



viewpoint

Together we can Influence Change



VIEWPOINT ANNUAL REPORT AND ACCOUNTS 2024-2025

WELCOME

Message from the Chair - Joanna Bowen

This year has been one of reflection, resilience, and reconnection.

Throughout 2024-25, Viewpoint has remained a vital space where people with lived experience of mental health and addiction challenges are not only heard but also actively shaping services and influencing decisions. Whether through our co-production forums, peer-live experience facilitation, or strategic partnerships, we have seen the powerful impact that comes from placing real voices at the centre of change.

We held an anniversary party, inviting many of the founding members of Viewpoint, who all agreed that it was a very special occasion. We brought together various voices from past and present teams to discuss our impact, and the user voice group was particularly inspiring in describing the impact Viewpoint has made on their lives.

It has also been a year of expanding our reach and strengthening our relationships. We've enhanced our partnerships with statutory and voluntary organisations, while ensuring that everything we do continues to reflect the needs and aspirations of our members.

I am proud of the work our team and trustees have carried out, but even more so of the courage, insight, and leadership demonstrated by people with lived experience. Their contributions are the heartbeat of Viewpoint and the reason we remain a respected and valued organisation across Hertfordshire and beyond.

Thank you to all our members, staff, volunteers, and partners for your dedication, passion, and commitment to creating meaningful and lasting change. I look forward to seeing what we can continue to achieve together in the year ahead.



WELCOME

Message from the Chief Executive - Leslie Billy

**Dear Supporters and Stakeholders,
It is with great pleasure and a sense of accomplishment that I present to you our Charity's Annual Report for the year 2024/2025. Viewpoint's commitment to amplifying the voices of individuals with lived experiences of mental health and addiction challenges remains steadfast and unwavering.**

Throughout the past year, our focus has not only been on operational delivery and growth but also on introspection and strategic planning for the future. A key highlight has been the formulation of our new five-year strategy, a collaborative effort achieved through co-production sessions involving our members, dedicated staff, trustees, and valued partners. Together, we have sculpted a visionary roadmap that will shape the future of our work, emphasising co-production, equity, and lasting impact. This process has served as a poignant reminder of the fervour and dedication that propels Viewpoint forward.

in parallel with this strategic initiative, we have worked tirelessly to enhance our partnerships and cultivate spaces that are safe, inclusive, and conducive to fostering a sense of belonging for all. The fusion of our long-term strategic thinking with tangible, day-to-day results has been a source of immense pride for all of us at Viewpoint.

I extend my heartfelt gratitude to each and every individual who has contributed to our mission this past year. Your dedication and support have been instrumental in shaping our successes. Together, we have made significant strides, and I am excited by the collective potential that lies ahead of us in the years to come.

Thank you for believing in our cause and for standing by us on this extraordinary journey.



INTRODUCTION

We are proud to present Viewpoint's Annual Report for 2024–2025, a year marked by resilience and enhanced collaboration with our members, partners, and communities. Over the past 12 months, we have continued to champion the voices of people with lived experience of mental health and addiction challenges. Through co-production, peer-led initiatives, and meaningful involvement in local and national forums, we have worked to influence change, challenge stigma, and promote recovery-focused approaches that place people at the heart of decision-making.

This year has seen the expansion of our projects, the strengthening of our networks, and an unwavering commitment to accessibility, inclusion, and impact. Our members remain the driving force behind all we do, shaping our direction and ensuring that our work stays rooted in real-life experience.

As you read through this report, we invite you to reflect on the collective achievements of the past year, the stories of lived experience that have guided us, and the opportunities that lie ahead as we continue our journey toward a more compassionate, responsive, and inclusive mental health system.

About Viewpoint

Viewpoint is a user voice mental health and addiction charity based in Hertfordshire. We exist to ensure that people with lived experience are at the heart of service design, delivery, and evaluation. Our work is rooted in the belief that lived experience is not only valuable but essential in shaping services that are effective, compassionate, and inclusive.

We create spaces where individuals can share their experiences, influence decision-making, and help drive real, sustainable change across the health and social care system. We work with members, professionals, and partners to embed co-production at every level – from local forums and training to strategic policy and commissioning.

Our core values guide everything we do:

- **Inclusion** – creating space for all voices to be heard and valued
- **Co-production** – working together to design and improve services
- **Empowerment** – enabling people to speak up and take the lead
- **Recovery-focused** – promoting hope, self-determination, and connection.

We work across mental health, addiction, and wellbeing, delivering peer-led support, training, campaigns, and community projects. Our membership continues to grow, and our members' voices guide our charity's direction, ensuring we remain grounded in what truly matters.

Highlights from the Year

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.

974

**RECORDED
INTERACTIONS ACROSS
MEETINGS, FORUMS,
SUPPORT SESSIONS,
TRAINING, AND
CO-PRODUCTION
ACTIVITIES**

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.

OUR ACTIVITIES IN 2024-2025

At the core of Viewpoint's work is our commitment to meaningful engagement with people who have lived experience of mental health and substance or alcohol challenges. Throughout the year, we organised a wide range of forums, meetings, support sessions, training, and co-production activities, offering vital spaces for individuals to share their experiences, influence services, and support one another.

ACTIVITIES COMPLETED

572

In the past year, **Viewpoint** has successfully completed a total of 572 activities, encompassing various forms of support and engagement within our community.

'Together we can make a difference'

Our commitment to mental health advocacy and ensuring people have a voice has led us to host a wide range of supportive initiatives. Through meetings, training sessions, support sessions and local forums, we aim to empower individuals and foster collaboration among community members, ensuring that everyone has access to essential resources and support.

151

Meetings with stakeholders

77

Local forums discussing community needs

12

Coproduction meetings f

284

Support activities



Our work is driven by a passion for improving mental health outcomes. Each activity represents a step towards creating a more supportive environment for individuals experiencing mental health and/or addiction challenges. We believe that **every voice matters**, and together, we can build a brighter future for mental health.

Over the past year, Viewpoint has continued to grow as an essential platform for mental health and wellbeing through diverse and meaningful engagement.

