



viewpoint

Together we can Influence Change



Annual **Report**

2022-3

Contents

A Message from our Chair

Who We Are & What We Do

- Our Vision
- Our Mission
- Our Goals
- What We Offer

Our Governance

- Board of Trustees
- Viewpoint User Voice Council

What We Do

Our Year in Focus

- Our Strategic Objectives (2018 - 2023)
- Involvement and Lived Experience Support
- How does becoming a peer/lived experience facilitator support personal recovery
- Peer support in partnership with Hertfordshire Partnership University NHS Foundation Trus
- User Voice Council – what we achieved
- The difference we made

Resources and Financial Management

What is Next for Viewpoint?

A Message from our Chair, Joanna Bowen



Welcome to Viewpoint's annual report for 2022/23. Viewpoint emphasises the importance of people with a lived experience of mental health and addiction challenges, and they are central to all we do. With this in mind, we have continued to co-produce, seek information and offer a lifeline through our supportive sessions.

I 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 look forward to working co-productively with all our stakeholders to develop our next five-year strategy to ensure we continue to hear what people experiencing mental health and/or addiction challenges say, influence change, and ensure Viewpoint remains patient-centred and recovery-focused. It will be an exciting year, and I hope you will get involved.

I want to thank everyone involved in Viewpoint. I would appreciate your continued support.

A handwritten signature of Joanna Bowen in black ink, enclosed in a white rectangular box.

Joanna Bowen
Board of Trustees
Chair

Who We Are & What We Do

Viewpoint develops innovative services that support people with a lived experience of mental health issues and/or addiction challenges. We put them at the centre of everything. For example, promoting good physical and psychological wellbeing while supporting people to be independent, have their say, and influence change to services that help them in their personal recovery.

Our support is flexible and needs-led, delivered by outreach group-based activity or one-to-one. Living experience facilitators facilitate our groups, providing a safe place to discuss issues, share experiences, and help solve problems. Alongside this, we offer a variety of educational and connection sessions that enhance wellbeing. We equip each individual with the skills, attitude, and self-belief to live a successful, independent life in their community.

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



OUR VISION

We will work 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 mental health and addiction challenges. We involve people to provide information and a voice to improve services.



OUR GOALS



Improving Services

Making sure that 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

WHAT WE OFFER



- Giving people a voice to improve services through questionnaires, interviews, forums, co-production sessions and partner meetings.
- Lived experience facilitators lead all our projects and are at the centre of our organisation. They co-produce courses, attend meetings, innovate projects and teach students (under- and post-graduate)
- Working with local partners and encouraging better collaboration for better outcomes.
- Run projects that support people with mental health and/or addiction challenges by giving them new skills, encouraging involvement in relevant communities, giving them a voice and tackling prejudice

“

OUR IMPACT

100
%

Feel they have been supported in a way that has reduced feelings of social and self-isolation [January 2023]

Mood was improved after taking part in one of our Connection Sessions [January 2023]

94
%

Would attend another Get Together session [January 2023]

”

100

Governance

Board of Trustees

Our Board of Trustees comprises volunteers, bringing in a wealth of skills, knowledge, and experience. They are vital in providing governance, overseeing strategic direction, and ensuring financial stewardship. They set policies, monitor organisational performance, and safeguard the charity's mission. They also appoint executive leadership, manage risks, and uphold legal and ethical standards to fulfil our objectives to benefit the people we support. The Board meets publicly six times yearly.

viewpoint

USER VOICE COUNCIL

Our 'User Voice' Council works alongside our Board of Trustees to review and ensure we work within our Fidelity Criteria in a collaborative and co-productive way and remain recovery-focused. This inclusive approach fosters transparency, accountability, and responsiveness, resulting in programs and services that better address the needs and preferences of the people we support, enhancing our overall impact and effectiveness.

Please get in touch with Viewpoint if you are interested in either becoming a member on the Board of Trustees or the User Voice Council -
Contact us on 01707 386136 or email: info@hertsviewpoint.co.uk



Viewpoint User Voice Council

12 Month Overview

Throughout the past year, the VUVC have discussed and worked on:

