



viewpoint

Together we can Influence Change



2023-24



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Message from our Chair



Welcome to Viewpoint's annual report for 2023/24. We emphasise the importance of people with a lived experience of mental health and/or addiction challenges voices and how they can influence change.

Mental health and/or addiction challenges are not just a personal recovery journey—it's a collective responsibility. At Viewpoint, we champion the voices of those with lived experiences, ensuring they are heard and valued in shaping the future of mental health and addiction support.

Every story shared through our platforms highlights resilience, courage, and the urgent

need for systemic change. Together, we've created spaces where individuals can speak out without fear, influence policies, and foster understanding in communities that once silenced them.

However, the work is far from over. Stigma, isolation, and insufficient resources still need to be improved. Your continued support fuels our mission to amplify user voices, advocate for accessible services, and inspire hope.

Together, we can make change.

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

A handwritten signature in black ink that reads "Joanna Bowen". The script is cursive and fluid.

Joanna Bowen
Board Of Trustees Chair

Who we are and what we do

Viewpoint provides an independent, recovery-focused, united voice for individuals with mental health and/or addiction challenges to share their experiences of accessing and using support services to help shape future provision. We believe everyone has the right to be listened to, heard, and have a voice; Viewpoint strives to make that happen.

We also develop innovative services that support people with a lived experience of mental health and/or addiction challenges. We put them at the centre of everything. Our support is flexible and needs-led, delivered by outreach group-based activity or one-to-one. Lived 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 aim to equip each individual with the skills, attitude, and self-belief to live a meaningful, independent life in their community.

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 MISSION



Improving services:

Making sure people are involved in the planning, developing, delivering and evaluating 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 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, experienced facilitators lead all our projects and are at the centre of our organisation. They co-produce courses, attend meetings, innovate projects and teach University students.



Working with local partners and encouraging better collaboration for better outcomes.



Run projects that support people with



Mental health and/or addiction challenges support skill development and encourage involvement in relevant communities, giving them a voice and tackling prejudice.

Our Governance

Board of Trustees

Our Board of Trustees, a team of dedicated volunteers, is committed to the charity's mission. They bring a wealth of skills, knowledge, and experience, providing vital 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.

User Voice Council

Our 'User Voice' Council, a vital part of our organisation, 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. Importantly, the Council's efforts significantly enhance our overall impact and effectiveness, instilling confidence in our stakeholders.

User Voice Council

What the User Voice Council achieved

- Developing a record of the lived experience journey
- Induction handbook
- Viewpoints 20th-anniversary event
- Net zero - how Viewpoint can reduce its 'carbon footprint'
- Representations on trustee board subgroups, such as quality and performance, communications and marketing, training, funding, and remunerations.
- Suggested ways to engage with members to encourage greater attendance at sessions, e.g. working in partnership with other organisations
- To get more voice, suggest that Viewpoint members attend local GP Patient Participation Groups.
- Attending relevant courses for group development, including 'Building a consciously inclusive culture', Domestic violence conference, Mental Health First Aid Course
- Partnership working with St. Albans and Hertsmere Women's Refuge
- Reviewed Viewpoints website and developed ways to raise the charity profile, including a conference promoting the involvement of people with lived experience
- Discussed recording levels of Viewpoint involvement
- Coproducing a Coproduction Evaluation tool with the Hertfordshire County Council Coproduction Board
- Review of Survey Monkey use and purpose
- Discussed Membership a
- Proposed and appointed Viewpoint 'Neurodiversity champion'
- Attended PEF (Patient Engagement Forum), which links to ICB (Integrated Care Board)
- Involved in developing a 'Peer involvement strategy'
- Involved in developing 'Service user and Coproduction strategy'
- Discussed and commented on the Community Advocacy Strategy and Commissioning planning.

Andrew Henry Smith
Chair



The power of the lived experience voice

Lived experience or peer support is a beacon of hope for those experiencing mental health challenges. The shared 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, when combined with professional services, enhances recovery outcomes. It empowers individuals, instilling hope and encouraging self-advocacy. But it's more than that. 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, facilitating 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) and provide a series of co-produced learning opportunities throughout the year. After attending the workshops, experts represent the organisation and become peer/lived experience facilitators. We then match them to our opportunities.



match

Our peer/lived experience facilitators are at the heart of sessions and are crucial in supporting individuals with mental health challenges. They share the wisdom of their own lived recovery experiences, inspiring hope and belief that recovery is possible and within reach for others.

our

What are the personal benefits of becoming a peer/lived experience facilitator?