Over the past year, Viewpoint offered **572 engagement opportunities** across a variety of activities, including meetings, co-production meetings, local forums, support sessions, and training. These sessions created vital spaces for individuals to connect, influence services, and build confidence. In total, **2,264 people took part**, reflecting the growing reach and impact of our work across Hertfordshire and beyond.

While these ongoing engagement activities remain our core focus, they are complemented by our involvement in targeted projects and our delivery of Mental Health First Aider training—both of which will be explored in more detail later in this report.

Our Impact: A year of engagement and empowerment

Over the past year, Viewpoint has continued to grow as an essential platform for mental health and wellbeing through diverse and meaningful engagement.

With **974 recorded interactions** across meetings, forums, support sessions, training, and co-production activities, we have empowered individuals to share their experiences, raise issues, and enhance their personal development. The outcomes recorded are based on commissioners' criteria and demonstrate the importance of Viewpoint's opportunities for individual growth and personal recovery.



Outcomes from Our Activities

572

Our charity offered 572 activities, positively impacting 2,264 individuals.

'Together, we empower **individual voices** to create a brighter, more connected future for all.'

- Viewpoint -

The outcomes reflect our commitment to fostering connections and enhancing wellbeing within our community.

165

User voice and engagement outcomes

Individuals had an opportunity to express their needs.

147

Enhanced connections within the community

Participants had space to form meaningful relationships through our programmes.

110

Improving overall wellbeing

Our activities provided tools and space for better mental health and support.

Overall, the outcomes attributed to each activity demonstrate the significant positive impacts, emphasising the importance of user voice and community connection in fostering wellbeing and support.

Your voice matters



Amplifying the user voice

The user voice remained central to our work; we attended 151 events across various settings, where lived experiences helped shape local service improvements and policy discussions.

More than 303 people, including individuals with lived experience and peer facilitators, represented Viewpoint at board, committee, and partnership meetings.

This level of engagement is invaluable. By attending these forums, Viewpoint ensures that the lived experience voice is consistently heard in decision-making spaces. Our involvement:

- Shapes strategy and policy by bringing real experiences to the table.
- Builds stronger partnerships with commissioners, providers, and community organisations.
- Identifies opportunities and challenges early, helping us respond proactively.
- Advocates for co-production so that services are designed with, not just for, the people who use them.

Summary: These outcomes show that attending boards and committees is much more than just a meeting. It is a powerful way for people to connect, develop, and make an impact. At the wider system level, it ensures that lived experience continues to influence mental health strategy, service design, and delivery in Hertfordshire.



Forums - A platform for change

Viewpoint held 77 forums for 324 participants; these spaces served as a hub for connection and influence. Key outcomes included:

50 issues raised, many of which were actioned through service provider discussions

43 co-production contributions

23 learning and development conversations

22 networking connections

- Connection and reduce isolation: Forums help people feel part of a supportive community.
- Co-production and user voice: Attendees influence services and decisions (56 outcomes).
- Raising issues: Forums highlight real concerns to improve services (33 outcomes).
- Sharing lived experience: Participants share experiences, empowering others (19 outcomes).
- Learning and networking: Forums support skill development and peer connections (12 networking outcomes).

Summary: Forums improve wellbeing, empower participants, and ensure services respond to real needs.





Promoting connection and belonging

Our support sessions (479) played a crucial role in enhancing wellbeing and fostering self-improvement. These sessions also helped reduce social isolation through direct support activities, involving over 1,332 participants.

- Connection and reduce isolation: Our support helps people feel more connected and less isolated (144 for connection and 57 for reducing isolation).
- Improved wellbeing: Direct support improves mental health and overall wellbeing (96 outcomes).
- Self-Improvement and learning: Participants gain skills, knowledge, and confidence (77 self-improvement and 31 Learning and development outcomes).
- Sharing experiences and user voice: Our support sessions provide a safe space to share experiences and influence services (59 sharing lived experience and 4 user voice outcomes).
- Addressing issues: Support helps identify and resolve challenges (8 issues raised outcome).

Summary: Support services are vital for promoting wellbeing, empowering individuals, reducing isolation, and enabling people to influence services that affect them.



Co-production in action

Our dedication to co-production was demonstrated through 24 dedicated sessions, ensuring that service users were not only listened to but also actively involved in shaping services. Outcomes such as co-production (6), user voice (4), and sharing lived experience (3) were central to these collaborative efforts.

Summary: Co-production brings people with lived experience and professionals together as equal partners. It helps ensure that services are shaped by real experiences, making them more relevant and effective. This approach empowers individuals, strengthens the user voice, and fosters mutual understanding. Taking part also supports wellbeing by helping people feel valued, connected, and part of positive change.



Importance of learning and development opportunities

We delivered impactful training opportunities (84 sessions), which equipped participants with tools for personal growth and skill-building

- Skill-building and Self-Improvement: Training helps participants develop new skills and improve themselves (8 “Self-improvement” outcomes, 34 “Training” outcomes).
- Knowledge and Confidence: Learning opportunities increase knowledge and confidence, supporting well-being (22 “Learning and development” outcomes, 4 “Improved well-being”).
- Connection and Networking: Training fosters connections and collaboration among participants (2 “Being connected,” 1 “Reduce isolation”).
- Sharing Experiences: Participants can share insights, enhancing collective learning (3 “Sharing lived experience”).

Summary: Learning and development opportunities empower individuals, enhance well-being, build skills, and create supportive connections.

Connection and Peer Support

At Viewpoint, connection and peer support remain central to how we work. It is widely recognised that many people experiencing mental health challenges can feel isolated. Our support and peer sessions provide safe, inclusive spaces where people can come together, share experiences, and connect with others who understand.

These sessions help build confidence, reduce loneliness, and strengthen wellbeing. By talking openly and supporting one another, participants develop practical coping strategies and regain a sense of hope and belonging.

Peer support also strengthens the user voice. Every conversation is a chance to listen, learn, and ensure that the experiences of people using mental health services directly shape and deliver those services.

Our connection and peer support activities also provide a vital link to help further. Through early signposting and gentle encouragement, people can access information, advice, or other services before they reach a crisis point.

