

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connected to my church community, including Sundays, midweek meetings and a fortnightly men's group which is incredibly supportive. My eyes get very sore if I have to use my phone only, so the laptop has made staying connected so much easier. It has contributed so much to my wellbeing and has been an absolute blessing. Many thanks."

"Thanks to Viewpoint for loaning me a laptop. My laptop was a cheap second hand one and very slow and prone to mysteriously lock up. When I used Zoom the picture and sound often wouldn't work together, so I sometimes had to put the camera off as the system couldn't cope with too many applications open at once. I had trouble with email as well. So, it was a constant headache and I found using technology during this time to be extremely frustrating - I was genuinely surprised at how stressful & how IT difficulties depleted any feelings of wellbeing. Digital exclusion had a very negative affect on my mental health. Without the support of Viewpoint, and peer facilitators I would have completely folded as I started to feel really unwell trying to take part online.



Since I got a laptop on loan from Viewpoint, I have been able to take part in numerous online activities without any adverse problems. I bet the staff have noticed I no longer call them up as much with daily IT dilemmas to resolve. I can't believe how fast this laptop is and it has no intractable problems whilst on zoom and is able to use the camera and audio without any problems. I can also simultaneously use other features without the fear of overloading the system. Being able to rely on this equipment, which has been really vital during the pandemic has definitely improved my wellbeing & linked me into other people at a time when without this support I would have been socially isolated. It's great to be a small part of that program and that involvement, purpose and activity is what really supports my mental health on an ongoing basis."

Peer support in Partnership with HPFT

Hertfordshire Partnership University NHS Foundation Trust (HPFT) was successful in a bid as part of Herts and West Essex Sustainability Transformation Partnership to pilot an Enhanced Primary Mental Health Service in Watford and Lower Lea Valley.

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This innovation followed on from the successful implementation of the GP Plus service model, where a mental health practitioner is based within GP surgeries to ensure that patients access the right support at the right time.

Peer Support Workers, led by a Peer Support Co-ordinator, provides peer support and practical assistance to service users to regain control over their lives and their own unique recovery journey.

By sharing the wisdom of their own lived recovery experience, the Peer Support Workers inspire hope and belief that recovery is possible in others. Within a relationship of mutuality, they facilitate and support information sharing to promote choice, self-determination, and opportunities to fulfil socially valued roles and connections to local communities.

What has gone well

So far, the peer support team have supported around 116 people experiencing mental health challenges, including over 70 who have been discharged or moved on to other community services. Since January 2021, the team has successfully facilitated 30 workshops for younger people (18 - 25) with an average of 90 participants and 35 workshops for 26+ year-olds with an average of 280 participants. The team also provided an average of 10 remote or face to face 1 to 1 support sessions weekly.

The peer support workers have also assisted clinical colleagues in running group sessions, being instrumental in helping run the weekly Physical Exercise and networking sessions which are very popular with the service users in Watford.

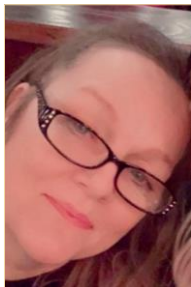
HPFT colleagues have indicated they have found the peer support team an invaluable part of the service. The peer support workers enjoy being part of this multidisciplinary team and feel well supported within the service. Service users' feedback is equally encouraging, as portrayed in the regular polls taken at the workshops and through individual verbal and written comments.

The team have launched an online survey through the HPFT and a set of evaluation forms. These will give valuable feedback from the service users about the difference the peer support service is making to the users in achieving their goals, improving their well-being, and overall experience of the service.

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The pilot has been very successful and has secured an extension until March 2022.

Ann - Peer Support Worker



I come from a background of alcohol and drug abuse, with my fair share of mental health problems along the way. However, I truly believe that having made the recovery journey, I am uniquely placed to understand how a service user feels; I have been through the anger, the despair, the complete and utter sadness at times that can leave one feeling bereft. The lived experience that my colleagues and I have has become a gift, a gift we share.

Comments from people who I have supported

..at first; I was really sceptical about the help being offered to me and somewhat unhappy with the decision. I thought the best kind of help for me would have been on a one-to-one basis rather than groups. ...I was pretty reluctant to answer calls and quite hesitant to talk. I began to feel much more relaxed talking to you and have found you very helpful. You're easy to talk to and say it how it is, which makes it feel like I'm talking to a friend and a professional, and it helps me feel comfortable opening up about my problems. You have helped give me a more positive outlook on the future and helped me start believing in myself a lot more. I always feel so much better and uplifted after talking to you....

Great session today, thank you to all who make this meeting possible, loved the analogies and positivity, could relate to all the subjects today some I already try to practice, good to feel reassured I'm on the right track with those and some other pearls of wisdom....