The role offers significant support for 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.

Lémarr's Story

It all began when I was a young teenager in 2017. I was feeling unstable and not very well with myself, and everything caught up with my current lifestyle. I even had to leave my dream job as an operator of freight trains.

I shortly called out for help and decided to go to the hospital. I was then seen by a special doctor who said I was going through a crisis, which made perfect sense when he described the relevant symptoms that I may have had.

I was then discharged that following day as my parents said they would look after me as I had the option at the time. The crisis team visited me every week for 2 months until they discharged me to another team within HPFT. This team was with me for another 3 years. Throughout the duration, my support worker recommended a mental health and wellbeing charity called Viewpoint to help me steer myself back into the working world alongside my recovery, so I did!



In 2020, I called Viewpoint and had a chat and introduction about my current journey and what I wanted to do and change. After the chat, I became a telephone volunteer, ringing our individuals who experienced mental health challenges and supporting them through the COVID-19 pandemic. Following this work over the years, more opportunities within Viewpoint came my way year by year, such as AHMP interviewing at the University, peer support facilitating, mental health first aid, Healthy habits assistant facilitator, and attending NHS and Council prevention meetings. I also became the Chair of the Viewpoints User Voice Council and participated in many more activities.

In 2022, I returned to work and went to Costco Wholesale. I was so excited to return to work and have a job after such a long period. I was put on trolleys outside and worked there for 8 months through the winter. The following year, I transferred to the fuel station. I learned other department roles alongside the main store, as I only covered college breaks and fuel deliveries. Then, in 2024, I was promoted to a front-end supervisor, managing a collection of cashier assistants and dealing with customer service, items, orders and problems near a management level.

But it does not stop there as I am still learning, reading, and growing to become even better within my working career. I have recently decided to go back and work with Viewpoint on my days off and personal holidays because I really miss and enjoy the work and activities that they do.

Lémarr Jean-Jacques

Elisha's Story

My name is Elisha. I joined Viewpoint as a member in 2021. At this time, I was battling with my mental health conditions without any support from the NHS or other services. I was in despair and felt utterly let down and abandoned. I didn't know what to do or where to go next. One day, I was so fed up and wished a miracle would happen. I was sitting on my laptop, researching for hours for services in my area. Of course, nothing showed up. Then, out of nowhere, Viewpoint popped up. I must admit, I was confused about the concept of "member" and questioned whether I was in a fit state to be a "member". It sounded very professional to me.

I attended groups and classes. I very much enjoyed the mindfulness group and meditation group. My turning point was attending Introduction to Peer Support training and Moving into Awareness group. This group allowed me to open up to the concept of spirituality, and since I have connected to this. Introduction to Peer Support training allowed me to explore the concept of Peer Support and increase my confidence. As a result of the training, I did the full course. Then, I became a Lived Experience Support Worker/Peer Support Worker after 3 years of not working. I would not have had the motivation or confidence to take the position without attending the training.

Overall, Viewpoint has been a lifeline for me. Without the help, passion, dedication, commitment and support of all the staff I have met, I wouldn't be in recovery. The staff and Leslie really go above and beyond. They help in every way possible and strive to achieve their best. It truly feels like a family, without any judgement. We share hope, whilst having our own lived experience to learn from. I thoroughly enjoy the training courses that Viewpoint offer. Over the past few years at Viewpoint, professional development has allowed me to co-facilitate the Introduction to Peer Support training, which I will be doing for the second time this year. I also started volunteering last year doing the minutes for meetings.

Furthermore, I have assisted with running a "Get Together" group at Create Community. Writing this has made me reflect on how far I've come. For once, I can say I'm proud!

