

Company number: 06681475 (England and Wales)  
Charity number: 1125877

**Connected Voice**  
(A Company Limited by Guarantee)  
**Report and Financial Statements**  
**For the Year Ended 30 September 2022**

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**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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The trustees are pleased to present their annual report together with the financial statements of the Charity for the year ended 30 September 2022, which are also prepared to meet the requirements of a Directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association and Accounting and, Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard's applicable to the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

**Chair's Report**

The 12 months that ended in September 2022 were some of the most challenging for the VCSE Sector in memory. As society emerged in faltering steps from the pandemic, the human cost continued to grow, measured in terms of the harm to mental wellbeing, the disfunctions of a divided society or the impact of the economic shocks the flowed from Brexit, Covid and the war in Ukraine. In Newcastle and Gateshead, with some of the highest percentages of people living in poverty in the UK, the need for the VCSE Sector was greater than ever. The Sector responded characteristically, doing everything it could, despite an extremely challenging funding environment and it is to the massive credit of everyone who touched the lives of others that they achieved what they did.

The work of Connected Voice over those 12 months is captured in the following pages – and so much of it has made such significant impact to the Sector and the people it serves. I want to devote this Chair's Report, though, to two specific topics: our Staff and our Trustees.

The Staff of Connected Voice have just moved into the wonderful new building at One Strawberry Lane (come & visit, if you haven't already!). Although the building is excellent and we are very grateful to be the tenants of Home Group in it, in one sense the building is entirely irrelevant. Connected Voice isn't an address or a set of offices and meeting rooms – it's simply the sum of all individuals who work in it. In the last 12 months:

- Staff in Support & Development have been at the front line, working with so many in the Sector trying to figure out how to handle increased need at the same time as navigating funding, grants and keeping up to date with training and development.
- Staff in Advocacy have worked with tact and empathy, skill and determination to give a voice to those without one or who might find their voice ignored. Advocacy was recognised nationally in 2022 with the Outstanding Advocacy Award for strategic work on safeguarding and the hate crime advocacy service.
- Staff in CVBS have been at the sharp end of working with organisations trying so hard to make ends meet and navigate the complexities of producing accounts, payroll changes and independent examinations.
- Staff in Hareland Volunteering have been growing their impact, reaching out to communities and harnessing the power of good will – and, as with all their colleagues in the other groups, there just aren't enough hours in the day.

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Every person who works for Connected Voice has had the same hopes and fears as everyone else in Newcastle and Gateshead in those 12 months – personal worries about the pandemic and its effects on family, friends and neighbours, alarm at the way that bills started to rise and inflation roared back in a way that we haven't seen in 30 years. I'm glad that Connected Voice, along with others in the Sector, was able to provide some Cost of Living Support to Staff in 2022, making those worries a little less. As a Board we were delighted in August that Connected Voice retained its Investors in People award, because it's the Staff of an organisation who truly tell you if it's an organisation that treats Staff well, enables them to find fulfilment in their work and nurtures a culture in which people can speak up and be listened to. A massive 'thank you' to all the Staff of Connected Voice, for everything.

The Trustees of Connected Voice – at time of writing there are 10 – are a diverse group of people with skills and experiences that aim to reflect the communities that Connected Voice serves. Trustees are supporters, a sounding board, a critical friend – even as they challenge and scrutinise and seek to comply with the multitude of regulations and responsibilities that go with the role. Volunteering is the theme of our AGM and Trusteeship is a particular form of volunteering, which I want to acknowledge here. The time a Trustee of Connected Voice donates ranges from about 30 hours per year to over 300 hours per year. In the 12 months covered by this report, Connected Voice Trustees have probably donated over 1,000 hours and brought their experience, insight and networks to serve Connected Voice in a way that that would have been completely unaffordable otherwise. And they have done that on top of everything else in their day jobs, in their family lives and without pay. For all of that, thank you.

In closing, there are two Trustees I would like to mention in particular. Nitin Shukla left the Board during the year to prevent there being a conflict of interest with his role in tackling Hate Crime within the Office of the Police & Crime Commissioner. Nitin changed the conversation in Connected Voice and about Equity, Diversity & Inclusion as well as bringing his significant experience of governance. Paula Park retires at the AGM in April this year after serving a 3 year term – and her financial acumen, sharp mind and straight talking have been invaluable. Both leave a big gap and I'm glad that through open recruitment we are welcoming new Trustees at the AGM.

Simon Elliott

Chair, Connected Voice/April 2023

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**OBJECTIVES AND ACTIVITIES**

The objectives of Connected Voice are, 'to promote any charitable purpose for the benefit of any locality or community in the County of Northumberland and in the neighbourhood of the River Tyne.'

The trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 having due regard to the general guidance of the Charity Commission with respect to public benefit when reviewing the Connected Voice aims and objectives and in planning future activities. In particular, the trustees considered how the planned activities would contribute to the aims and objectives they have set.

Connected Voice has the following values:

**We amplify voices**

From individuals to organisations, we believe everyone has a right to be heard. Trusted to listen, understand and advocate, we strive for excellence. We're open and honest, we stick by people and give our support to ensure their voices are heard.

**We champion equality**

We believe that diversity should be celebrated and valued, and everyone deserves equality. Working towards a fairer future for all, we won't stand still. By making an impact on causes big and small, we want to improve the quality of life across the region.

**We inspire change**

Courageous, resourceful and determined, we will challenge unfairness and ask difficult questions. Working effectively and accountably to instil confidence. We aim to become stronger and more sustainable to inspire positive and lasting change throughout our community.

**We support action**

We understand from our own experiences the challenges people face. We truly value people and we won't judge or dictate. Leading independently and side by side with our communities and partners, we share our resources, skills and expertise to enable people to take meaningful action.

**We connect people**

At the heart of voluntary and community action for 90 years, we are immersed and rooted in the North East. We work collectively and inclusively to connect, grow and strengthen our society. We are warm and approachable, and we create opportunities to exchange ideas, learn from and empower one another.

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Connected Voice exists in service of organisations committed to voluntary and social action in Newcastle & Gateshead and beyond. We work to support the enduring mission of those organisations to benefit society by reducing inequality and enriching lives.