Jaskawal - Peer Support Worker

Having faced physical and mental health challenges myself, I hope to inspire other people in their recovery journey. We support service users in meeting their goals, building life skills, confidence and resilience whilst developing independence and social networks.



I've been explicitly in charge of facilitating the groups for 18-25years Peer Support workshop. I also input into the groups for people 25+. Some of the topics

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explored include self-sabotage, negative and positive thinking, goals setting, self-care, setting boundaries, relationships and coping strategies.

What service users say:

Very valuable and useful / Nice to have someone to talk to / Good to have a 1-1 chat with someone re any issues and after group sessions too / Trustworthy, understanding, kind / Help people heal better / Mood booster, enjoyable and opportunity to connect with other.

Users Voice - Chair's report - Andrew Smith



Since I took over as interim Chair, I have focused on capacity building and improving communications in the Council and the wider Viewpoint organisation.

The main concerns have been encouraging people to become involved in the Council. We have also developed a communication strategy that ensures that matters of concern are taken directly to the appropriate person(s) within the organisation and agreed on actions reported to the next council meeting.

The Council members now use SharePoint, which helps to make effective decisions. However, we are aware some Council members may need further training and support to feel confident and able to access the various documents held easily; it is invaluable for the development of the Council.

Although the Council holds no formal scrutiny role, we act as a 'critical friend' and a 'voice' within Viewpoint. For example, on several occasions, we have held the organisation and the CEO to account on many different issues such as the involvement reward payments policy and communicating clear, timely and effective decisions within the organisation.

Our biggest challenge is to make the Council truly representative of users of mental health services. To do this, we need to build a more diverse membership with more younger people, service veterans, people with various neurological conditions, people from the LGBT community, and those from BAME groups.

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We have also discussed whether trustees or staff might be part of the Council; we feel we need to maintain a clear service user identity as a council whilst working wholeheartedly in partnership with the trustees and staff. It is also vitally important that we operate transparently, amicably, and openly.

The Council has progressed, now we need to reflect to ensure that we take the best course of action for the Council to be genuinely influential and reach its full potential within the Viewpoint and the wider community.

Membership

Viewpoints membership continues to grow – we have **1103 members**; **909** people with a lived experience, **12** carers and **182** professionals.

Becoming a member of Viewpoints enables one voice to become many to influence change. The more members we have, the louder our voice will be.

Membership also gives people an opportunity to complete Viewpoints Development Pathway and become Peer Facilitator representing and supporting the organisations and helping other.

'I have found being part of Viewpoint essential to my recovery and ongoing growth. This organisation has given me opportunities to: learn skills in a supportive environment, receive much-needed community through the local open sessions and to give talks on my personal journey from recovery to discovery.'



Resources and Financial Management

Income and Expenditure for the year ended 31st March 2021

Viewpoint reported a surplus of £42.7k for the 2020/21 financial year, an improvement of £16.9k from the previous year.

Total income for the year was £242.5k, which increased £+78.2k (+47.5%) from the previous year. Two main factors drove the year-on-year increase:

1. Viewpoint secured a contract for £48.9k with the Hertfordshire Partnership University NHS Foundation Trust (HPFT) to deliver Peer Group Support across the region
2. £23.9k grant from the Charities Aid Foundation (CAF) Bank Resilience Fund.

Whilst Viewpoint was delighted to work with the HPFT in delivering the peer support project. However, it should be noted that this work did not provide any profit/contribution to overheads for the charity; the income received was entirely offset by the direct costs incurred on the project, most notably the salaries of the peer group co-ordinators.

However, the grant from the CAF Bank was explicitly given to strengthen Viewpoint's reserves to help secure its medium / long term viability. As a result, no costs were incurred in the year against this income, and hence it was the receipt of these funds drove the increase in this year's reported surplus.

The principal funding for Viewpoint continues to come from Hertfordshire County Council (HCC), who contributed £152.1k in the year. Without the ongoing support of the HCC, the future of Viewpoint is very much at risk.

In summary, the reported surplus for the year allows Viewpoint to go into 2020/21 financial solid position with reserves of £93.1k.

We are very grateful to all those organisations and individuals who support our organisation and our staff and volunteers for the hard work, skill, and enthusiasm they have brought to Viewpoint throughout the year.

WHAT NEXT

What next

We will continue to work to achieve our strategic objectives:

1. We will improve, innovate and transform Viewpoint to provide the most effective, productive and high-quality service through co-development and co-delivery;
2. We will deliver opportunities for people who use services to enable them to (i) develop skills to self manage and (ii) influence other organisations to hear and respond to what people say;
3. We will improve the wellbeing of people through the delivery of effective, evidence-based services;
4. We will attract, retain and develop staff with the right skills and values.

How will we do this?