- Spreadsheet to record people's journeys with lived experiences with Viewpoint, giving important information about learning needs, qualifications, and skills to help their development
- Information about individuals - used to attract potential new work and involvement opportunities, such as working with the Police, etc.
- Global warming and developing a Net Zero policy
- Review of the involvement reward payments, including travel and expenses
- Reviewed and suggested changes to the website, including developing a resources section with links to other services, etc.
- Arranged a formal process to speak to trustees and staff directly
- Started developing an Induction programme
- Developing an IT programme available to all members
- Reviewed and discussed the welfare checks instigated in the COVID crisis
- Reviewed returning to face-to-face opportunities for the continuation of Get Together sessions. Discussed attendance and outcomes
- Drafted a template to use with the social work faculty at the University of Hertfordshire. This is an important development; peers must receive relevant information to guide a successful involvement opportunity
- Discussed the challenges of men-only groups - We also discussed forming a group to see what could be done for domestic abuse survivors
- Peers were asked to contribute to the Ballyhoo newsletter and involvement in developing the 13th HPFT recovery conference, which has set a theme of 'challenges and opportunities in uncertain times'
- Discussed the challenges to recruiting new members of the Council
- Attracted new members as a result of World Mental Health Day
- Co-produced the Viewpoint Induction pack, which would be for all members, staff, trustees, facilitators, etc.
- Agreed protected time for the Council - this means no sessions for members of the group
- Took part in the debate about the user voice contract – and discussed the risks to the charity.
- Discussed Viewpoint's 20-year anniversary and how we could celebrate the special occasion
- Took part in HPFT 5-Year Strategy Stakeholder Event
- Highlight the need for a policy for booking and cancelling peers.
- Suggested the need for a coproduction course for Viewpoint facilitators and members.

What We

Do *part of the wider health and social care network, we collate views of people experiencing mental health and/or addiction challenges to ensure how they can positively impact the redesign and improvement of local services.*

People are encouraged to have their say through:

- **Questionnaires/interviews**
- **Forums/focus groups**
- **Seminars**
- **Attending a meetings held by partner organisations**

Involvement Peer Facilitators and Involvement Peers

Our involvement peers lead all of our projects and are at the centre of our organisation. We encourage people to co-produce and collaborate in service delivery and the organisation's governance.

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

We are a user lead organisation and encourage people with lived experience to get involved by:

- Co-designing and co-deliver courses and sessions
- Taking part in interview panels
- Attending meetings on behalf of Viewpoint
- Taking part in audits, surveys or evaluations involving designing surveys, questionnaires, running groups etc
- Joining innovative working groups to design aspects of the organisation
- Innovative projects

Our Year In Focus

Viewpoint remains committed to creating a safe and non-judgmental place where people can receive a warm welcome and help to access the proper support at the right time. Everyone has the right to be listened to and heard and have a voice, and every individual is at the centre of decision-making.



Viewpoint continues offering a unique service across Hertfordshire. Our main objective is to support people to have a voice and move forward in their recovery.

We have offered support people through telephone and digital online support, providing

Immediate and assessable lived experience support groups;

An opportunity for experts by experience a chance to co-produce and co-deliver all aspects of our service;

Partnerships with statutory and local community agencies to ensure people with mental health and/or addiction challenges have a voice.

We continued participating in meetings and committees to ensure partners heard the user's voice.

Facebook

379 Likes, 451 Followers

Reach increase of 2112% (Jan 22 - Feb 23)

Twitter

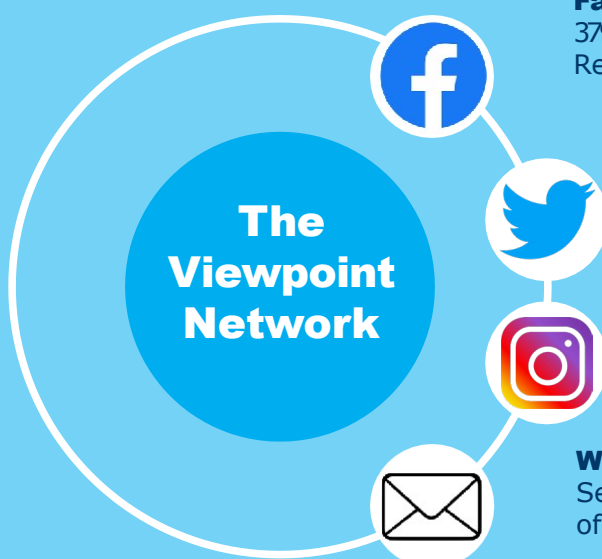
976 Followers

Instagram

160 Followers

Weekly Bulletin

Sent every Friday to 800 subscribers (as of 14.3.24) 34% email open rate



Our Strategic Objectives

2018 - 2023

Viewpoints' **Together we can influence change' Strategy** (2018-2023) describes how we will work with people with mental health and/or addiction challenges to influence change and achieve positive outcomes. We aim to ensure that people who use both Viewpoint services and those provided by other organisations are at the centre.