Over the year we contributed to our overall purpose in the following ways:

- As a high performing and leading organisation - providing a voice for individuals and the voluntary and community sector.
- By providing a wide range of advocacy services and support to vulnerable people
- By championing the value and importance of voluntary and community action
- By strengthening voluntary and community organisations through our advice and training services
- By ensuring VCSE organisations had multiple opportunities to come together for peer support, networking and working collectively
- By being proactive in tailoring our support to VCSE organisations as they met the additional needs caused by the cost of living crisis
- By beginning work to transform finance support for the VCSE sector within our trading arm
- By highlighting issues around health inequality in Newcastle and Gateshead, and addressing these through our work, including the work of Haref with our ethnically minoritised communities
- By growing engagement with our health equality work through Haref Allies and increasing our training offer
- By continuing work on our EDI Framework, working towards ensuring our membership and staff reflect the communities we serve
- By growing our work in directly supporting people to volunteer with VCSE organisations

#### **Our Volunteers**

Connected Voice values the unique contribution of our volunteers and the added value they bring. It is the intention of Connected Voice that all volunteers are supported, respected and valued. We encourage volunteers to fulfil their potential and aim to provide meaningful roles where both the organisation and the volunteer mutually benefit.

We continued with our staff volunteering policy, which allows staff two paid days off per year to volunteer locally. We share examples of staff volunteering regularly within our team meetings. We have policies and procedures in place to support our volunteers, and work closely with our partner, Volunteer Centre Newcastle, to ensure we use best practice in volunteering.

#### **Our Staff**

We recognise the value and expertise of our staff, and we strive to put in place appropriate support as a good employer. We have a range of staff engagement and involvement activities, including a staff council and ideas forum and an annual staff away day. We hold the Better Health at Work award, Gold level. We are an accredited Living Wage Employer. We regularly hold 'time to talk' mental health sessions for staff. During the year we re-awarded the Investors In People accreditation. We hold the North of Tyne Good Work Pledge, making commitments to support the five pillars of the scheme.

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#### ACHIEVEMENTS AND PERFORMANCE

Connected Voice enables and promotes voluntary and community action, providing voluntary sector organisations with services that enable them to be well run, fulfil their aims and objectives and provide them with the opportunity to extend their influence in Newcastle and Gateshead through the sector's collective voice.

We do this by providing expert advice on governance, on the policies and practices that voluntary organisations need to have to ensure they are safe and securely run, and by providing funding advice based on experience and knowledge of what funders are seeking in a good application.

We hold regular events and training to keep the sector informed, and to enable them to learn from and connect with each other. We provide opportunities for VCSE organisations to increase their reach and influence.

Connected Voice focuses on VCSE involvement, enabling engagement directly with public sector agencies and acting as a voice for the sector within multi-sector partnerships. During this year we continued to develop our role in representation and voice - to ensure we are making the most of the limited time we have available to do this work, and to fill the gaps that have emerged as more and more of our day to day work focuses directly on advice and support, rather than wider policy issues.

We engage in local authority-wide, sub-regional, regional and national activities because we want to be able to promote, share and deliver best practice. We work with a wide range of public sector partners – local authorities, NHS trusts, Local NHS, the Office of the Police and Crime Commissioner, Newcastle and Northumbria Universities and many others.

Our Haref project is a network of 90+ ethnically minoritised-led community organisations who work together to tackle health inequalities. Haref continued to see an increase in membership and people undertaking cultural competency training. Via Haref, we continue to raise the voices of those communities, and to share key public health messages, health information, etc.

The Connected Voice Advocacy team has continued to grow and develop during 2021/22, with new senior advocates in post. We were delighted to launch our research work on Hate Relationships with Durham University, and to secure specific funding for the additional advocacy work we had identified as necessary, including work with refugees and asylum seekers.

We continued to develop our generated income with the support of our Commercial Development Executive, with generated income growing across Advocacy, Haref and Support and Development teams.

Below is a summary of how we delivered against our strategic objectives:

- Embed the Equity, Diversity and Inclusion Framework and action plan in our work.

We continued our programme of EDI training across the organisation, involving both staff and trustees. Topics included general EDI training, digital accessibility, cultural competency, Jewish Cultural Awareness, and LGBTQIA+ awareness. Our EDI group monitored our progress against the framework. We grew our delivery of EDI training and cultural competency training and take up of this has been increasing.

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- Work closely as a commercial team to achieve our annual income targets
- We achieved our income targets in all areas with the exception of Connected Voice Business Services – which requires an investment of additional staffing and systems over the next year
- Provide leadership on climate emergency – both in terms of our actions as an organisation, and our work with VCSE organisations

Our staff climate group continued to meet and monitor our progress against our action plan. We trained staff in Going Green Together, Carbon Foot-printing, and we planned our move to a greener and more accessible office space.

- Embed partnership working and collaboration across all of our work, and support VCSE organisations to work collaboratively wherever possible

We continued to bring VCSE organisations together regularly to share information and collaborate, growing the numbers of people involved in our networks. The number of organisations attending our Youth and Community Network, Women's Network and Volunteer Co-ordinators network continues to grow. We strengthened our partnership working on volunteering through the North of Tyne volunteering programme, and on training via the Elements programme. Our advocacy team continue to play an active role in the advocacy leaders network at a national level. Our Haref team work collaboratively with the network and their training offer is co-produced with network members.

### Connected Voice Support and Development

Support and Development works with community organisations, charities and social enterprises working in Newcastle and Gateshead. We provide advice and guidance on all aspects of running an organisation, a comprehensive training package and opportunities to network and share best practice.

#### Support and Guidance

The Support and Development team worked with **274** organisations in Newcastle and Gateshead across the year, providing advice and guidance on topics including legal structures, governance, funding, policies and procedures, and organisational development.

The team developed a new cost of living resource section on our website which has been well used and regularly updated.

#### Funding

The Team helped VCSE organisations to secure **£945,806** of grant funding.

Connected Voice secured **£285,000 of funding from the NHS** to pass directly on in grants to VCSE organisations who were struggling to meet increased costs because of the cost of living crisis.

We held the annual Newcastle and Gateshead Funding Fair, which was back in person after a two-year online offer. 17 funders and 134 VCSE organisations attended.