Above all, these sessions remind people that they are not alone — that recovery is possible, and that their voice matters.

‘Fantastic sessions that are making a very positive impact on my mental health.’

During the year, **1332 participants** took part in our connection and peer support. We received **487 completed questionnaires**.

When asked, ***“Were you able to make a connection with other group members?”***,

- **177 participants (36%) agreed or strongly agreed**
- **275 (56%) were neutral,**
- **33 (7%) disagreed,** and the remainder did not complete the question.

This shows that while many participants were beginning to form links with others, there remains an opportunity to strengthen peer relationships and help individuals feel more connected within group settings.

When asked, ***“Were you supported to have your say?”***,

- **413 participants (85%) agreed or strongly agreed,**
- **9 (2%) were neutral,** and none disagreed.

This demonstrates strong evidence that participants felt empowered and supported to share their views — a key outcome of Viewpoint’s co-production approach. Overall, the findings indicate that while the connection between members continues to grow, the sense of being listened to and having a voice remains a particular strength of Viewpoint’s work.

Connection and Peer Support: Building hope and belonging

"Feeling connected increased by nearly 800% after attending sessions."

A total of 487 responses were collected before and after Connection and Peer Support sessions. The data shows an emotional shift among participants following their involvement.

Before the sessions, many people reported feeling:

- Overwhelmed 91
- Anxious or scared 55
- Lonely 63
- Only 16 said they felt connected, 15 felt happy, and 19 felt in control, while 51 described themselves as hopeful or optimistic.

These figures reflect the emotional strain and isolation participants often experience before engaging in Viewpoint's sessions.

After attending, the change was striking. Reports of feeling;

- **Connected rose from 16 to 141**
- **Happy from 15 to 86**
- **Hopeful from 51 to 92**
- **In control from 19 to 36.**

While negative emotions dropped significantly:

- **Overwhelmed fell from 91 to 5**
- **Lonely from 63 to 2**
- **Angry or irritated from 15 to 1.**

Although 162 participants before and 124 after left the question blank — possibly reflecting that not everyone felt ready to describe their emotions — the overall pattern is unmistakable:

Viewpoint's Connection and Peer Support sessions help people move from isolation and anxiety toward hope, happiness, and belonging.

I think you're doing an excellent job and helping people get better and recover from issues that we should not be ashamed of.

'Just that what Viewpoint does keeps people out of crisis services, and they are worth their weight in gold'

Mental Health First Aider



MHFA England

At Viewpoint, we recognise the importance of equipping people with practical knowledge and confidence to support mental health – both their own and others! Mental Health First Aid (MHFA) training provides individuals with the skills to spot signs of mental ill health, offer initial support, and guide someone towards further help if needed. This training not only increases awareness but also contributes to reducing stigma, promoting early intervention, and building compassionate, resilient communities.

Our MHFA courses are facilitated by two fully qualified tutors with lived experience of mental health challenges. This is central to Viewpoint's approach. It ensures that learning is grounded in real-world understanding, empathy, and authenticity. Participants repeatedly tell us that hearing from trainers with lived experience makes the sessions more relatable, impactful, and inspiring.

Courses delivered

During 2024/25, we delivered:

- 4 Full MHFA Courses (each made up of 4 sessions)
- 1 Refresher Course (1 session)
- All courses were delivered online, increasing accessibility and reaching individuals across Hertfordshire and beyond.

A total of 68 people registered across all courses, with 57 (84%) completing. Among those who did not complete, the most common reasons were changes in personal circumstances, health needs, or increased caring responsibilities.



Mental Health
First Aider
MHFA England

Learning that builds confidence and compassion

Evaluation feedback was collected from 42 participants across the four complete MHFA courses delivered this year. The results show substantial and meaningful improvements in both knowledge and confidence, as well as very positive feedback for the tutors and the overall course experience.

Participants reported an **average increase in confidence of 2.88 points and in knowledge 3.12 points**. This demonstrates that the training not only strengthened participants' understanding of mental health but also equipped them to apply this learning in real situations.

Tutor feedback was also very strong. **Tutor 1 received an average rating of 9.84/10. In contrast, Tutor 2 received an average rating of 9.7/10**, reflecting the value of learning from two qualified trainers with lived experience. Participants consistently highlighted that the authenticity and empathy brought by the tutors enhanced the sessions, making the learning relatable and engaging.

Overall satisfaction with the course was high, with participants rating their **likelihood of recommending the training at 9.28/10 on average**. This indicates that attendees not only benefited personally but would also encourage others to take part.

Together, these outcomes demonstrate that Viewpoint's lived experience-led MHFA training is having a significant positive impact, building confidence, practical skills, awareness, and supportive attitudes across the communities we work with.

Participants consistently highlighted the value of learning in a supportive environment led by tutors with lived experience. This approach helped to build confidence, reduce stigma, and ensure the training felt grounded, relatable and real.

"I found the course very helpful and informative. It was an eye-opener to explore the complexity of mental health and really understand how to support people, as well as my role as a Mental Health First Aider. The instructors made sure everyone's voice was heard and our opinions were valued, which helped me feel at ease sharing my thoughts. The topic is so important, and I feel I have learnt a lot."

— Course Participant

"The course was very interesting and engaging. There were lots of opportunities to get involved and to practise the role of a Mental Health First Aider. Every question was welcomed, and both instructors were clearly non-judgemental, well-experienced and informative."

— Course Participant

"The Mental Health First Aid training was a valuable and meaningful experience. The course was well-structured and provided practical tools and knowledge that I can apply in my work to support individuals' mental health. The instructors created a safe, supportive and engaging learning environment. Thank you."

— Course Participant

PARTNERSHIPS

Stronger Together

Partnerships are central to Viewpoint’s work, helping us **amplify our impact and broaden our reach**. Collaborating with other organisations and community groups enables effective sharing of resources—including funding, expertise, and infrastructure—while allowing us to reach diverse audiences, raise awareness, and reduce stigma around mental health and addiction. These collaborations foster innovation, strengthen advocacy, and ensure comprehensive support for those who need it most, maximising our ability to **create meaningful, long-lasting change for individuals and communities**.