Viewpoint's current strategies are:

1. We will improve, innovate and transform Viewpoint productive and high-quality service through co-delivery
2. We will deliver opportunities for people who use services skills to self-manage and (ii) influence other organisations people say
3. We will improve the wellbeing of people through the delivery service
4. We will attract, retain and develop staff people with

Note; For people, read people with mental health and/or a



We have held several sessions to think about our Strategy, which has enabled us to think more about what is unique about Viewpoint and begin to review the Strategy to take the charity forward.

Involvement and Lived Experience Support

Lived experience support holds immense value for people experiencing mental health challenges. Shared lived experiences create a unique bond, fostering empathy and understanding. Peers offer non-judgmental, relatable perspectives, promoting a sense of connection and reducing isolation. This support complements professional services, enhancing recovery outcomes. Peer support empowers individuals, instils hope, and encourages self-advocacy. It contributes to a collaborative and inclusive mental health landscape, breaking down stigma. Through shared narratives, coping strategies, and encouragement, peer support builds resilient communities, promoting holistic healing. Its value lies in its transformative impact on individuals, promoting recovery, and creating a supportive, empathetic environment.

We offer all our lived experience facilitators a bespoke learning package co-produced with IMROC (Implementing Recovery through Organisational Change). We also provided a series of co-produced learning opportunities throughout the year. After attending the workshops, experts will represent the organisation and become Peer/lived experience facilitators. We then match them to the opportunities we have. Currently, we have 15 peer/lived facilitators and 15 volunteers.

Peer/lived experience facilitators run most of our sessions to support people with mental health challenges by sharing the wisdom of their own lived recovery experiences, inspiring hope and belief that recovery is possible in others.

Being a peer/lived experience facilitator can significantly aid personal recovery by providing a sense of purpose and empowerment. Sharing lived experiences fosters a meaningful connection with others facing similar challenges, reducing feelings of isolation. It reinforces the individual's journey of self-discovery, promoting resilience and self-esteem. The role also encourages ongoing learning, enhancing coping skills and self-awareness. It helps to build a supportive community, reinforcing the importance of mutual assistance. By positively impacting the lives of others, facilitators often find a renewed sense of identity, fostering a transformative and affirming experience that contributes to their ongoing recovery journey.



What Jason says about being a peer/lived experience facilitator

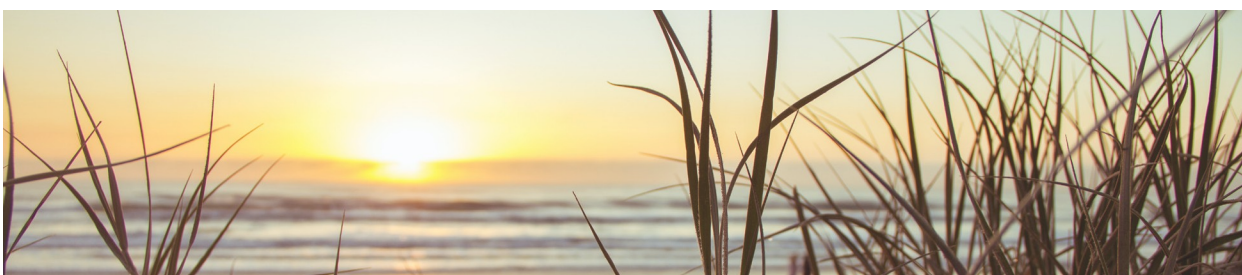
Being a peer/lived experience facilitator with Viewpoint has been great for my continuing recovery journey. I've been able to connect with others who have shared experiences and learn from people from very different stories, and in doing so, I'm part of a wider community.

While I am there to facilitate groups and offer support, I've often found that Viewpoint group members also try to lend support, share resources and provide information, and sometimes I have found myself benefiting from that help.

My skills and confidence as a facilitator have also grown through my work with Viewpoint, which has helped my overall self-esteem and confidence. There are frequently new opportunities to get involved as well, and there is always more to learn.'

Jason Langley

Peer Support Coordinator Viewpoint



Peer Support in Partnership with Hertfordshire Partnership University NHS Foundation Trust (HPFT)

Over the year, our peer support team working as part of the Enhance Primary Mental Health Service (EPMHS) based in Watford and Lower Lee Valley continued to offer support to people experiencing mental health challenges.