#### Networking Events

We delivered 6 successful VCSE Networking Events during the period, attended by 256 delegates. Topics were:

- Mental Health
- Children, Young People and Families
- Digital Inclusion
- Food
- Men's wellbeing
- Volunteering



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#### Training

We continued to grow our training offer significantly, increasing the number of training sessions from 40 last year to 72 this year. Sessions included: Funding Strategy, Effective Bid-Writing, EDI, Cyber Security, Introduction to Safeguarding, Good Governance, and Volunteering. These have continued to be highly valued, well attended and received.

We worked with other Connected Voice departments to support training on finance, Advocacy and Health Inequalities. *"The training is brilliant, especially as sessions are short enough to fit into a working day. Also it's free which for charities with small budgets is very helpful."*

#### OurGateshead

This community website saw usage increase significantly over the year as organisations began 'the new normal'. We had 202,221 page views, up significantly on the previous year. [www.OurGateshead.org](http://www.OurGateshead.org)

#### Premium Services

We increased our income generation through charged for services during the year, seeing an increase in the number of organisations using our services to undertake organisational reviews, governance reviews, write policies and procedures, and complete specialist bespoke training including EDI training.

#### Information

We are a key source of information for the voluntary, community and social enterprise sector in Newcastle and Gateshead. In the reporting period we:

- Distributed fortnightly electronic news bulletins to 1,500 plus subscribers
- Distributed a monthly health and social care bulletin to the sector (On the Hoof)
- Produced 4 quarterly magazines shared with 1,500 plus members and key contacts, magazine themes:
  - The Power of Local
  - Cost Of Living Crisis
  - Children, Young People and Families
  - Meaningful Inclusion
- Developed our Twitter following from 4,225 followers in October 2021 to 4,799
- Increased our followers on LinkedIn from 485 to 1,000 and on Facebook from 995 to 1,400

#### Connected Voice Haref

Connected Voice Haref works with ethnically marginalised communities to identify their key issues around health and improve the health information available to them. We help health services gain a better understanding of what communities need and we build confidence within communities so they can talk to health services about their cultural needs.

#### Haref Network

- We held four meetings for the Haref Network with discussions about:
- How people and organisations were feeling during the pandemic and what concerns about delivering service and opening up
- Support from Connected Voice support & development and advocacy services
- COVID-19 update, the Community Champions program and how to get involved
- NIHR lead discussion on research priorities for the Network
- What type of Health information session community groups wanted

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We confirmed the four key health priorities with the Haref Network as:

- Health information on accessing services/ health information sessions
- Interpreters/translator provision in health services
- Asylum seeker/refugee health care
- Mental health

#### **Haref Allies**

- Our Haref Allies Development officer administrated the launch of our new paid-for Haref Allies membership starting on 1 May 2022. By the end of September 2022, we had 51 organisations signed up with 92 individual Allies.
- We facilitated sessions for the Haref Allies on 'Good practice for delivering health information session to diverse community groups' and 'How to support colleagues whose first language isn't English'.
- We ran our first Allies Networking event with presentations from Haref Network members Suffrage Sisters Alliance, the British Bangladeshi Network, and the Anti-Racism Lead Newcastle University.

#### **Cultural Competency Training**

- For the Newcastle City Council Public Health contract, we delivered training to 270 attendees. The contract has been extended until July 2023.
- We refreshed the training session both for online and face-to-face delivery. We extended the length of the session, refreshed slides; included new videos developed by Haref Network members, allowed more discussion time and updated the resource pack.
- We continue to receive requests for paid-for Cultural Competency training and delivered 5 paid-for sessions over the year.

#### **COVID-19 Response and Community Champions**

- Haref regularly cascaded information linked to: access to services; restrictions, key messages and translated documents; and videos in different languages, linking in with local authority communications teams.
- Haref supported the work of the Newcastle champions program by attending the Champions session, the steering group, and raising the profile of being a Community Champion. We ran conversations with the Haref Network about the community champions program, vaccinations and the easing up of restrictions

#### **Research projects**

- Long COVID research. We have partnered with Sano Genetics on a new research opportunity for patients with Long COVID (ongoing or recovered), which will explore if genetics impact symptoms and recovery.
- Report: Health Inequalities in the Age of COVID-19-Towards Fairer Health for Disadvantaged Communities. Haref launched findings from our 12-month research project funded by the National Institute for Health Research (NIHR) Applied Research Collaboration North East and North Cumbria. This research looked at the ways of getting health information, including how to use the NHS and avoid illness, to people who need it most and have greatest difficulty accessing it. We used the lens of COVID-19 messaging as a way of better understanding effective information sharing

#### **Staffing**

- We hosted a NHS Graduate management placement on a 8-week placement at Haref. They supported the launch of our Haref Allies membership scheme, helped with our Ramadan calendars, and provided useful feedback on our Cultural Competency training for health.
- We recruited an Allies Development officer to manage our Haref Allies membership in September 2021.

The Haref Coordinator was accepted to this year's cohort for the 12-month System steward's leadership program hosted by Collaborative Newcastle.

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#### **Haref evaluation**

- In summer 2022 Haref commissioned an external consultant to evaluate all of our work streams. This seemed like the right time to review Haref's work, look at our strengths, what we could do differently, and how we can take our work forward so we can have the greatest impact. The evaluation looked at:
- An outline and evaluation of Haref areas of work: Network; Allies; Cultural Competency Training; Bulletin: Research partnerships
- Review of benefit/value of Haref for Newcastle and Gateshead communities, commissioners and service providers
- Literature review to situate Haref's work in current policy context relating to health and inequalities
- The report was published in September 2022 and it made recommendations on how to develop Haref in the future.

#### **Connected Voice Business Services**

Our trading subsidiary Connected Voice Business Services Ltd continued to provide payroll, accounting and bookkeeping services, supporting over 200 VCSE organisations across the region.

CVBS continued to support organisations to switch to digital finance, providing training as Quickbooks Pro certified advisors. As the reporting year drew to a close we said farewell to the long standing CVBS management team, and began the process of recruiting new staff.