The Difference We Made

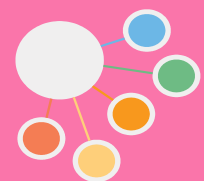
Viewpoint membership is a valuable opportunity for individuals experiencing mental health and/or addiction challenges to get involved and receive up-to-date information about services and local and national influences. With a current membership 400, we offer access to the latest information on our engagement and involvement opportunities. Our weekly news bulletin informs members about our offerings and how they can influence change in the health and social environment. The active participation of our current members has been instrumental in driving these changes, and we encourage new members to join and contribute to our cause.

At Viewpoint, we believe individuals are true experts in their recovery and well-being. This belief underpins our encouragement for people to share their experiences, as it not only provides valuable support to others but also acknowledges and respects the expertise of the sharer in their own journey of recovery.

WHAT WE OFFERED

Connection sessions

We ran 177 connections session with over 450 participants.



We ran 11 lived experience/peer support sessions for 67 people.

Lived experience/peer support sessions

workshops

We ran 35 workshops and 69 attended.



Meetings & committees

we attended 47 + meetings and committees to get people's voices heard.

University

We helped the University by interviewing students and telling the recovery narrative



Connection sessions

WHAT PARTICIPANTS SAID ABOUT THE CONNECTION SESSIONS

1

WERE YOU ABLE TO MAKE CONNECTIONS?

97.7% strongly agreed/agreed they had made connections connections

2

WERE YOU SUPPORTED TO HAVE YOUR SAY?

85% of participants felt they had been supported to have their say

3

WOULD YOU RECOMMEND VIEWPOINT?

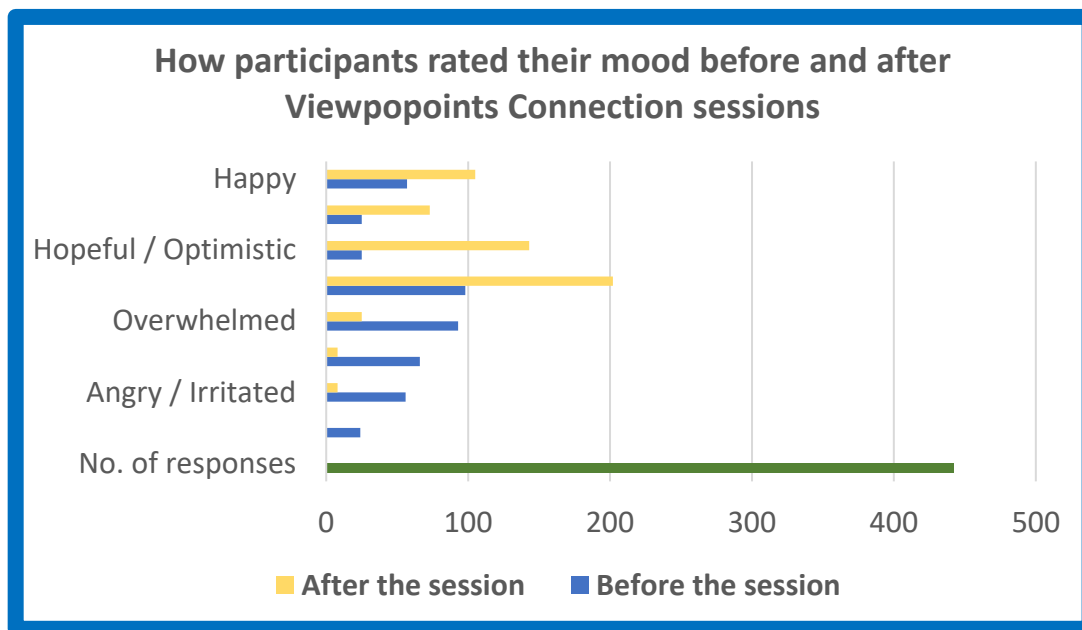
92% of participants would recommend Viewpoint

'I liked the conversation and meeting

I liked the participants of the group they respected each other likes and the good humour.'

'..... a local support group, and being able to connect via Zoom to hear others share and be listened to is important not to feel isolated.'

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 have repeatedly promoted a supportive environment, enhanced overall well-being and contributed to a more robust mental health foundation. Our connections sessions, run by an expert and an experienced facilitator, continue to make a difference - as can be seen from the participants' responses – and there was a massive difference in how they felt at the beginning and end of the session. All categories had a positive shift—the table below reflects 442 completed evaluation forms.