We helped them to make a positive difference in their wellbeing and progress in their unique recovery journey.

This support was provided through:

1:1 support weekly sessions either remotely or via face-to-face calls.

Online weekly peer support groups average 10+ participants at each session, and people attending the groups would sometimes co-facilitate sessions.

Supported colleagues to co-facilitate psychological-based therapy sessions. Examples include: Beginnings Group.

THRIVE group for 18 to 26-year-olds.

STEP exercise group offering peer support alongside.

Conducting evaluation and feedback sessions.

4. We have also promoted and encouraged people with lived experience of both mental health challenges and using the Trust services to become involved through the Trust Involvement Team, which laid the ground for setting up a Primary Care Advisory Council, which opened in September

What people we supported say:

'The only reason my suicidal thoughts were not acted upon was the thought of my wife or daughters being the ones to find me and how that would affect their lives, so in essence, I owe my life to them! I was contacted by the peer support team, who invited me to an online peer support group.....and I am still attending these every week.

I have found and still find these discussions extremely insightful but also extremely helpful. I have gained knowledge regarding coping mechanisms, advice, and life experiences from other attendees.....

I have identified methods used by others that can assist me in moving forward in a much better frame of mind now, and I would not have been able to identify these without the guidance of the peer workers. I cannot thank them enough Keep up the excellent work'. - Jo

'Thank you so much for your support. I'm going to take that time to really work on recovery.So I've also managed to get out with A to the Beaumont centre and do an art class and a knitting class. It's been good to be around people like myself, like a Lil community; I doubt I'd have got this far on my own steam, so I'm grateful for you holding my hand the last couple of years; I couldn't have done it without you. Thank you for your support, guidance, time and encouragement. I really appreciate you and all you've done to get me out of the desperate places I go to 🙏. You've worked so hard with and for me, ...

If there's anything I can do to repay your kindness please let me know... Thanks'.

'R, S and M regularly attended Peer Support Group Workshops; they have since participated in Viewpoints Introduction to Peer Support training and then the Imroc training to fully qualify as peer support champions. They were instrumental in coproducing their own self-run peer support group with Viewpoint, which is being developed to receive referrals from other organisations. S also made a moving video presentation at the HPFT Recovery Conference 2022'. - Olgar

The difference we made



We encourage people experiencing mental health and addiction challenges to become Viewpoint members. Currently, we have 508 members. Membership offers an opportunity to receive up-to-date information about our engagement and involvement opportunities. In addition, we send out a weekly news bulletin highlighting what we have to offer and how they might get involved in influencing change across the health and social environment.

Overview

We offered a variety of sessions, attended committees and meetings, and provided educational sessions and connection opportunities throughout the year:

Attended 25 committees or meetings to make sure the user's voice is heard;

Held 162 connection sessions with 1000 attendees;

Held 15 'Get Together' sessions – 97 people registered;

Offered 34 workshops/awareness sessions – 230 attendees;

Offered 5 co-production sessions – 57 people registered;

Ran 3 introductions to peer support for Viewpoints peer/lived experience experts with 14 participants

Ran 5 Mental Health First Aider training courses, 49 participants;

University of Hertfordshire:

47 Interview sessions for either Nurse or social work students;

9 recovery narrative sessions for pre and post Approved Mental Health Professionals.

We attracted 46 new members.



What we offered and what participants told us

Connection sessions

Forging meaningful connections is vital for mental health. Social bonds offer emotional support, reducing feelings of isolation and stress. Shared experiences and understanding create a sense of belonging, fostering resilience. Positive connections promote a supportive environment, enhancing overall well-being and contributing to a more robust mental health foundation. Our connections sessions continue to make a difference - as can be seen from the participants' responses – and there was a huge difference in how they felt at the beginning and end of the session. All categories had a positive shift—the table below reflects 413 completed evaluation forms.

How participants felt	At the beginning of the session	At the end of the session
Angry/Irritated	56.77% (228)	0.90% (3)
Anxious/Scared	21.30% (88)	1.45% (6)
Lonely	27.36% (113)	0.30% (1)
Overwhelmed	19.12% (79)	1.21% (5)
Connected	5.56% (23)	51.08% (211)
Hopeful/optimistic	17.91% (74)	29.05% (120)
In control	3.14% (13)	6.29% (26)
Happy	5.08% (21)	30.99% (128)

Active in Mind project



Viewpoint received funding for our innovative 'Active in Mind' project from Comic Relief via Groundworks. Our original project proposed running six sports health and wellbeing / social activity pop-up groups—3 for men and 3 for women. Each session would have a peer support group after the activity session. However, after consideration, discussion with experts by experience and negotiating with Groundworks, we amended our offer. We had concerns about the safety of participants and felt they would benefit the physical/sports element led by a qualified sports trainer and first-aider.