#### **Connected Voice Advocacy**

Connected Voice Advocacy team focuses on making people visible, safeguarded and ensuring services are person centred. The 2021/22 year has brought more challenges for the people we support, including the ongoing Covid 19 pandemic, people seeking asylum from the Ukraine, and the more recent cost of living crisis.

Each year we review our Business Plan to look at gaps in service provision and identify which people need additional support. We were then successful in securing funding for Refugees and Asylum Seekers and worked more closely with organisations in Newcastle and Gateshead to offer them holistic support. Funding this year also allowed us to explore the particular needs for those with multiple areas of discrimination in society. We delivered a project to reach older people with advocacy needs who identify as LGBTQIA+ or those ethnically minoritized to explore why they may not previously have accessed advocacy services.

We were also commissioned by Cumbria, Northumberland, Tyne and Wear NHS Trust and Inclusion North to map out the provision of advocacy services across the North East and Cumbria, the report gives a comprehensive picture of the landscape of advocacy provision and themes in the sector around quality, workforce and networking.

An important aspect of advocacy is to help people to self-advocate, by understanding what they are entitled to, how to communicate well, how to negotiate and speak out. This year we developed a comprehensive Self Advocacy Toolkit, which provides a step –by-step guide for someone to take action. This complements our online tool DIY Advocate® which continues to help people take ownership of their self-advocacy as well as helpful resources and how to guides.

We revisited our Service User Engagement strategy this year and acknowledged that one impact of the Covid 19 pandemic was how we became more focused on one-to-one advocacy and had paused the beneficial ways we have invited people who use our service to contribute. So we have invigorated our strategy and invested in staff time to plan new ways we can meaningfully engage and listen to service users. We have implemented a simplified way to receive regular feedback from people who use services, the Net Promoter Score is recognised across sectors and currently sits at 100%.

Systemic advocacy has increased this year through work with local universities to research topics such as Hate Relationships, long term conditions, the Coronavirus Act. Our strong role on Adult Safeguarding Boards has led to effective planning for Care Home closures, concerns raised on providers of adult social care and effective training for professionals on advocacy referrals.

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Several national inquiries and reports have placed Adult Health and Social Care in the spotlight this year. We have had to look closely at how we support some of the most vulnerable in society and the role advocacy plays in challenging poor practice and breaches to people's rights. We contributed to consultations to legislation that impact on the people we work with such as Mental Capacity Act, Mental Health Act, and have explored ways we can improve our role in making institutions a safe space for people to be. We continue to be proud of the dedicated team who fight for people's rights in challenging times.

This year brought lots to celebrate for Connected Voice Advocacy. We received the national Outstanding Advocacy Award, nominated several times for our role in safeguarding and the pioneering work we lead on Hate Crime advocacy. We were awarded the Quality Performance Mark in February 2022

*"CVA are a highly values led organisation; with a passionate, skilled and knowledgeable team, underpinned by strong leadership and robust systems and policies"*

We have continued to expand our range of contracts for individuals, aiming to meet people's needs where we can. Next year we look to share our experience through a comprehensive training package on advocacy skills.

This year our service was funded to deliver community-based advocacy in the following areas:

- **Health and Social Care Advocacy** - supported adults across Newcastle and Gateshead with physical disabilities, learning disabilities and mental health needs and those from ethnically minoritised and LGBTQ+ communities with social care issues
- **Refugees and Asylum Seekers Advocacy** - supported adults seeking asylum or with refugee status
- **Older People from LGBTQIA+ and Ethnically Minoritised Advocacy** - supported people who have experienced multiple inequalities and disadvantage due to their intersectional identities
- **Gateshead Housing Advocacy** - supported tenants of Gateshead Housing Company with welfare rights issues
- **Families Through Crisis** - provided holistic support to Newcastle families in crisis with North East Law Centre and Changing Lives
- **Hate Crime Advocacy** - supported adults who have been a victim of a hate crime or discrimination across Northumberland, Tyne and Wear
- **Safeguarding Advocacy** - supported adults who were particularly vulnerable to abuse during the pandemic
- **Spot Contract Advocacy** - supported adults on a bespoke, individually funded basis around a range of topics such as Child Protection Court Hearings, Post Accident Rehabilitation, Specialist Brain Injury support

## Advocacy Statistics

In this year we:

- Supported 1,608 people and worked on 2,061 issues
- Provided 20,000 hours of direct advocacy support
- Employed 25 advocates and a new administration and duty team - all managed and supervised by our Senior Management Team
- Secured employment for 2 volunteers
- Trained 8 advocates through the National Advocacy Qualification and Care Act and Mental Capacity Act legislation
- Worked in over 40 ethnically minoritised communities across at least 30 languages and employed 4 multi-lingual Advocates

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In this year our team of advocates:

- Supported 94 people who had safeguarding alerts or concerns raised about them
- Supported 58 people to take challenges to the Court of Protection to review restrictions causing their deprivation of liberty e.g. where they lived
- Supported 29 families in Child Protection proceedings
- Provided Hate Crime Advocacy to 57 people victimised by hate relationships

In addition to our core services to deliver Statutory, Community based, Hate Crime and Families in Crisis advocacy we secured additional funding to:

- Advocate for Asylum Seekers and Refugees, reach out to older people from LGBTQIA+ and minoritised communities, to develop a toolkit to help people self-advocate

Information collated from our grassroots advocacy enabled us to campaign and advocate for change in the following areas:

- Continued to collaborate with advocacy providers nationally at the National Advocacy Leaders network to share good practice and campaign for social justice together
- Campaigned for positive changes in the Mental Health Act Bill
- Supported Equality and Human Rights Commission (EHRC) Inquiry into Adult Social Care through local consultation events and a sector response
- Contributed to Social Care reform consultation
- Campaigned for improved training and practice around Do Not Attempt Cardiopulmonary Resuscitation(DNACPR) orders and responded to national consultation by the ministerial oversight group
- Active member of Newcastle Adult Safeguarding Adults Board and Gateshead Safeguarding Adults Board contributing to strategic plan and quality assurance
- Took part in local safeguarding enquiries for provider concerns
- Contributed to Gateshead Council's People at the Heart of Care 5 year vision
- Contributed to development of National Institute for Clinical Excellence (NICE) guidance for Advocacy
- Active member of Victim and Witness Service Improvement Board for the Office of the Police and Crime Commissioner Northumbria
- Partnership with local universities to research into concept of Hate Relationships and development of Toolkit to support partner agencies
- Contributed to a national response to the Liberty Protection Safeguards Code of Practice and legislation guidance
- Supported residents in two local care home closures
- Fed into national consultation on inquiry into services for people with learning disability and autism

## **Connected Voice Volunteering**

We were delighted to begin delivery of volunteering supporting during the year, following development activity in the previous year. We brought an independent Volunteer Centre back to life in Gateshead after many years of absence, and we were able to start working with corporate and private sector partners to support VCSE organisations, with the establishment of Sector Connector.