Supporting the next generation of mental health professionals

University of
Hertfordshire **UH**

Viewpoint plays an active role in shaping the future of mental health care by supporting undergraduate and postgraduate nursing and social work students at the **University of Hertfordshire**.

Our lived-experience facilitators share their personal recovery journeys, helping students bridge the gap between academic learning and real-world practice. Through open, honest discussion, they bring mental health challenges and recovery to life – highlighting resilience, hope, and the value of compassionate, person-centred support.

Students frequently tell us that hearing lived experiences first-hand encourages empathy, deepens reflective practice, and inspires them to deliver care that is respectful, humane, and grounded in understanding.



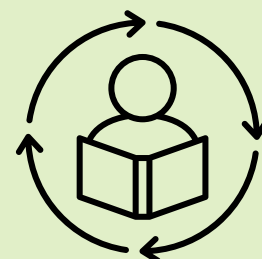
Interviews:

- 31 Mental Health Nursing
- 12 Social Work
- 1 Approved Mental Health Professional



Teaching

- 6 Student teaching sessions
- Service user and public involvement and course development



Teaching Sessions – What Students Said

(37 completed evaluation forms)

- 100% agreed the expert was clear and confident in their presentation
- 97.3% said the expert reflected on value-based practice
- 94.6% felt the session met learning outcomes
- 94.6% said the session would influence their future work practice

'I found the Confidence, Reflection, Collaboration, and determination displayed by the facilitator very useful. This has given me an insight into service users' experiences, and it would improve my communication skills in dealing with people and how to perceive and treat people who are vulnerable and in need.'

Interview Sessions – Partner Feedback

(12 completed evaluation forms)

- 100% were very satisfied or satisfied with the expert's contribution
- 91.7% would welcome the expert in future interviews
- 91.7% would recommend Viewpoint involvement opportunities

'I've got to understand that I have to look beyond the diagnosis of mental illness, and get to know properly the individuals we support.'

Through lived experience, Viewpoint bridges the gap between education and empathy – inspiring future professionals to deliver compassionate, person-centred care.

Peer support



Hertfordshire Partnership University
NHS Foundation Trust

Viewpoint continues to work closely with **Hertfordshire Partnership University NHS Foundation Trust** to provide lived experience and peer support within the Enhanced Rehabilitation Outreach Service (EROS). EROS is a multidisciplinary community service supporting people experiencing complex mental health challenges. The service offers up to 16 weeks of focused rehabilitation support, promoting independence and helping individuals progress towards living well within their communities.

Our lived experience/peer support workers are a key part of this approach. Drawing on their own personal experiences of mental health recovery, they provide hope, empathy, and practical assistance. Through shared understanding, they help individuals regain confidence, rebuild daily living skills, and move forward in their recovery on their own terms.

This support is grounded in mutuality and respect. Lived experience workers encourage self-determination, promote informed choice, and help people explore opportunities that foster connection, purpose, and meaningful roles within their local communities. Their presence reinforces the message that recovery is not only possible but also achievable and that each person's journey is valued and uniquely their own.

Partnerships

Viewpoint continues to work in partnership with Healthwatch Hertfordshire, Hertfordshire County Council, Public Health Hertfordshire, Carers in Herts, and other local mental health and addiction charities to ensure that the voices of people with lived experience – including carers – are heard, valued, and used to inform the development of local services.

Through this collaboration, we help collect and share real experiences from communities across the county, enabling partners to build an accurate picture of what is working well and where improvements are needed. Our role is to create safe and supportive spaces where individuals feel confident in sharing their stories, concerns, and ideas. These insights are then incorporated directly into broader health and social care discussions, influencing decision-making and service development.

This partnership strengthens our shared commitment to co-production and meaningful involvement. By amplifying people's voices rather than speaking for them, we ensure change is grounded in lived reality. During the year, Viewpoint contributed to four county-wide projects, providing lived experience insight to support system learning and service improvement. Together, we are helping to create services that are **responsive, compassionate, and person-centred**.

Drug and Alcohol Service User Engagement: Prison leavers' experiences

Between June and August 2024, 15 participants participated in three focus groups facilitated by Viewpoint. The focus was on meaningful qualitative insights; no demographic data was collected to maintain anonymity.

Key Findings

- Awareness of Services

Most participants first learned about support through the criminal justice system, raising concerns that others may be unaware of available help.

- Barriers to Access

While services were generally easy to reach, motivation and readiness to engage were significant barriers. Some also mentioned travel costs and distance..

- Timeliness of Support

Access was usually prompt, often arranged before or soon after release – a key factor in preventing relapse

- Experience of Support

Participants praised the caring staff and responsive services, but noted high staff turnover, limited peer support, and delays in prescription processing.

- Reintegration & Wider Needs

Many faced challenges with housing, GP registration, employment, relationships, and finances. Better signposting to wider support was recommended.

These findings emphasise the need for timely, empathetic, and person-centred support that reflects the real experiences of prison leavers in Hertfordshire.

Co-occurring Mental Health and Substance Use: Voices of service users and carers

Viewpoint worked with Public Health Hertfordshire County Council, Healthwatch Hertfordshire, and Carers in Hertfordshire, during January – April 2025 to gather the experiences of people living with both mental ill health and substance use, ensuring their voices informed Hertfordshire's Co-occurring Mental Health and Substance Use programme.

We facilitated four focus groups and one individual interview, providing safe and supportive spaces for open conversations. Participants described the challenges of being passed between services and the difference made when care was joined up and compassionate. Healthwatch Hertfordshire analysed the findings, with lived experience feedback at the core.

What people told us:

- Mental health and substance use often go hand in hand.
- Access to support can be blocked when services work in isolation.
- Carers feel excluded and left to navigate the system alone.
- Positive change happens when professionals listen and work together.

Impact:

The findings shaped Hertfordshire's multi-agency action plan and strengthened partnership work between Hertfordshire Partnership NHS Foundation Trust (HPFT) and Change Grow Live (CGL). Viewpoint's involvement ensured lived experience remains central to service improvement and system design.