We ran gender-specific sessions and mixed sessions. Two peer/lived experiences facilitated the support group after the activity session supported all groups. Forty-eight participants participated in the weekly sessions, and eight peer/lived experience facilitators supported 27 sessions across Hertfordshire.

We received 48 completed evaluation forms. What participants said:

No of participants who identified personal goals - 47 (98%)

Were you able to make connections with other group members -

Strongly agree/agree - 44 (91%)

Did you feel supported to have your say?

Strongly agree/agree - 41 (86%)

Did you feel supported to problem solve?

Strongly agree - 41 (86%)

Did you meet your recovery goal for attending?

Strongly agree - 39 (82%)

Would you recommend Viewpoint to someone else? - 47 (98%)



Men's Closed Peer/lived Support Groups

Our Closed Peer/Lived Experience Support Group Project aimed to support men experiencing mental health challenges. The group offered both practical cookery sessions alongside peer support. It aimed to help men, enabling an attitude of self-belief and self-empowerment to help them live successful, independent lives, reduce isolation, and equip them with skills to increase the potential for further education and employment.

We ran six weekly sessions and had 33 participants.

What participants said

100% felt supported to have their say

100% made connections

85% felt supported to problem-solve

85% Felt they had met their recovery goal

71% would recommend Viewpoint





Our Get Together forums allow Viewpoint members to meet and share their views and ideas regarding mental health and drug and alcohol services within Hertfordshire. They provide an opportunity to learn more about mental health services in the community and share views. They feature special guest speakers from various organisations across Hertfordshire, providing up-to-date information on projects and services. It also offers the opportunity to raise any concerns or questions about experiences.

We ran 15 sessions; subjects included burn-out prevention, the cost of living crisis, and learning about services, including Hertfordshire Complex Needs, New Leaf Recovery and Wellbeing College and Headway services. We also had a session to offer support over Christmas.



Working with the University of Hertfordshire

Viewpoint has supported the development of undergraduate and post-graduate mental health nurses and social workers for some years and continues getting very positive feedback. The students are always grateful and positive about the insight Viewpoint lived experience facilitators.

Connection Sessions

Viewpoint lived experience facilitators participated in the following:

Interviews

30 Nurse Interview sessions

17 Social Work Interview sessions

Approved Mental Health Professional (AHMP) sessions

Peer/lived experience facilitators shared their recovery stories at 6 AHMP and 3 with pre-AHMP students.

Teaching sessions

5 MH Nurse Teaching Sessions

6 Social Work Course Planning and Programme Presentations

2 Paramedic Teaching sessions

Took part in Equality and Diversity, Personality Disorder and the Impact of Gender and Being Transgender Days



Working with the University of Hertfordshire

We encourage our members to comment yearly on our service and possible new developments. They told us:

97% (37) said they felt supported in accessing appropriate information.

95% (36) felt they had been supported to improve their feelings of self-worth and mental wellbeing.

Comments & Testimonials

Comments made:

Having the opportunity to deliver training and facilitate peer support sessions is really valuable to my wellbeing. It allows me to be honest and real about my experiences and challenges and support others.

Viewpoint providing regular support in the form of different groups has definitely improved my self-worth. There's never any judgment if you've missed a session, making me want to keep returning. Also, having space with people who understand how to enjoy a laugh about living with mental health issues is invaluable.

Being in Viewpoint gives me purpose and meaning. It makes me more creative. I get support & understanding from interacting with my peers. Through expression, I get a better perspective on my situation. I learned practical tips on things like self-care.

Testimonials

'..... I'm a very social person and enjoy the company of others, and without Viewpoint's activities, I would have felt lonely, isolated and cut off. The activities have been really great because they are connecting people together and keeping us busy... They give me something to do during the day, and I get to know new people, which I think is very good. I'm not sure what I would have done without them; they make me feel better, and I really enjoy them.

A big thank you to everyone who has hosted an activity with Viewpoint.'

'It is lovely that Viewpoint cares about their members/service users in such a lonely time. Choosing to come out of an abusive relationship because of COVID-19 was a challenge and still is, but I found the skills Viewpoint gave me helped me through what I had to do, and the people I met through Viewpoint are supporting me still. So thank you, Viewpoint. I'm still learning who I am, and it's hard, but I will get there.'