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#### **Gateshead Volunteer Centre**

The Volunteer Centre started in April 2022. In 6 months we:

- Supported **106** people into volunteering opportunities ranging from food banks to community run bowling greens.
- Worked with **14** VCSE organisations to develop and implement their volunteering policies, procedures, recruitment practices and approach.
- Revived Gateshead Volunteer Coordinators' Network: grew a membership of **30** VCSE volunteer professionals and council volunteer leads and organised the **1st** meeting attended by **12** members.
- Developed **4** community bases to operate the Volunteer Centre from on a weekly basis, including St Chads Community Project, Teams Life Centre, Winlaton Community Centre, and @ The Bank Chopwell.
- Improved and promoted the volunteer brokerage service on the OurGateshead website, which led to an increase in page views of **405%** on the previous years, 9,016 vs 1,785 for volunteering pages.

#### **Sector Connector**

Sector Connector started in January 2022. In 9 months we:

- Built relationships with **14** small and medium sized businesses operating across Newcastle and Gateshead.
- Delivered **1** Sector Connector workshop on Telling Stories That Matter to **8** people from VCSE organisations and received excellent feedback.
- Brokered **2** one to one opportunities with Glass Digital supporting The Friends of Jesmond Library with their marketing strategy, and BrickHouse Media supporting Big River Bakery with a series of blogs.
- Contributed to the development of the North of Tyne Volunteering Project by working in partnership with Volunteer Centre Newcastle, VODA North Tyneside, and Northumberland CVA to share skills, knowledge and experience to develop joint volunteering resources.

#### **Acknowledgements**

**Connected Voice records its appreciation to all our funders and supporters.**

Connected Voice is a member of NCVO, NAVCA, ACEVO, the Community Foundation (Tyne, Wear and Northumberland), the North East Chamber of Commerce, the Advocacy Action Alliance, and OPAAL (Older People's Advocacy Alliance). We work closely with our sister infrastructure organisations across the North East and we are members of and contribute to appropriate local partnerships, initiatives, boards and committees.

#### **Social Value**

Connected Voice tries to act in a socially responsible manner. We use other VCSE facilities and services wherever possible. We use sustainable products as far as possible. We try to use local suppliers. We use fair trade products. We take climate change seriously and we aim to reduce our environmental impact through the development of a climate change action plan, and regular staff meetings on this theme. The ratio of pay of the lowest earner to the pay of the top earner will never exceed 1:5. We are a Living Wage employer, accredited by the Living Wage Foundation, including apprentices and interns. During the year we have benefitted from nine active trustees who all volunteered their skills, knowledge and expertise and linked us to helpful networks and useful partners.

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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**CONNECTED VOICE – STRATEGIC AIMS**

We will continue our work on the following strategic aims for the year ahead:

- Embed the Equity, Diversity and Inclusion Framework and action plan in our work.
- Work closely as a commercial team to achieve our annual income targets
- Provide leadership on climate emergency – both in terms of our actions as an organisation, and our work with VCSE organisations
- Embed partnership working and collaboration across all of our work, and support VCSE organisations to work collaboratively wherever possible

Each of our service areas has a work plan including SMART objectives, which link to the overall objectives above.

**FINANCIAL REVIEW**

Connected Voice bids for funds from statutory sources, as well as applying for grants from charitable trusts and foundations. We are growing our self-generated income through development of paid-for services. A substantial part of our income comes through four main contracts. Connected Voice is assiduous in looking for appropriate sources of funding, and as an organisation responsible for advising the voluntary sector on funding sources, is well placed to know what opportunities are available. We use a full cost recovery model which enables us to estimate the actual costs of a service and its true cost to Connected Voice. As the value of public sector contracts continues to decrease in light of inflation, this is an essential tool for us to use in deciding whether or not to bid for a service.

Senior managers and the finance subcommittee meet to set budgets annually. The management team reviews financial performance monthly, and the board reviews it quarterly. We have a contract with our trading subsidiary Connected Voice Business Services to manage day to day finance and reporting on behalf of the charity.

We hold four key contracts (with Newcastle Council, 2 x Gateshead Council, and North East and North Cumbria ICS) and at the time of writing one of these is currently out to tender and we are in the process of engaging with the relevant local authority to understand their assessment, and one due to come out soon.

Our trustees are clear about our aims and mission and that we need to be sustainable, but keep to our vision and values. Connected Voice will not enter into partnerships and contracts which are contrary to our aims and objectives and we recognise that we need to stay within our agreed budget limits for the year.

**Assets**

The charity's assets are being held to enable them to carry out its objectives. The movements in fixed assets during the year are set out in note 16 to the accounts.

**Trading activities**

The results of Connected Voice Charity Business Services, our trading company, are summarised in note 17 of the accounts. A deficit was generated during the period of £32,608 (2021 surplus: £32,533)

**Financial dependency**

The charity in order to meet its objectives is financially dependent on grants from the Local Authorities, government programmes and charitable trusts.

**Connected Voice**  
(A Company Limited by Guarantee)

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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Additional funds are derived from smaller grants and charitable donations made by a variety of organisations and individuals.

**Funds held as custodian trustee on behalf of others**

Connected Voice and its subsidiary hold monies on behalf of other organisations. Connected Voice Business Services provides payroll and bookkeeping services and holds monies for this purpose. Further detail is given in note 21.

**Reserves Policy**

The Trustees regularly review levels of reserves and have agreed again this year that reserves equivalent to between three and five months running costs are appropriate for the organisation.

Three months running costs would equate to around £341,000 and five months £569,000, based on the accounts for the 12 months to 30 September 2022. The reserves should not fall below this level in order to support good governance of the organisation.