Why this matters:

People with co-occurring needs often face the highest barriers. By amplifying their voices, Viewpoint helps build a more compassionate and coordinated system that recognises the whole person.



Gambling Harms Strategy: Feedback from people with lived experience

During 2024–25, Viewpoint collaborated with Healthwatch Hertfordshire and Public Health Hertfordshire to capture the experiences of individuals affected by gambling harms, including service users and their carers. We facilitated focus groups and interviews, creating safe spaces for participants to share their experiences.

Participants highlighted the impact of gambling on mental health, finances, relationships, and wellbeing, as well as stigma and lack of awareness among professionals. They called for better training, improved access to support services, and stronger regulation and licensing.

Impact:

Viewpoint's input ensured that lived experience shaped Hertfordshire's Gambling Harms Strategy (2025–30), influencing priorities around licensing, workforce awareness, access to support, and carer involvement. By embedding the voices of those directly affected, Viewpoint helped ensure the strategy reflects real needs, improving the potential effectiveness of local services and interventions.

Hertfordshire Drug and Alcohol Strategy 2025–2030

Viewpoint contributed to the development of Hertfordshire's Drug and Alcohol Strategy - 2025 -2030, by facilitating focus groups with people accessing drug and alcohol treatment services and their carers. These sessions provided a safe space for participants to share experiences of treatment, recovery, and support, highlighting gaps in service access, the need for joined-up mental health and substance use support, and priorities for young people.

Impact:

By directly incorporating lived experience, Viewpoint ensured that the voices of service users and carers informed the development of the strategy. This helped Public Health Hertfordshire design services and interventions that are more responsive, accessible, and person-centred, and strengthened the focus on prevention, early support, and integrated care pathways across the county.

Peer Support Training in Hertfordshire Drug and Alcohol Services

Following the 'Recovery and Reintegration: Voices of Service Users and Carers ' report, Hertfordshire County Council invested in peer roles to integrate lived experience into drug and alcohol services. Viewpoint hosted a Peer Development Worker two days a week to lead this work, who will continue on the programme into the following year.

The peer support training ran over four months, from September to December 2024, in a modular format, comprising 24 sessions. The programme covered a wide range of topics, including introduction to peer support, confidence and assertiveness, presentation skills, autism and neurodivergence, IT skills, and core modules via iLearn, such as safeguarding, health and safety, and substance misuse awareness. Optional drop-in sessions provided additional individual support. We also held an in-person graduation ceremony. Eight people signed up, seven completed the programme, and three participants opted for the full ImROC Peer Support Worker training, with two completing it.

The modular approach allowed participants to build knowledge and confidence progressively, culminating in a graduation event. This training strengthened peer capacity and embedded lived experience across services.



Stronger Together

Community Mental Health Advocacy Viewpoint in partnership with POhWER



In June 2024, Viewpoint was awarded the contract to partner with POhWER to deliver community mental health advocacy across Hertfordshire. This service ensures that people experiencing mental health challenges have their voices heard and their rights protected.

Mental health advocacy is about standing up for the rights, needs, and voices of people experiencing mental health challenges.

It involves:

- Ensuring people are heard – helping individuals express their views and make informed choices about their care and treatment.
- Promoting equality and inclusion – challenging stigma and discrimination in mental health services and wider society.
- Protecting rights – supporting people to understand and exercise their legal and human rights, especially when they're detained or under treatment.
- Influencing systems – working with services, policymakers, and communities to improve mental health support and create fairer systems.

Our advocates empower individuals to express their views, make informed choices, and take an active role in decisions about their care and treatment. This partnership strengthens the principle of **“nothing about us without us,”** keeping lived experience at the heart of mental health services in Hertfordshire.

Together, we are strengthening community voices, building inclusion, and ensuring that every person feels heard, valued, and supported in their recovery journey.

Issues supported by our advocacy services

Over the year, 108 new clients accessed Viewpoint's advocacy service, many with multiple concerns.

29% Children and family matters

20% Mental health services

18% Housing

13% Complaints and safeguarding

9% Care and support

6% Other issues

5% Health and wellbeing

Every voice matters – advocacy helps turn lived experience into lasting change

How Clients Heard About Advocacy

Since June 2024, Viewpoint has supported 108 new advocacy cases across Hertfordshire, with clients learning about the service through a wide range of channels. Self-referral was a significant route, with 25 clients coming directly to the service, showing that individuals are aware of and confident in seeking support themselves.

Professional referrals also played a key role. Social workers were the most common source, accounting for 23 referrals, highlighting the vital role professionals play in connecting people to advocacy support. Children's Services and District Councils each referred 15 clients, while smaller numbers came via CMHT, GP surgeries, housing services, and community health teams.

Word of mouth from former clients (19) and referrals from friends, family, voluntary organisations, MPs/councillors, carers, and other community sources (31) further demonstrate the breadth of the service's reach and the value of both personal and professional networks.

This wide variety of referral pathways illustrates that Viewpoint's advocacy service is well recognised across statutory, voluntary, and community networks. By being accessible through multiple trusted channels, the service ensures that more voices across Hertfordshire are heard and supported.

Who Uses Our Advocacy Service

Viewpoint supports a diverse range of people—there's no "typical" client. Over the year, 108 new clients accessed our advocacy service, many with more than one need.

- 49% have a mental health condition
- 23% have a long-term illness or physical condition
- 15% have a physical disability, including vision or hearing impairment
- 15% have learning difficulties or disabilities
- 7% are neurodivergent (autism/Asperger's/ASD)
- 8% experience social vulnerabilities, such as homelessness or domestic abuse
- Smaller numbers include acquired brain injury (1%), pregnancy/maternity (1%), speech impairment (1%), and substance misuse (9%)

This data shows that our advocacy service reaches people with multiple and complex needs, ensuring every voice is heard and supported.

Advocacy is the support of an individual in the act of pleading their case

Advocacy in Action: Supporting a mother to be heard



How advocacy helped a neurodivergent parent overcome barriers and engage confidently in her child's protection plan.