Workshops and courses

Our workshops and courses provide education, support, and practical tools to foster wellbeing and resilience. They aim to increase awareness of personal recovery and teach coping strategies such as mindfulness and stress management.














Our sessions have included practical and creative activities encouraging self-expression and shared experiences. They also focus on developing life skills such as communication, time management, and self-management, helping individuals regain independence and self-confidence.

A significant focus is on lived experience/peer support, which fosters a sense of community while alleviating feelings of isolation. Additionally, workshops help participants connect with resources, educate them on self-advocacy, and guide them in accessing healthcare and support services. Ultimately, these initiatives empower individuals to tackle challenges and enhance their quality of life.

Workshops/courses

Viewpoint offered 35 workshops or courses over the year. Some ran for several sessions, others one-off.

We ran sessions on:

-  Active in Mind
-  Anxiety
-  Basic IT
-  Co-producing HPFT strategy
-  Co-production evaluation tool kit
-  Health Habits
-  Meditation made easy
-  Meditation for emotional wellbeing
-  Poets in Wellbeing
-  Poets in Creative Writing
-  Research for all
-  Self-care
-  Self-esteem/confidence building

We received 91 completed questionnaires.

What participants said:

- ◇ 90.1% strongly agreed/agreed the tutors were supportive of their needs
- ◇ 83.3% strongly agreed/agreed the tutors were knowledgeable about the course subject
- ◇ 70.3% strongly agreed/agreed the tutors were confident in delivering the content
- ◇ 96.7% strongly agreed/agreed the tutors explained what the session was about
- ◇ 96.7% would recommend Viewpoint to others.

What participants said....

'The workshop was great; I was able to share my opinion on the factors that hinder participation and possible solutions.'

'As this is part of a six-session course I can say that each week we learn more about the subject and new tools to help us, so it continues to help and support each week.'

'The course was a starting point for a very long journey.....'

'Brilliant course, and I wish to attend another one.'

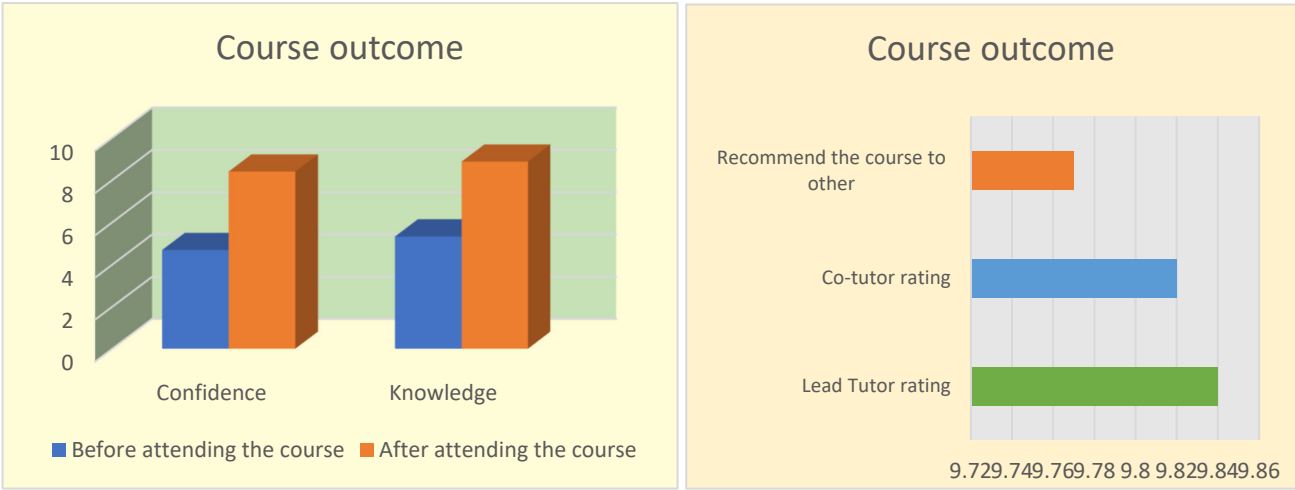


Mental Health First Aid

Mental Health First Aid (MHFA) training is essential because it equips individuals with the skills to recognise, respond to, and support someone experiencing a mental health challenge. It helps reduce stigma by fostering

understanding and empathy for mental health challenges. Participants learn to identify warning signs, provide immediate assistance, and guide individuals toward professional help or resources. This training is vital in workplaces, schools, and communities, promoting early intervention and preventing crises from escalating. MHFA training fosters safer, more supportive environments by empowering people to act confidently and compassionately. It contributes to better mental health outcomes for everyone.