The Reserve Policy allows for the use of funds in excess of the level required to be spent in furtherance of the organisation's vision and mission. Any proposal should be presented as an individual business case to the Trustees for review and approval.

As at 30 September 2022 free reserves (unrestricted funds not invested in tangible fixed assets) are £582,256 (2021: £571,299). The Trustees monitor the level of reserves regularly and the Reserves Policy is reviewed annually with the support of the Finance Sub Group.

**Review of transactions and financial position**

The consolidated balance sheet on page 23 indicates that at 30 September 2022 the total funds of the group are £1,209,163 (2021: £1,015,027). This was represented by tangible fixed assets of £15,180 (2021: £21,530), investments of £420,136 (2021: £459,154) and net current assets of £773,847 (2021: £534,343). Unrestricted funds of £600,436 (2021: £592,829) represent the reserves available to the organisation to fulfil its many existing commitments over the long term. Restricted funds of £385,885 (2021: £145,554) represent specific earmarked projects as detailed in note 22 of the accounts.

**Investment income**

Connected Voice is usually in the position of having to fund a considerable proportion of its core running costs each year and the income it derives from its invested reserves is an essential component of that strategy, alongside donations, earnings and other provisions.

Tilney are the appointed wealth investment organisation managing the Connected Voice investment portfolio. The Finance Sub-Group monitors the performance of the portfolio, reviewing the quarterly financial investment reports provided by Tilney and reporting into the board meetings. Trustees support the investment objective for Connected Voice which is to yield the best financial return within the level of risk considered to be acceptable. This return can then be spent on the charity's aims and further continuance of its objectives. The Trustees are comfortable that the investments held are a diversified portfolio in order to mitigate the capital risk. The Finance Sub-Group has put forward an Investment Strategy Policy. The investment balances as at the 30 September 2022 are £420,136 (2021: £459,154). No additional funds were added to the investment portfolio in the year, all dividends and income are reinvested.



**Connected Voice**  
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**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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**Political contributions**

The charity made no political contributions.

**MEMBERS OF THE BOARD OF TRUSTEES AND PROFESSIONAL ADVISORS**

|                                  |   |
|----------------------------------|---|
| <b>Registered Charity Number</b> | 1125877   |
| <b>Company Number</b>            | 06681475  |
| <b>Trustees</b>                  | Simon Elliott<br>Nitin Shukla (resigned 15 June 2022)<br>Martin Horrocks<br>Elaine Slater<br>Paula Park<br>Hannah Owens<br>Tracy Huitson<br>Amanda Lee<br>Colette Harrison<br>Busola Afolabi (appointed 01 March 2022)<br>Keith Proudfoot (appointed 18 January 2023) |
| <b>Chief Executive</b>           | Lisa Goodwin  |
| <b>Principal Office</b>          | One Strawberry Lane<br>Newcastle upon Tyne<br>NE1 4BX   |
| <b>Auditors</b>                  | Haines Watts North East Audit LLP<br>17 Queens Lane<br>Newcastle upon Tyne<br>NE1 1 RN  |
| <b>Bankers</b>                   | Yorkshire Bank Plc<br>Newcastle Business Centre<br>29-31 Pilgrim Street<br>Newcastle upon Tyne<br>NE1 6RL<br><br>Unity Trust Bank Plc<br>PO Box 7193<br>Planetary Road<br>Willenhall<br>WV1 9DG   |

## **Connected Voice**

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### **REPORT OF THE TRUSTEES**

**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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#### **Investment Manager**

Tilney  
Private Wealth Management  
130 St Vincent Street  
Glasgow  
G2 5SE

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The charity's full name is Connected Voice. It is an incorporated charity registered with the Charity Commission (number 1125877) and a company limited by guarantee (number 06681475).

#### **Governing documents**

The charity's governing documents are its Memorandum and Articles of Association.

Connected Voice is an independent charity working with the voluntary sector primarily in Newcastle and Gateshead. It is run by a Board of Trustees elected annually by its member organisations, and by co-opted members. The Board controls the direction and policy of the work, and met five times during this financial year. It holds a special away day meeting with senior managers, once a year, in order to look at opportunities and define strategy for the coming year.

Connected Voice is a membership organisation with over 750 members.

#### **Recruitment of trustees**

Trustees are elected from the membership annually. Notice is sent to all members, and if a ballot is required, it is conducted prior to the Annual General Meeting. Trustees may only serve for a set period of time. The skills and experience of existing trustees are audited regularly and new trustees are recruited in order to complement the existing trustees ensuring a wide set of skills and knowledge is reflected in the overall board. If the Board feels there are particular skills lacking, they are able to promote these during the recruitment process. The governance document allows for co-opted trustees so that specialist skills can be brought onto the board. The Chair has experience of business and Human Resources and is not from the voluntary sector, although he chairs another voluntary organisation. The treasurer is an accountant with extensive experience of the charity sector.

All trustees have a comprehensive induction session with the Chief Executive. They also complete a form to assess any relevant training they may need and these needs are met as far as is practical. Trustees are given regular opportunities to find out more about Connected Voice and the voluntary and community sector in Newcastle and Gateshead, as well as national issues affecting voluntary organisations. Trustees receive a full induction pack including examples of best practice and guidance produced by the Charity Commission. Trustees are encouraged to be fully involved in the work of Connected Voice. Annually, the Chair carries out a confidential interview with each trustee to identify any challenges, concerns and priorities. These are collated and discussed openly at Board meetings.

#### **Organisational structure**

The Board of trustees, which can have up to twelve members, has control of the charity, including its property and its funds. The Board normally meets four times per year and there are three sub groups covering finance, advocacy, and volunteering, which report into the Board. Task and Finish groups of the trustees are also created as necessary – this year we continued the Task and Finish group for workforce development, and created one for trustee recruitment. The Chief Executive is appointed by the trustees to manage the charity and has delegated authority for all operational matters.