The challenge



Communication barriers and sensory overload



Difficulty understanding professional language



Anxiety and emotional regulation struggles



Delays in her child's developmental assessments



History of domestic abuse adds vulnerability

*"With the advocate's help,
I can finally talk about what my
child needs."*

*I don't feel lost in the system
anymore."*

How advocacy helped

- | | | |
|---------------------------------|---|---|
| 1. Changed communication method | → | from phone calls to home visits |
| 2. Requested adjustment | → | short, clear sentences, breaks, and visual aids |
| 3. Challenged advice | → | ensured realistic and safe behavioural strategies |
| 4. Secured better access | → | pushed for ASD and speech therapy referrals |
| 5. Raised safeguarding issues | → | made sure domestic abuse was considered |

The Difference



Mother feels confident and understood
Professionals communicate clearly
Child's developmental needs supported
Reduced anxiety and emotional distress

Next Steps



Continued advocacy to sustain progress
Ongoing professional awareness of neurodivergent communication needs
Monitoring of the child's development and family wellbeing

The importance of lived experience/peer support to Viewpoint

At Viewpoint, lived experience and peer support are at the heart of everything we do. Our approach recognises that people who have navigated mental health challenges themselves are uniquely placed to offer empathy, understanding, and hope to others. By drawing on personal recovery journeys, peer support workers provide not only practical guidance but also inspiration, showing that recovery is possible.

Lived experience ensures that services remain grounded in reality. Peer support bridges the gap between professional knowledge and the everyday experiences of those using services, promoting genuine understanding, trust, and connection. It encourages choice, self-determination, and empowerment, helping individuals build confidence and resilience.

We offer a modular peer support programme, co-produced with ImROC, which provides insight into how lived experience can inform support and demonstrates the value of the lived experience voice. Our facilitators are a vital part of this programme, and we provide regular team meetings and support to help them debrief, reflect, and develop new skills.



From Crisis to Champion Karen Hannan

I am a proud Autistic, ADHD woman, and I am grateful for the opportunity to share my journey. For much of my life, I felt compelled to hide my true self to fit into a world that preferred a version of me that moulded itself to society's comfort with social norms, even when these demands were exhausting, stigmatising, and damaging to me and people like me. The result was a crisis and an unhealthily contrived identity that imprisoned my authentic self, and threw away the key.

Balancing the responsibilities of daily life alongside my own needs was challenging. Over time, the weight of trying to cope without understanding or support became overwhelming, and my mental health collapsed. At the age of 45, I felt hopeless, believing I had nowhere to turn. This crisis was not just personal—it reflected years of unmet needs and a system that struggled to support people like me.



From Crisis to Champion

Karen Hannan

Seeking help was difficult. My attempts to get a correct diagnosis were met with misunderstanding and dismissal. As a new mother, I was discouraged from seeking support. Years later, after finally being diagnosed as autistic at 53, I was also misdiagnosed with a personality disorder—a common experience for neurodivergent women. It took years, multiple assessments, and the support of an advocate before I was finally heard.

Everything changed when I found Viewpoint. Instead of expecting people to cope better, Viewpoint understands that mental health difficulties often bring deeper and more overwhelming distress than others might see. Instead of demanding more endurance, Viewpoint offers a sanctuary where people are met with empathy and acceptance. Recovery is nurtured through self-compassion, reducing internalised stigma, and encouraging pride in one's identity. Even when hope feels out of reach, Viewpoint holds hope for those who need it, offering steady support until individuals are ready to believe in themselves again. The culture of mutual respect and non-hierarchical support helped me reclaim my identity and find purpose.

Becoming **Viewpoint's Neurodivergence Champion** was a turning point. This role enabled me to use my lived experience to shape support, raise awareness, and advocate for positive change within the organisation and beyond. It gave me the chance to work collaboratively, develop training, and help foster a more inclusive environment. The opportunities and trust offered by Viewpoint not only benefited the organisation but also gave me the confidence and skills to develop NeuMinKind, a social enterprise that focuses on change, promoting healthy outcomes for neurodivergent people, influenced by priorities important to neurodivergent individuals. I hold NeuMinKind accountable in the same way I do for Viewpoint.

Viewpoint offers peer-led groups for neurodivergent adults, providing a welcoming space to connect with other neurodivergent individuals, explore what neurodivergence means to them, and discover ways to achieve positive outcomes in their own lives. The social environment of these groups is supportive and empowering, helping people build connections and confidence.

If you are struggling—whether you are neurodivergent, an unpaid caregiver for neurodivergent adults or children, a neurodivergent unpaid caregiver for others, or a professional—Viewpoint welcomes anyone seeking support, understanding, or simply a place to belong. For professionals and organisations, commissioning Experts by Experience is not just best practice—it is essential for influencing positive systemic change and saving the lives of autistic and other neurodivergent individuals. Involving those with lived experience upholds professional standards, enriches understanding, and leads to healthier outcomes for everyone.

My journey is a call for a new paradigm—one rooted in equity for neurodivergent individuals, the recognition of the immense value that neurodivergent contributions bring to society, and genuine collaboration.



Viewpoint User Voice Council

Chair Andrew Smith

During 2024–2025, the Viewpoint User Voice Council (VUVC) played a central role in strengthening user voice, shaping service development, and influencing mental health policy and practice across Hertfordshire.

Key achievements included:

Strengthening VUVC presence and governance

- Updated the VUVC section of the Viewpoint website, including adding biographies of members.
- Designed a recruitment flyer to attract new members.
- Updated the Terms of Reference and the role description for the VUVC Chair.
- Held discussions regarding Viewpoint's role in delivering community advocacy in partnership with POhWER.
- Supported the design of job descriptions and took part in interviews for the Operations Manager and Peer Coordinator roles.

Co-production and partnership working.

- Worked in co-production with Hertfordshire County Council (HCC) on the development of a generic mental health website.
- Engaged in a review of the HCC Co-production Boards.
- Collaborated with Stevenage World Forum and ethnic minority communities to strengthen engagement.
- Continued ongoing engagement with the Patient Experience Forum (PEF) within the ICB, and with the Community Assembly mental health stakeholder group.