This year, we have run two courses with 14 students from across the community, including people who experience mental health challenges, which continues to be well received.



'Loved this course, the workbook and the online meetings. I am grateful for the videos as well; this is a great way for me to learn. Sad it has come to an end. I love the opportunity for us to share our feelings and thoughts.'

'This course was brilliant, and I really want to thank Kat, Jason and Ann (class support) for doing an amazing job. The tutors are so knowledgeable and they make you feel comfortable to share your thoughts and feelings. I learnt so much about how to help others experiencing mental health issues and understanding how to look after myself with self-care tips, too. I will definitely be applying ALGEE when listening to individuals in both my professional and personal life, as well as implementing boundaries. Thanks very much for a great course!'



Partnerships

Our partnerships are vital as they amplify impact and broaden our reach. Collaborating with other organisations and community groups enhances resource sharing, including funding, expertise, and infrastructure.

Partnerships allow us to access diverse audiences, raise awareness, and reduce mental health and/or addiction stigma. Working together has helped to develop innovative programs, strengthen advocacy efforts, and ensure comprehensive support for those in need. Ultimately, we aim to maximise our ability to create meaningful, long-lasting change in the lives of individuals and communities.

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.

Sharing a personal recovery narrative with student mental health nurses offers invaluable insight into the lived experience of mental health and recovery. It bridges the gap between theory and practice, fostering empathy and understanding. These narratives provide real-world perspectives on resilience, coping strategies, and the importance of compassionate care. By hearing first-hand accounts, students gain a deeper appreciation of their future role in supporting recovery, inspiring them to deliver person-centred, empathetic, and effective mental health care.



Hertfordshire Partnership University
NHS Foundation Trust

Lived experience/peer support with Hertfordshire Partnership University NHS Foundation Trust (HPFT)

Viewpoint continues to support HPFT with lived experience/peer support for the Enhanced Rehabilitation Outreach Service (EROS). EROS is a community service unit with a multidisciplinary team comprised of nursing, occupational therapy, social work, psychology, psychiatry, peer support and support staff.

The team supports people experiencing mental health challenges for up to 16 weeks and provides targeted interventions on the rehabilitation pathway to promote independence and support independent living.

Our lived experience/peer support workers provide peer support and practical assistance to service users as they regain control over their lives and their unique recovery journeys.

By sharing the wisdom of their own lived recovery experience, the lived experience/lived experience worker inspires 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.



My role involves interacting with people experiencing mental health challenges within the community and using my own lived experience of mental health challenges and empathy to assist with any issues they may be having; apart from visiting people in their homes, I also visit Mental Health Rehabilitation Units, e.g. The Beacon (St. Albans). I will go for a long walk with some people and chat. We sometimes go to a local café and chat, or I may help with practical things like signing up for Library services.

I work alongside the individual's care team to support and inspire recovery. If I cannot provide advice, I will attempt to signpost to the relevant information and services.

*Rajeeva Wijetunge
EROS Peer Support Worker
Enhanced Rehabilitation Outreach Service*

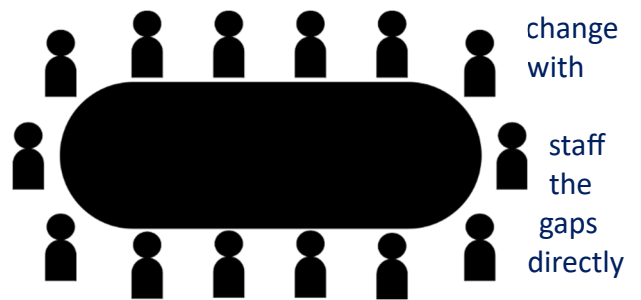


Drug and Alcohol Service User Engagement

Healthwatch asked Viewpoint to lead focus groups and interviews with service users within CGL, Druglink, and The Living Room as part of a joint project with Carers in Herts, Healthwatch, and Herts County Council. Close to 75 individuals attended the groups across the county's hubs, and their responses were recorded and shared with Healthwatch to compile a report. This work will also continue into the next financial year.