**Connected Voice**

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**REPORT OF THE TRUSTEES**

*FOR THE YEAR ENDED 30 SEPTEMBER 2022*

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**Pay policy for senior staff**

The Chief Executive implements the pay policy on an ongoing basis and is responsible for pay reviews and setting salaries for senior staff. The Board reviews the Chief Executive's salary annually and is responsible for making any decisions about remuneration of the Chief Executive. Remuneration is benchmarked against similar roles within voluntary and community sector organisations of similar size in the North East. The need for major changes to the salary structure may be informed by a number of factors such as changes to the organisation's annual turnover and the number of employees. We understand that in light of increasing inflation and a difficult employment market, pay should continue to be reviewed regularly. During the year the workforce strategy sub group of the board commenced work on the development of a new pay policy for the organisation.

Connected Voice has a Remuneration Policy which covers all staff. Senior staff are not treated differently to other staff and all benefits (including pension contributions) are applied equally across all staff groups.

**Related parties and co-operation with other organisations**

None of the trustees receive remuneration or other benefit from their work with the charity. Any connection between trustees or senior managers of the charity with suppliers must be disclosed to the full Board of trustees. In the current year no such related party transactions were reported. Trustees are asked to declare their interests before each board meeting and there is a Register of Interests.

The charity's wholly owned subsidiary, Connected Voice Business Services Ltd, was established to operate as a commercial accountancy service and gift aids all of its profits to the charity (see note 17 to the accounts).

**Risk management**

The trustees have examined the major strategic, business and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks. The Board reviews the strategic risk assessment annually and the full report is discussed at a Board meeting annually where mitigating actions identified and taken. Health and Safety information is presented on a quarterly basis to the Board.

**Indemnity insurance**

The charity has Professional Indemnity Insurance cover in respect of the Trustees and Officers of the charity.

**Connected Voice**  
(A Company Limited by Guarantee)

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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**Statement of Trustees Responsibilities**

The Trustees (who are also directors of Connected Voice for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard Applicable in the UK and Republic of Ireland.

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the Incoming resources and application of resources, including the income and expenditure, of the charitable company for the period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently; observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.


The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

In accordance with the Companies Act 2006 a resolution proposing the appointment of Haines Watts North East Audit LLP as auditor for the year ending 30 September 2023 will be put to the members

  
Simon Elliott  
Chair

18/4/23

## Connected Voice

(A Company Limited by Guarantee)

### **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CONNECTED VOICE FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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#### **Opinion**

We have audited the financial statements of Connected Voice (the 'charitable company') and its subsidiary (the 'group') for the year ended 30 September 2022 which comprise the Consolidated Statement of Financial Activities, Consolidated Balance Sheet and Charitable Company Balance Sheet, the Consolidated Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and charitable company's affairs as at 30 September 2022, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

#### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

## **Connected Voice**

(A Company Limited by Guarantee)

### **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CONNECTED VOICE (Continued) FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

#### **Matters on which we are required to report by exception**

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- The trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

#### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 18, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

#### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or taken together, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

**Connected Voice**

(A Company Limited by Guarantee)

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CONNECTED VOICE (Continued)  
FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

We obtained an understanding of the legal and regulatory framework applicable to both the company itself and the industry in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the directors and other management. The most significant were identified as the Companies Act 2006, UK GAAP (FRS102) and relevant tax legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- confirming with the directors and management whether they have any knowledge or suspicion of fraud;
- obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- assessing the risk of management override including identifying and testing a sample of journal entries;
- reviewing appropriateness of allocation of restricted funds.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our audit report.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



**Donna Bulmer BA (Hons) ACA (Senior Statutory Auditor)  
for and on behalf of Haines Watts North East LLP**

*24 April 2023*  
.....

**Statutory Auditor**

17 Queens Lane  
Newcastle upon Tyne  
NE1 1RN

**Connected Voice**  
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**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (including consolidated income and expenditure account)**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

|  | Notes | Unrestricted funds<br>£ | Designated funds<br>£ | Restricted funds<br>£ | Total<br>2022<br>£ | Total<br>2021<br>£ |
|--|-------|-------------------------|-----------------------|-----------------------|--------------------|--------------------|
| <b>Income from:</b>                                  |       |                         |                       |                       |                    |                    |
| Donations and legacies                               | 4     | 8,531                   | -                     | -                     | 8,531              | 19,218             |
| Charitable activities                                | 5     |                         |                       |                       |                    |                    |
| Grants and contracts                                 |       | 825,951                 | -                     | 484,190               | 1,310,141          | 1,363,275          |
| Chargeable services                                  |       | 270,846                 | -                     | -                     | 270,846            | 179,698            |
| Other trading activities                             |       |                         |                       |                       |                    |                    |
| Subsidiary income                                    | 6     | 258,951                 | -                     | -                     | 258,951            | 233,672            |
| Other trading income                                 | 6     | 9,369                   | -                     | -                     | 9,369              | 9,897              |
| Investments  | 7     | 10,701                  | -                     | -                     | 10,701             | 9,848              |
| <b>Total income</b>                                  |       | <b>1,384,349</b>        | <b>-</b>              | <b>484,190</b>        | <b>1,868,539</b>   | <b>1,815,608</b>   |
| <b>Expenditure on:</b>                               |       |                         |                       |                       |                    |                    |
| Costs of raising funds                               | 8     |                         |                       |                       |                    |                    |
| Subsidiary expenditure                               |       | 248,230                 | -                     | -                     | 248,230            | 196,308            |
| Investment management fees                           |       | 3,899                   | -                     | -                     | 3,899              | 3,536              |
| Charitable activities                                | 9     |                         |                       |                       |                    |                    |
| Operation of the charity                             |       | 1,063,365               | 53,802                | 243,859               | 1,361,026          | 1,608,307          |
| <b>Total expenditure</b>                             |       | <b>1,315,494</b>        | <b>53,802</b>         | <b>243,859</b>        | <b>1,613,155</b>   | <b>1,808,151</b>   |
| <b>Net movement before investment gains/(losses)</b> |       | <b>68,855</b>           | <b>( 53,802 )</b>     | <b>240,331</b>        | <b>255,384</b>     | <b>7,457</b>       |
| Net gains/(losses) on investments                    |       | ( 61,248 )              | -                     | -                     | ( 61,248 )         | 69,484             |
| Transfers between funds                              | 22    | -                       | -                     | -                     | -                  | -                  |
| <b>Net movement in funds</b>                         |       | <b>7,607</b>            | <b>( 53,802 )</b>     | <b>240,331</b>        | <b>194,136</b>     | <b>76,941</b>      |
| <b>Reconciliation of funds</b>                       |       |                         |                       |                       |                    |                    |
| Total funds brought forward                          |       | 592,829                 | 276,644               | 145,554               | 1,015,027          | 938,086            |
| <b>Total funds carried forward</b>                   |       | <b>600,436</b>          | <b>222,842</b>        | <b>385,885</b>        | <b>1,209,163</b>   | <b>1,015,027</b>   |

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.