Community engagement and peer support

- Supported Viewpoint "Get Togethers" in Hemel Hempstead, Letchworth, East Herts, and Watford.
- Co-produced and supported the delivery of the Peer Development Pathway course for clients of CGL, TLR, Druglink, Resolve, and Turning Point.
- Planned and facilitated Co-Occurring (formerly dual diagnosis) focus groups.
- Contributed to the co-production of Viewpoint's 20th Anniversary celebrations at Christchurch.



Service improvement and consultation

- Consulted with HPFT on Street Triage (Section 136) arrangements.
- Provided input into the "Better Together" strategy, particularly the introduction of new technologies such as the NHS App.
- Engaged with NHS planning processes, including the NHS 10-Year Plan.
- Campaigned to halt the rollout of Oxevision in Hertfordshire and raised awareness of its use. Proposed establishing a Technologies & Innovations in Healthcare group within existing co-production structures.
- Discussed DWP eligibility criteria for PIP and contributed perspectives on broader welfare issues.

Policy, strategy and innovation

- Designed a Viewpoint cancellation policy to compensate peers for involvement opportunities cancelled with less than 24 hours' notice.
- Held discussions on regenerative agriculture (Groundswell) and its links to wellbeing.
- Explored Viewpoint's financial challenges and supported the development of a new Viewpoint Policy Group.
- Raised the profile of neurodiversity internally and externally, including the appointment of a Neurodiversity Champion.

Your Voice Matters 2025 - 2030 Strategy

Our new five-year strategy, Your Voice Matters 2025–2030, was co-produced with people who have lived experience of mental health and/or addiction challenges. It sets out how Viewpoint will continue to champion lived experience, challenge inequality, and influence better mental health and wellbeing across Hertfordshire.



Together, we're creating a future where people are not just listened to, but where their experiences drive real change.

Our Strategy – Your Voice Matters 2025–2030

Improve and Innovate

We will strengthen our ability to influence services, including our own, to ensure effectiveness, productivity, and quality.

Personal Recovery

We will help individuals take greater control of their wellbeing by providing effective, evidence-based support that empowers personal agency.

Breaking Barriers

We will inspire positive change in perceptions of stigma and discrimination, ensuring equal opportunities for everyone. We will challenge ideas and behaviours that contradict our values.

Promoting Lived Experience

We value and promote lived experience as it provides unique insights and perspectives, placing people at the centre of everything we do.

Your voice can shape services, inspire new ideas, and build a stronger, more inclusive mental health system for all.

How we reached people

Clear, accessible communication is essential to ensuring people with lived experience remain informed, involved, and heard. In 2024/25, we strengthened how we connect and share information with people across Hertfordshire and beyond.

Through the Google Ad Grants programme, Viewpoint secured a free annual digital advertising budget worth \$63,000, generating over **29,000 ad impressions** and attracting more than **3,400 new visitors** to our website. As a result, overall web traffic **increased by over 200%** during the year.

A new website design was also introduced, making navigation more straightforward and content more engaging. This improvement has helped people find information more easily and stay connected with our activities, with average UK visitor dwell time increasing by 20%.

We maintained regular contact with our community through 45 e-newsletters, representing more than 52,000 sends across our opt-in database, achieving a strong click-through rate of 4.5%.

Our social media presence continues to grow:

- Facebook: 489 followers (average post reach 250 people)
- Instagram: 215 followers
- X (Twitter): 920 followers

We also promoted 20 ticketed events through our website, helping to raise awareness of mental health, celebrate lived experience, and encourage participation across our networks.

By expanding our digital reach and improving how we communicate, we are ensuring that more people know about Viewpoint, understand the power of user voice, and can take part in shaping better mental health services.



3,400
NEW VISITORS TO OUR
WEBSITE - INCREASING
TRAFFIC BY 200%

VIEWPOINT – 2024/25 – Financial Report

Resources and financial management. - Simon Taylor Treasurer

For the 12-month accounting period ending 31st March 2025, Viewpoint reported a deficit of just £-900. This is a very pleasing result, primarily when judged against the previous year's deficit of £-26,427. Viewpoint's accumulated reserves on 31st March 2025 were £107,542.

Total income for the year was £323,380, an increase of over £107,000 (+50%) on last year. This increase was primarily driven by the newly acquired POhWER Public Advocacy contract that started in June 2024 and generated c. £70,000 of income in the year.

The principal funding for Viewpoint continues to be provided by the Hertfordshire County Council. Total funding in the year amounted to £196,330, which constituted 60% of Viewpoint's total income. The total grant received in respect of our core contract for both User Involvement Commissioning & User Involvement for Mental Health was c. £159,180 (an increase of 6.2% from last year), and the funding for the Drug & Alcohol Support project increased to almost £36,000 (Last year £11,480)

The ongoing support of Hertfordshire County Council remains absolutely fundamental to Viewpoint's viability and provides the critical foundation for the Charity's work.

The income from the HPFT Peer Support (EROS) Project continues to decline, amounting to less than £17,000 for the year. From a peak of three peer support workers, just one individual was supporting this work at the end of the financial year.

The direct costs and overheads of Viewpoint continue to be very tightly controlled. Whilst total expenditure increased by almost £82,000 (+34%) year on year, it must be noted that the increase was driven by the recruitment of new staff to service the PohWER Advocacy project, the increased work completed for the Drug & Alcohol Support programme and the vital recruitment of an Operations Manager towards the end of the year.

Viewpoint is therefore in a strong and stable position going into the 2025/26 financial year, with reserves in excess of £107,000 and secure in the knowledge that the contracts with Hertfordshire County Council and PohWER have been secured for another year. However, the long-term viability of charities is always precarious, and the trustee board of Viewpoint continues to search for short-term opportunities to boost revenues and reduce costs, as well as for longer-term strategic initiatives to ensure our continued operation.

I sincerely thank all organisations and individuals who consistently support our charity.

I would also like to recognise all of our staff and volunteers for their unstinting hard work throughout the year; their commitment and dedication are genuinely appreciated.