Committees and meetings

Viewpoint sits on committees and meetings to influence because it ensures that the lived experiences of individuals mental health and/or addiction challenges are central to decision-making. Many people with lived experience and represent Viewpoint and provide valuable insights into real-world impact of policies and services, helping identify and improvement areas. By amplifying the voices of those affected, we advocate for inclusive, person-centred, personal recovery approaches that genuinely address community needs.



Participating in committees enables us to collaborate with policymakers, service providers, and stakeholders, fostering partnerships that drive meaningful reform. Our involvement promotes transparency, accountability, and the inclusion of diverse perspectives in shaping mental health and/or addiction initiatives. Additionally, it helps to challenge stigma and misconceptions within decision-making processes. Ultimately, this proactive engagement empowers individuals with lived experience, ensuring that systems evolve to be more equitable, effective, and responsive to the people they serve.



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.



What people say

'I really don't know how I would be able to do the work I do with Viewpoint without this physical loan & the technical support & encouragement they provide for a 68-year-old technophobe like myself.'

I attend a lot of meetings, plus I also facilitate and start several Zoom meetings myself - something I wouldn't have even imagined doing just a few years ago. Also, as deputy chair and often acting chair of the VUVC, I have to create reports, training slides & documents.

Without the software packages on the laptop and the functionality and visibility of the larger screen I would struggle with my much smaller phone & tablet. It is difficult to run a group with these personal devices and they often lack a lot of the functions of their bigger brother.

Thank you, Viewpoint, for your continuing support and the developmental opportunities you offer.'



'I have been a member of Viewpoint since 2021. It has been a lifeline for me. Since being diagnosed with severe depression and anxiety, they have helped me massively. I have gained a lot of knowledge, help, advice, hope and support, which I will use moving forward..... Without Viewpoint, I would not have been able to move forward into recovery. They provided me with many opportunities that I would not have been able to do if I wasn't a member. For example, I took part in expert-by-experience involvement opportunities with the University of Hertfordshire, whereby I interviewed candidates for different courses and degrees. This opportunity allowed me to increase my confidence and develop a higher sense of self-worth as well as using my own skills of interviewing. The overall outcome of this opportunity and doing Peer Support training with Implementing Recovery Through Organisational Change (ImROC) via Viewpoint allowed me to attend face-to-face job interviews.







I very much enjoyed attending different groups such as Healthy Habits, Depression group and Mindfulness. These opportunities being online made it easier to access, and my mental health wasn't a barrier due to this. The staff are incredible.

They are kind, caring, friendly, always go out of their way to help, professional, understanding and hard working. Without Viewpoint, I wouldn't be in this positive position today.

What Next

We will review our five-year **strategic objectives**. To enable Viewpoint to be innovative and transformative, we will co-produce our strategy with all stakeholders, ensuring people are at the centre.

We will continue to:







-  Holding co-production sessions to develop new and innovative ways of working;
-  Work with lived experience/peer 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 broader voice in the transforming agenda across 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:

-  Give us a greater voice to influence change
-  Attend courses
-  Attend forums, focus groups, seminars, etc
-  Attend the Peer development pathway
-  to become a Peer Facilitator
-  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)**

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>

Virgin Money Giving

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

<https://www.hertsviewpoint.co.uk/donate/donate> GPay



Website: hertsviewpoint.co.uk

Social Media: [@hertsviewpoint](https://twitter.com/hertsviewpoint)

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Charity number 1159735



VIEWPOINT

Report of the Trustees & Financial Statements

Year Ended 31st March 2024

VIEWPOINT

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VIEWPOINT

INDEPENDENT EXAMINER'S REPORT

FOR THE YEAR ENDED 31st March 2024

I report to the trustees on my examination of the accounts of the above charity for the year ended 31 March 2024 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
AL71BH