Mental Health First Aid

Mental health first aid training is essential because it equips individuals with the skills to recognise and respond to people experiencing mental health challenges. It reduces stigma, fosters empathy, and provides tools for early intervention, potentially preventing crises. By promoting a supportive environment, mental health first aid contributes to a more compassionate and understanding community.

This year, we have run five courses with 49 students from across the community, including people who experience mental health challenges, which continues to be well received.

What participants say:

- ✦ 100% (49) felt the course helped them think differently about mental health.
- ✦ 95.91% (47) felt more confident to challenge mental health stigma.
- ✦ 95.91% (47) felt more confident to challenge discrimination.

Participants comments:

'It has taught me how to respond better to situations and different types of mental health.'

'That everyone has mental health, whether good or bad.'

'Mental health is a lot more than just an umbrella term for a wide range of illnesses and issues. Also, it's made me become a lot more aware that everyone will deal with mental health in very different ways, even if they are experiencing the same symptoms.'

'It has made me think about how mental health can be applied to the workplace if there are any measures we can put into place that will help colleagues. As a team leader, I feel it will be very beneficial in helping me spot the signs of mental health concerns but also how to best support that individual and how to approach that individual.'

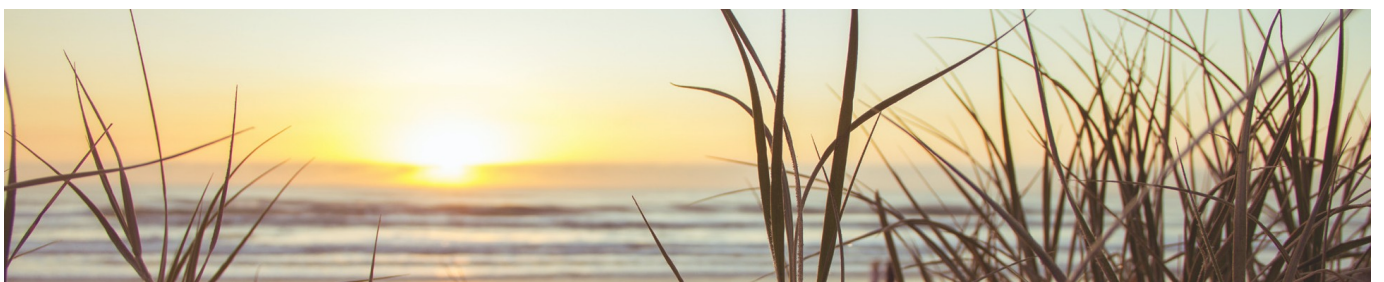


What Is Next For Viewpoint?

We need to review our strategic objectives. We will work with all stakeholders to co-produce our strategy for the next five years to enable Viewpoint to be innovative and transformative, ensuring we place people at the centre.

We will continue to:

- ❖ *Holding co-production sessions to develop new and innovative ways of working;*
- ❖ *Work with peer/lived experience facilitators to support people experiencing mental health challenges and support the organisation in capturing the voice of people using services;*
- ❖ *Develop co-produced projects that enable people to manage their wellbeing and set their goals for success;*
- ❖ *Approach organisation to make sure we gather the information to influence change and meet people's needs;*
- ❖ *Learn from all the information and data;*
- ❖ *Ensure people have a wider voice in the transforming agenda across both the statutory and voluntary sectors.*



Membership

We encourage people to become members of Viewpoint, as this gives them a far more significant influence on what we do.

After joining, Viewpoint members will receive opportunities to:

- 01 Give us a greater voice to influence change
 - 02 Attend courses
 - 03 Attend forums, focus groups, seminars etc
 - 04 Attend the Peer development pathway to become a Peer Facilitator
 - 05 Get involved in projects
-

To learn more about our membership, the benefits of doing so, how to access our weekly news bulletin and more, please visit our website:

**[www.hertsviewpoint.co.uk/
become-a-member](http://www.hertsviewpoint.co.uk/become-a-member)**



Resources and Financial Management

The principal funding for Viewpoint continues to come from the Health Care Commission (HCC); the total grant received in respect of the HCC User Involvement Commission for Mental Health was c. £137,000. This grant is fundamental to Viewpoint's viability, and without this ongoing funding, the future would be very much at risk.