THANK YOU AND ACKNOWLEDGEMENTS

We thank our members for your insight, experience, and willingness to share, which continue to shape and strengthen our work. To our staff team, peer lived experience facilitators, and volunteers – thank you for your professionalism, dedication, and consistent effort. Your contribution is essential to everything we achieve. To our trustees, your guidance continues to shape a strong and inclusive charity. To our funders and partners, we are grateful for your continued support and belief in our work.

You can get involved by:

Becoming a Trustee;

Becoming a Member;

Becoming a Peer/Lived Experience Facilitator;

Becoming a Volunteer.

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

WE THANK YOU FOR YOUR CONTINUED SUPPORT IN OUR PROGRAMS

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

<http://www.hertsviewpoint.co.uk/>

<http://booking.com/>

<https://www.hertsviewpoint.co.uk/donate/donate/10/SinglePayment>

Viewpoint

Weltech Business Centre, Ridgeway,

Welwyn Garden City AL7 2AA

+44(0)1707 386136

www.hertsviewpoint.co.uk

info@hertsviewpoint.co.uk Charity

number 1159735

viewpoint

Together we can Influence Change



VIEWPOINT

Report of the Trustees & Financial Statements

Year Ended 31st March 2025

VIEWPOINT
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VIEWPOINT
INDEPENDENT EXAMINER'S REPORT FOR THE
YEAR ENDED 31st March 2025

I report to the trustees on my examination of the accounts of the above charity for the year ended 31 March 2025, which are set out on pages 5 to 9.

Responsibilities and basis of the report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's Statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material respect:

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

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report to enable a proper understanding of the accounts to be reached.

.....

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

VIEWPOINT
REFERENCE & ADMINISTRATIVE DETAILS
AS AT 31st MARCH 2025

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number:	1159735 Unit 6, Weltech Centre	
Registered office:	Ridgeway Welwyn Garden City Hertfordshire AL7 2AA	
Trustees	Joanna Bowen Ashley Risk Bryony Kirby (Resigned 01/04/24) Eni Bankole-Race Graham Munn (Appointed 01/04/24) Jacqui Lynskey Ray Gibbins (Resigned 08/08/24) 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 2025

REPORT OF THE TRUSTEES

The Trustees of Viewpoint present their report and financial statements for the year ended 31st March 2025.

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 £196,330 in 2024/25 (2023/24 £162,426).

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
Chair

VIEWPOINT
STATEMENT OF FINANCIAL ACTIVITIES
Year Ended 31 March 2025

		Year Ended 31st March 2025		Year Ended 31st March 2024	
Incoming Resources	Notes	£	£	£	£
Grants	2	310,093		205,510	
Training Group		10,180		7,212	
Sundry Income incl. donations	3	3,107		3,308	
Total Incoming Resources			<u>323,380</u>		<u>216,030</u>
Less: Charitable Expenditure					
Direct personnel costs		218,260		161,255	
Office Expenses		23,341		25,800	
Premises Costs		19,278		18,508	
User Group Support		28,611		17,498	
Training and related costs		6,563		2,712	
Training Group Costs		5,678		2,898	
Staff & Volunteer Travel		1,569		714	
			<u>303,300</u>		<u>229,385</u>
Less: Management & Administration					
Management		10,835		7,155	
Legal & Professional		4,901		3,404	
Accountancy		500		650	
Marketing & Advertising		4,624		1,723	
Bank Charges		120		120	
Provision for bad debts		0		20	
			<u>20,980</u>		<u>13,072</u>
Total Resources Expended			<u>324,280</u>		<u>242,457</u>
Net Surplus /-Deficit for the year			<u>-900</u>		<u>-26,427</u>
 Fund balances brought forward			108,442		134,869
Total Funds carried forward			<u>107,542</u>		<u>108,442</u>

VIEWPOINT
BALANCE SHEET
As at 31st March 2025

	Notes	2025 Total Funds £	2024 Total Funds £
Fixed Assets			
Tangible Assets at Net Book Value		0	0
Current Assets			
Debtors' amounts falling due within one year	4	36,015	37,997
Cash at bank and in hand		83,673	87,078
Total Current Assets		<u>119,688</u>	<u>125,075</u>
Current Liabilities			
Creditors due within one year	5	-12,146	-16,633
Total Current Liabilities		<u>-12,146</u>	<u>-16,633</u>
Net Current Assets		107,542	108,442
Total Assets less Current Liabilities		107,542	108,442
Creditors due after more than one year		0	0
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>107,542</u>	<u>108,442</u>
Analysis of Total Funds			
Unrestricted Funds		107,542	108,442
Restricted Funds		0	0
TOTAL FUNDS		<u>107,542</u>	<u>108,442</u>

The financial statements were approved by the Board of Trustees on 3rd September 2025 and were signed on its behalf by:

.....
Joanna Bowen, Chairman

VIEWPOINT
NOTES TO THE ACCOUNTS FOR THE
YEAR ENDED 31st MARCH 2025

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

	2025 £	2024 £
Hertfordshire County Council:	196,330	162,426
POhWER	70,016	0
Hertfordshire Partnership University NHS Foundation Trust (HPFT)	16,797	23,389
Health Education England	14,433	14,220
Hertsmere Borough Council	11,740	0
Healthwatch	775	0
Comic Relief (Groundwork)	2	4,975
Hertfordshire Community Foundation (HCF)	0	500
Total	310,093	205,510

VIEWPOINT
NOTES TO THE ACCOUNTS FOR THE
YEAR ENDED 31st MARCH 2025

ACCOUNTING POLICIES (continued)

3. Sundry Income

	2025	2024
	£	£
Bank interest received	1,935	2,893
Donations	1,172	415
Total	3,107	3,308

4. Debtors

	2025	2024
	£	£
Accounts receivable	14,062	22,953
Accrued income	12,504	7,938
Prepayments	9,449	7,106
	36,015	37,997

5. Creditors (due within one year)

	2025	2024
	£	£
Amounts payable	2,175	2,421
Accruals	9,971	7,599
Deferred income	0	3,555
PAYE & National Insurance payable	0	1,722
Pension costs payable	0	1,336
	12,146	16,633