VIEWPOINT

REFERENCE & ADMINISTRATIVE DETAILS

AS AT 31st MARCH 2024

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number:	1159735	
Registered office:	Unit 28, Weltech Centre Ridgeway Welwyn Garden City Hertfordshire AL9 2AA	
Trustees	Joanna Bowen Ashley Risk Bryony Kirby Eni Bankole-Race Jacqui Lynskey 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 AL71BH	
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent ME194TA	
Chief Executive Officer	Leslie Billy	

VIEWPOINT

TRUSTEES REPORT

FOR THE YEAR ENDED 31st March 2024

REPORT OF THE TRUSTEES

The Trustees of Viewpoint present their report and financial statements for the year ended 31st March 2024.

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 £162,426 in 2023/24 (2022/23 £144,675).

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:

A handwritten signature in black ink, appearing to read 'Joanna Bowen', followed by a vertical line.

Joanna Bowen
Chairman

VIEWPOINT**STATEMENT OF FINANCIAL ACTIVITIES****Year Ended 31 March 2024**

		Year Ended 31 st March 2024		Year Ended 31 st March 2023	
<u>Incoming Resources</u>	Notes	£	£	£	£
Grants	2	205,510		287,810	
Training Group		7,212		7,286	
Sundry Income incl. donations	3	3,308		6,442	
Total Incoming Resources			216,030		301,538
<u>Less: Charitable Expenditure</u>					
Staff Costs		161,255		227,829	
Office Expenses		25,800		20,706	
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			229,385		294,425
<u>Less: Management & Administration</u>					
Management		7,155		5,714	
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Accountancy		650		650	
Marketing & Advertising		1,723		416	
Bank Charges		120		144	
Provision for bad debts		20		0	
			13,072		10,837
Total Resources Expended			242,457		305,262
<u>Net Surplus / -Deficit for the year</u>			<u>-26,427</u>		<u>-3,724</u>
Fund balances brought forward			134,869		138,593
Total Funds carried forward			<u>108,442</u>		<u>134,869</u>

VIEWPOINT**BALANCE SHEET****As at 31st March 2024**

	Notes	2024 Total Funds £	2023 Total Funds £
Fixed Assets			
Tangible Assets at Net Book Value		0	0
Current Assets			
Debtors amounts falling due within one year	4	37,997	21,502
Cash at bank and in hand		87,078	150,765
Total Current Assets		<u>125,075</u>	<u>172,267</u>
Current Liabilities			
Creditors due within one year	5	-16,633	-32,398
Total Current Liabilities		<u>-16,633</u>	<u>-32,398</u>
Net Current Assets		<u>108,442</u>	<u>139,869</u>
Total Assets less Current Liabilities		108,442	139,869
Creditors due after more than one year	6	0	-5,000
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>108,442</u>	<u>134,869</u>
Analysis of Total Funds			
Unrestricted Funds		108,442	134,869
Restricted Funds		<u>0</u>	<u>0</u>
TOTAL FUNDS		<u>108,442</u>	<u>134,869</u>

The financial statements were approved by the Board of Trustees on 7th August 2024 and were signed on its behalf by:

.....
Joanna Bowen, Chairman

VIEWPOINT

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31st MARCH 2024

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.

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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

	2024	2023
	£	£
Hertfordshire County Council:	162,426	144,675
Hertfordshire Partnership University NHS Foundation Trust (HPFT)	23,389	113,282
Health Education England	14,220	3,484
Comic Relief (Groundwork)	4,975	5,477
Hertfordshire Community Foundation (HCF)	500	0
National Lottery	0	10,892
Edward Gosling Foundation	0	10,000
Total	<u>205,510</u>	<u>287,810</u>

VIEWPOINT

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31st MARCH 2024

ACCOUNTING POLICIES (continued)

3. Sundry Income

	2024	2023
	£	£
Bank interest received	2,893	1,764
Donations	415	4,678
Total	3,308	6,442