Viewpoint reported a surplus of £45,472, which is an improvement on the previous year. Total income for the year was almost £328,000, an increase of 10% on the previous year. However, this significant increase in revenue did not result in similar growth in Viewpoint's reported surplus because of the costs of the HPFT Peer Support Project and is primarily offset by its directly related salary and related costs.



The grant from HCC and the HPFT Peer Support Project income accounts for c.75% of the charity's total income. The third largest tranche of revenue came from Health Education England (£52,275) to deliver a Peer Support training programme.

We control the charity's direct costs tightly. The overheads and the year-on-year increase are primarily driven by the recruitment and salary costs of the Peer Support Team, who are employed to fulfil the HPFT Peer Support project requirements.

Viewpoint's accumulated reserves on 31st March 2022 are £138,593. Therefore, with the retention of the HCC User Involvement contract confirmed for 2022/23, it goes into the new year in a solid and stable financial position.

We continue to appreciate significantly all those organisations and individuals supporting our charity. We would also like to recognise our staff and volunteers for their unstinting hard work and commitment throughout the year.

Total income for the year

£328,000

Accumulated reserves

£138,593

How We Have Engaged With



Workshops and Courses

Viewpoint offered 12 workshops or courses over the year. Some ran for several sessions, others one-off.

We ran sessions on:

- Active Listening
- Charity involvement rewards
- Domestic Abuse
- Healthy Habits
- HIV Awareness
- Meditation
- Mindfulness
- Moving into Awareness
- Reforming the Mental Health Act
- Confidence Building
- Section 136 of the Mental Health Act
- The Role of an Approved Mental Health Professional (AHMP)

What Participants Said

- 81% felt the tutor was supportive to their needs
- 100% felt the tutor was both confident and knowledgeable about the course subject
- 99% would recommend Viewpoint to others.

About the participants:

- 74% women
- 5% men
- 1% non-binary
- 81% were aged 45 – 65
- 13% had long term mental health challenges
- 18% had another health challenge
- 33% were primary carers



Peer Support

Peer support is an essential element of the work of Viewpoint. Sessions allow people to find solutions to challenges, support each other, and put in structures that build resilience and support their mental wellbeing.



What Participants Said

- 100% felt they had made connections
- 89% felt the facilitator was supportive
- 89% felt supported to have their say
- 100% had met their goal for attending
- 100% would recommend Viewpoint to others

About the participants:

- 70% women
- 32% men
- 1% non-binary
- 81% were aged 45 – 65
- 77% had long term mental health challenges

What people said:

'I like that we feel at ease with one another and can speak about whatever's on our minds without judgement'

'Connecting with others, sharing experiences, being respected and validated, being listened to and heard, being supported through challenging times'

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 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](https://www.hertsviewpoint.co.uk/donate/donate/5/credit-card)

Virgin Money Giving

<http://localgiving.com/charity/viewpoint;>

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Together we can Influence Change



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Together we can Influence Change



VIEWPOINT

Report of the Trustees & Financial Statements

Year Ended 31st March 2023

VIEWPOINT

CONTENTS

FOR THE YEAR ENDED 31st March 2023

	<u>Page</u>
Independent Examiner's Report	3
Charity Information	4
Trustees Report	5
Statement of Financial Activities	6
Balance Sheet	7
Notes to the Financial Statements	8 - 9

VIEWPOINT

INDEPENDENT EXAMINER'S REPORT

FOR THE YEAR ENDED 31st March 2023

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 2023 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.

DocuSigned by:

George R. Davidson

.....26F73F3A26754D5:.....

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

VIEWPOINT**REFERENCE & ADMINISTRATIVE DETAILS****AS AT 31st MARCH 2023****REFERENCE AND ADMINISTRATIVE DETAILS**

Registered Charity number:	1159735	
Registered office:	Unit 28, Weltech Centre Ridgeway Welwyn Garden City Hertfordshire AL7 2AA	
Trustees	Joanna Bowen Ashley Risk Bryony Kirby (appointed 02.11.2022) Eni Bankole-Race Jacqui Lynskey Meredith Griffiths (resigned 17.10.2022) Ray Gibbins Simon Taylor Yetunde Rachel Kasonga	Chairman Treasurer Secretary
Independent Examiner	George Davidson Resolve Corporate 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 2023

REPORT OF THE TRUSTEES

The Trustees of Viewpoint present their report and financial statements for the year ended 31st March 2023.

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 is Hertfordshire County Council who contributed a total of £144,675 in 2022/23 (2021/22 £151,706).