We will work with all stakeholders to innovate and transform Viewpoint making sure we place people at the centre of all we do by:

- ☐ Holding co-production sessions to develop new and innovative ways of working;
- ☐ Working with IMROC (Implementing Recovery through Organisation Change) to co-produce a bespoke development programme to offer people with a lived experience and opportunity to enable them to become Peer facilitators –
- ☐ Developing co-produced projects that enable people to manage their wellbeing and set their goals for success;
- ☐ Reviewing our strategy to ensure we are meeting the needs of our community;
- ☐ Approaching organisations to make sure we gather the information that enables us to influence change and meet people's needs;
- ☐ Ensuring people have a wider voice in the transforming agenda across both the statutory and voluntary sectors.

WE NEED YOUR HELP

We need your help

You can get involved by:

- Becoming a Trustee;
- Becoming a member;
- Becoming a Peer Facilitator;
- Becoming a Volunteer.

Contact us on 01707 386136 or email: info@hertsviewpoint.co.uk

Thank You to All of Our Funders and Donors

If you would like to donate to Viewpoint, please follow the link to:

- <https://www.hertsviewpoint.co.uk/donate/donate/5/credit-card>
- <http://localgiving.com/charity/viewpoint;>

Registered Charity Number: 1159735

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Twitter: @Hertsviewpoint

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viewpoint

Together we can Influence Change



VIEWPOINT

Report of the Trustees & Financial Statements

Year Ended 31st March 2021

VIEWPOINT

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VIEWPOINT

INDEPENDENT EXAMINER'S REPORT

FOR THE YEAR ENDED 31st March 2021

I report to the trustees on my examination of the accounts of the above charity for the year ended for the year ended 31 March 2021 which are set out on pages 5 to 9.

Responsibilities and basis of the report

As the charity's trustees 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 Charity'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 which gives me cause to believe that in any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts as set out in the Charities (Accounts & Reports) Regulation 2008 other than the requirement that the accounts give a 'true & fair' view which is not a matter considered as part of an independent examination.

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 to enable a proper understanding of the accounts to be reached.

George Davidson

.....
George Davidson FMAAT
Unit 11, Garden Court
Tewin Road Business Centre
Welwyn Garden City
Hertfordshire
AL7 1BH

VIEWPOINT

REFERENCE & ADMINISTRATIVE DETAILS

AS AT 31st MARCH 2021

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number:	1159735	
Registered office:	Unit 28, Weltech Centre Ridgeway Welwyn Garden City Hertfordshire AL7 2AA	
Trustees	Ray Gibbins (Chairman) Eni Bankole-Race Meredith Griffiths Jacqui Lynskey Mariel Norton-Vanheeuverswyn Ashley Risk Linda Sampson Angela Smith Simon Taylor	appointed 16.9.2021 appointed 27.5.2021
Independent Examiner	George Davidson Resolve Accountancy Services Ltd 11 Garden Court Tewin Road Business Centre Welwyn Garden City Hertfordshire AL7 1BH	
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4TA	
Chief Executive Officer	Leslie Billy	

VIEWPOINT
TRUSTEES REPORT
FOR THE YEAR ENDED 31st March 2021

REPORT OF THE TRUSTEES

The Trustees of Viewpoint present their report and financial statements for the year ended 31st March 2021.

STATUS

Viewpoint was established under a constitution and registered as a charity with the Charity Commission on 29th December 2014.

PURPOSE

The promotion of mental health in the county of Hertfordshire, in particular, but not exclusively, by the involvement of users and former users of mental health services in the planning, development & delivery and monitoring of those services and the advancement of the education of the public in all aspects of mental health and addiction.

RESERVES POLICY

The Trustees have examined the Charity's requirements for reserves in the light of the main risks to the organisation and have established a policy whereby they wish to work towards the balance of unrestricted funds being equivalent to at least three months core funding.

PRINCIPAL FUNDING SOURCES

The principal funding source for the organisation comes from the Hertfordshire County Council - £152,087 in 2020/21 (2019/20 £147,629). The Charity also partners with other local government organisations and charities on projects commensurate to its purpose as stated above

Future Plans

The Charity plans to continue the activities outlined in the forthcoming year subject to satisfactory funding arrangements.

ON BEHALF OF THE BOARD:

.....
Ray Gibbins
Chairman

VIEWPOINT

STATEMENT OF FINANCIAL ACTIVITIES

Year Ended 31 March 2021

		Year Ended 31 st March 2021		Year Ended 31 st March 2020	
<u>Incoming Resources</u>	Notes	£	£	£	£
Grants	2	234,805		157,629	
Training Group		4,732		5,849	
Sundry Income incl. donations	3	2,944		852	
Total Incoming Resources			<u>242,481</u>		<u>164,330</u>
<u>Charitable Expenditure</u>					
Premises Costs		16,184		17,098	
Office Expenses		21,593		17,129	
Staff Costs		129,872		80,471	
Staff Travel		266		1,756	
Training Group Costs		643		8,399	
User Group Support		11,621		9,523	
Equipment & Training Costs		<u>3,744</u>		<u>0</u>	
			183,923		134,376
<u>Management & Administration</u>					
Accountancy		1,480		1,560	
Legal & Professional		10,660		744	
Management		3,466		1,696	
Marketing & Advertising		114		0	
Bank Charges		<u>138</u>		<u>120</u>	
			15,858		4,120
Total Resources Expended			<u>199,781</u>		<u>138,496</u>
Net Surplus / (Deficit) for the year			<u>42,700</u>		<u>25,834</u>
Fund balances brought forward			50,421		24,587
Total Funds carried forward			<u>93,121</u>		<u>50,421</u>