4. Debtors

	2024	2023
	£	£
Accounts receivable	22,973	12,308
Less: Provision for bad debts	-20	12,308
	22,953	12,308
	7,938	3,282
Accrued income	7,106	5,912
Prepayments	37,997	21,502

5. Creditors (due within one year)

	2024	2023
	£	£
Accounts payable	2,421	5,986
Pension costs payable	1,336	1,587
Accruals	7,599	13,451
Deferred income	3,555	5,000
PAYE & National Insurance payable	1,722	3,374
Future Builders Loan	0	3,000
	16,633	32,398

6. Creditors (due in more than one year)

	2024	2023
	£	£
Future Builders Loan	0	5,0

viewpoint

Together we can Influence Change



VIEWPOINT

Report of the Trustees & Financial Statements

Year Ended 31st March 2024

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VIEWPOINT

INDEPENDENT EXAMINER'S REPORT

FOR THE YEAR ENDED 31st March 2024

I report to the trustees on my examination of the accounts of the above charity for the year ended 31 March 2024 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 2024

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 Eni Bankole-Race Jacqui Lynskey 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 2024

REPORT OF THE TRUSTEES

The Trustees of Viewpoint present their report and financial statements for the year ended 31st March 2024.

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 £162,426 in 2023/24 (2022/23 £144,675).

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 2024

		Year Ended 31 st March 2024		Year Ended 31 st March 2023	
<u>Incoming Resources</u>	Notes	£	£	£	£
Grants	2	205,510		287,810	
Training Group		7,212		7,286	
Sundry Income incl. donations	3	3,308		6,442	
Total Incoming Resources			<u>216,030</u>		<u>301,538</u>
<u>Less: Charitable Expenditure</u>					
Staff Costs		161,255		227,829	
Office Expenses		25,800		20,706	
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			<u>229,385</u>		<u>294,425</u>
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Provision for bad debts		20		0	
			<u>13,072</u>		<u>10,837</u>
Total Resources Expended			<u>242,457</u>		<u>305,262</u>
Net Surplus / -Deficit for the year			<u>-26,427</u>		<u>-3,724</u>
Fund balances brought forward			134,869		138,593
Total Funds carried forward			<u>108,442</u>		<u>134,869</u>

VIEWPOINT

BALANCE SHEET

As at 31st March 2024

	Notes	2024 Total Funds £	2023 Total Funds £
Fixed Assets			
Tangible Assets at Net Book Value		0	0
Current Assets			
Debtors amounts falling due within one year	4	37,997	21,502
Cash at bank and in hand		87,078	150,765
Total Current Assets		<u>125,075</u>	<u>172,267</u>
Current Liabilities			
Creditors due within one year	5	<u>-16,633</u>	<u>-32,398</u>
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Total Assets less Current Liabilities		108,442	139,869
Creditors due after more than one year	6	0	-5,000
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>108,442</u>	<u>134,869</u>
Analysis of Total Funds			
Unrestricted Funds		108,442	134,869
Restricted Funds		0	0
TOTAL FUNDS		<u>108,442</u>	<u>134,869</u>

The financial statements were approved by the Board of Trustees on 7th August 2024 and were signed on its behalf by:



Joanna Bowen, Chairman

VIEWPOINT**NOTES TO THE ACCOUNTS****FOR THE YEAR ENDED 31st MARCH 2024****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

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	2024	2023
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VIEWPOINT

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31st MARCH 2024

ACCOUNTING POLICIES (continued)

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Bank interest received	2,893	1,764
Donations	415	4,678
Total	3,308	6,442

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	2024	2023
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Less: Provision for bad debts	-20	0
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Prepayments	7,106	5,912
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Accounts payable	2,421	5,986
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viewpoint

Together we can Influence Change



VIEWPOINT

Report of the Trustees & Financial Statements

Year Ended 31st March 2024

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VIEWPOINT

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AS AT 31st MARCH 2024

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ON BEHALF OF THE BOARD:



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Chairman

VIEWPOINT

STATEMENT OF FINANCIAL ACTIVITIES

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		Year Ended 31 st March 2024		Year Ended 31 st March 2023	
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VIEWPOINT

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As at 31st March 2024

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VIEWPOINT

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31st MARCH 2024

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