Viewpoint also provided mental health peer support throughout Hertfordshire in conjunction with the Hertfordshire Partnership University NHS Foundation Trust. This contract started in September 2020 and finished in March 2023 generating income in the year of £110,000 (2021/22 £111,112)

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:

.....
Joanna Bowen
Chairman

VIEWPOINT**STATEMENT OF FINANCIAL ACTIVITIES****Year Ended 31 March 2023**

		Year Ended 31 st March 2023		Year Ended 31 st March 2022	
<u>Incoming Resources</u>	Notes	£	£	£	£
Grants	2	287,810		322,113	
Training Group		7,286		3,395	
Sundry Income incl. donations	3	6,442		2,432	
Total Incoming Resources			<u>301,538</u>		<u>327,940</u>
<u>Charitable Expenditure</u>					
Staff Costs		227,829		209,731	
Office Expenses		20,706		20,102	
Premises Costs		18,926		16,194	
User Group Support		20,101		12,442	
Equipment & Training Costs		4,895		3,285	
Training Group Costs		1,745		1,356	
Staff & Volunteer Travel		223		111	
			<u>294,425</u>		<u>263,221</u>
<u>Management & Administration</u>					
Management		5,714		7,080	
Legal & Professional		3,913		11,049	
Accountancy		650		650	
Marketing & Advertising		416		0	
Bank Charges		144		205	
Provision for bad debts		0		263	
			<u>10,837</u>		<u>19,247</u>
Total Resources Expended			<u>305,262</u>		<u>282,468</u>
Net Surplus / -Deficit for the year			<u>-3,724</u>		<u>45,472</u>
Fund balances brought forward			138,593		93,121
Total Funds carried forward			<u>134,869</u>		<u>138,593</u>

VIEWPOINT**BALANCE SHEET****As at 31st March 2023**

	Notes	2023 Total Funds £	2022 Total Funds £
Fixed Assets			
Tangible Assets at Net Book Value		0	0
Current Assets			
Debtors amounts falling due within one year	4	21,502	12,086
Cash at bank and in hand		150,765	161,635
Total Current Assets		<u>172,267</u>	<u>173,721</u>
Current Liabilities			
Creditors due within one year	5	-32,398	-27,128
Total Current Liabilities		<u>-32,398</u>	<u>-27,128</u>
Net Current Assets		<u>139,869</u>	<u>146,593</u>
Total Assets less Current Liabilities		139,869	146,593
Creditors due after more than one year	6	-5,000	-8,000
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>134,869</u>	<u>138,593</u>
Analysis of Total Funds			
Unrestricted Funds		134,869	128,661
Restricted Funds		0	9,932
TOTAL FUNDS		<u>134,869</u>	<u>138,593</u>

The financial statements were approved by the Board of Trustees on 2nd August 2023 and were signed on its behalf by:

.....
Joanna Bowen, Chairman

VIEWPOINT**NOTES TO THE ACCOUNTS****FOR THE YEAR ENDED 31st MARCH 2023****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

	2023	2022
	£	£
Hertfordshire County Council:	144,675	151,706
Hertfordshire Partnership University NHS Foundation Trust (HPFT)	113,282	111,112
National Lottery	10,892	0
Edward Gostling Foundation	10,000	0
Comic Relief (Groundwork)	5,477	4,059
Health Education England	3,484	52,275
North Hertfordshire District Council	0	2,700
Sundry	0	261
Total	287,810	322,113

VIEWPOINT**NOTES TO THE ACCOUNTS****FOR THE YEAR ENDED 31st MARCH 2023****ACCOUNTING POLICIES (continued)****3. Sundry Income**

	2023	2022
	£	£
Donations	4,678	2,252
Bank Interest Received	1,764	180
Total	6,442	2,432

4. Debtors

	2023	2022
	£	£
Accounts receivable	12,308	1,087
Accrued income	3,282	9,920
Prepayments	5,912	1,079
	21,502	12,086

5. Creditors (due within one year)

	2023	2022
	£	£
Amounts payable	5,986	2,390
Pension costs payable	1,587	1,360
Accruals	13,451	7,216
Income received in advance	5,000	9,932
PAYE & National Insurance payable	3,374	3,230
Future Builders Loan	3,000	3,000
	32,398	27,128

6. Creditors (due in more than one year)

	2023	2022
	£	£
Future Builders Loan	5,000	8,000

VIEWPOINT

INDEPENDENT EXAMINER'S REPORT

FOR THE YEAR ENDED 31st March 2023

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 2023 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.

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