VIEWPOINT

BALANCE SHEET

As at 31st March 2021

	Notes	2021 Total Funds £	2020 Total Funds £
Fixed Assets			
Tangible Assets at Net Book Value		0	0
Current Assets			
Debtors amounts falling due within one year	4	37,657	27,223
Cash at bank and in hand		137,885	45,041
Total Current Assets		<u>175,542</u>	<u>72,264</u>
Current Liabilities			
Creditors due within one year	5	68,848	8,593
Accruals		2,573	0
Total Current Liabilities		<u>71,421</u>	<u>8,593</u>
Net Current Assets		<u>104,121</u>	<u>63,671</u>
Total Assets less Current Liabilities		104,121	63,371
Creditors due after more than one year		11,000	13,250
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>93,121</u>	<u>50,421</u>
Analysis of Total Funds			
Unrestricted Funds		39,305	0
Restricted Funds		53,816	50,421
TOTAL FUNDS		<u>93,121</u>	<u>50,421</u>

The financial statements were approved by the Board of Trustees on 4th August 2021 and were signed on its behalf by:

.....
Ray Gibbins, Chairman

VIEWPOINT

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31st MARCH 2021

1. ACCOUNTING POLICIES

1.1 General. These accounts have been prepared under the historical; cost convention and in accordance with applicable accounting standards and the statement of recommended practice on accounting and reporting by charities

1.2 Grant Income. Revenue grants are matched with the related expenditure.

1.3 Expenditure. Expenditure is recognised on an accruals basis when a liability is incurred, as soon as there is a legal or constructive obligation committing the Charity to the expenditure.

1.4 Tangible Fixed Assets. Capital expenditure in the year is shown net of any grants received. Depreciation is provided at the following annual rates to write off each asset over its estimated useful life. Individual assets purchased with a cost (net of grants) lower than £2,000 are expensed in the year of purchase.

1.5 Taxation The Charity is exempt from corporation tax on its charitable activities & is not registered for VAT.

1.6 Fund Accounting. Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the Trustees. Restricted funds can only be used for restricted purposes within the objects of the Charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

1.7 Pension Costs and Other Post-retirement Benefits. Viewpoint operates a defined contribution pension scheme; employer contributions payable to the scheme are charged to the Income Statement in the period to which they relate.

2. GRANTS & CHARITABLE INCOME

	2021 £	2020 £
Hertfordshire County Council	152,087	147,629
Big Lottery Community Fund	0	10,000
Hertfordshire Partnership University NHS Foundation Trust (HPFT)	48,920	0
CAF Bank Ltd	22,839	0
Hertfordshire Community Foundation	6,959	0
North Hertfordshire District Council	2,000	0
NHS Charities	1,000	0
Ascend	1,000	0
Total	234,805	157,629

VIEWPOINT

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31st MARCH 2021

ACCOUNTING POLICIES (continued)

3. Sundry Income

	2021	2020
	£	£
Donations	2,890	852
Bank Interest Received	54	0
Total	<u>2,944</u>	<u>852</u>

4. Debtors

	2021	2020
	£	£
Debtors	35,930	27,223
Prepayments	1,728	0
	<u>37,658</u>	<u>27,223</u>

5. Creditors (due within one year)

	2021	2020
	£	£
Income received in advance	52,550	0
PAYE & National Insurance payable	10,314	1,781
Future Builders Loan	3,000	3,000
Amounts payable	2,984	3,812
	<u>68,848</u>	<u>8,593</u>

6. Creditors (due in more than one year)

	2021	2020
	£	£
Future Builders Loan	<u>11,000</u>	<u>13,250</u>

viewpoint

Together we can Influence Change



VIEWPOINT

Report of the Trustees & Financial Statements

Year Ended 31st March 2021

VIEWPOINT

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FOR THE YEAR ENDED 31st March 2021

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VIEWPOINT

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VIEWPOINT

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ON BEHALF OF THE BOARD:

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Chairman

VIEWPOINT

STATEMENT OF FINANCIAL ACTIVITIES

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VIEWPOINT

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VIEWPOINT

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31st MARCH 2021

ACCOUNTING POLICIES (continued)

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