**Connected Voice**  
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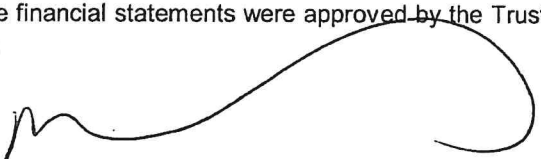
**CONSOLIDATED BALANCE SHEET**  
**AS AT 30 SEPTEMBER 2022**

|   |       | 2022             |                  | 2021             |                  |
|---|-------|------------------|------------------|------------------|------------------|
|   | Notes | £                | £                | £                | £                |
| <b>Fixed assets</b>                                   |       |                  |                  |                  |                  |
| Tangible assets                                       | 16    |                  | 15,180           |                  | 21,530           |
| Investments   | 17    |                  | 420,136          |                  | 459,154          |
|   |       |                  | <u>435,316</u>   |                  | <u>480,684</u>   |
| <b>Current assets</b>                                 |       |                  |                  |                  |                  |
| Stock   | 18    | 30,968           |                  | 23,187           |                  |
| Debtors   | 19    | 403,982          |                  | 382,352          |                  |
| Cash at bank and in hand                              |       | 940,901          |                  | 816,363          |                  |
|   |       | <u>1,375,851</u> |                  | <u>1,221,902</u> |                  |
| <b>Creditors: amounts falling due within one year</b> | 20    | ( 602,004 )      |                  | ( 687,559 )      |                  |
|   |       | <u>773,847</u>   |                  | <u>534,343</u>   |                  |
| <b>Net current assets</b>                             |       |                  |                  |                  |                  |
|   |       |                  | <u>1,209,163</u> |                  | <u>1,015,027</u> |
| <b>Net assets</b>                                     |       |                  |                  |                  |                  |
|   |       |                  | <u>1,209,163</u> |                  | <u>1,015,027</u> |
| <b>Funds</b>  |       |                  |                  |                  |                  |
|   | 22    |                  |                  |                  |                  |
| Unrestricted funds                                    |       |                  | 600,436          |                  | 592,829          |
| Designated funds                                      |       |                  | 222,842          |                  | 276,644          |
| Restricted funds                                      |       |                  | 385,885          |                  | 145,554          |
|   |       |                  | <u>1,209,163</u> |                  | <u>1,015,027</u> |

The notes on pages 26 to 45 form part of these financial statements.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Trustees on 18/4/ 2023 and signed on their behalf by:

  
.....  
Martin Horrocks  
Treasurer

Company Number: 06681475

**Connected Voice**  
(A Company Limited by Guarantee)

**CHARITABLE COMPANY BALANCE SHEET**  
**AS AT 30 SEPTEMBER 2022**

|   | Notes | £              | 2022<br>£        | £              | 2021<br>£        |
|---|-------|----------------|------------------|----------------|------------------|
| <b>Fixed assets</b>                                   |       |                |                  |                |                  |
| Tangible assets                                       | 16    |                | 13,239           |                | 21,530           |
| Investments   | 17    |                | 420,138          |                | 459,156          |
|   |       |                | <u>433,377</u>   |                | <u>480,686</u>   |
| <b>Current assets</b>                                 |       |                |                  |                |                  |
| Stocks  | 18    | 22,056         |                  | -              |                  |
| Debtors   | 19    | 535,885        |                  | 447,288        |                  |
| Cash at bank and in hand                              |       | 386,746        |                  | 205,880        |                  |
|   |       | <u>944,687</u> |                  | <u>653,168</u> |                  |
| <b>Creditors: amounts falling due within one year</b> | 20    | ( 136,293 )    |                  | ( 118,827 )    |                  |
| <b>Net current assets</b>                             |       |                | 808,394          |                | 534,341          |
| <b>Net assets</b>                                     |       |                | <u>1,241,771</u> |                | <u>1,015,027</u> |
| <b>Funds</b>  |       |                |                  |                |                  |
| Unrestricted funds                                    | 22    |                | 633,044          |                | 592,829          |
| Designated funds                                      |       |                | 222,842          |                | 276,644          |
| Restricted funds                                      |       |                | 385,885          |                | 145,554          |
|   |       |                | <u>1,241,771</u> |                | <u>1,015,027</u> |

The notes on pages 26 to 45 form part of these financial statements.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Trustees on 18/4 2023 and signed on their behalf by:



.....  
Martin Horrocks  
Treasurer

Company Number: 06681475

**Connected Voice**  
(A Company Limited by Guarantee)

**CONSOLIDATED CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

|  | Note | 2022<br>£         | 2021<br>£        |
|--|------|-------------------|------------------|
| <b>Net cash flow from operating activities:</b>            |      |                   |                  |
| <i>Net cash provided by (used in) operating activities</i> | 28   | 138,294           | 172,600          |
| <b>Cash flows from investing activities</b>                |      |                   |                  |
| Purchase of tangible assets                                |      | ( 2,228 )         | ( 4,097 )        |
| Purchase of fixed asset investments                        |      | ( 22,229 )        | ( 76,143 )       |
| Proceeds from fixed asset investments                      |      | -                 | 66,633           |
| Investment income received                                 |      | 10,701            | 9,848            |
| <i>Net cash flow from investing activities</i>             |      | <u>( 13,756 )</u> | <u>( 3,759 )</u> |
| <b>Net increase in cash and cash equivalents</b>           |      | 124,538           | 168,841          |
| Cash and cash equivalents at the beginning of the year     |      | 816,363           | 647,522          |
| <b>Cash and cash equivalents at the end of the year</b>    |      | <u>940,901</u>    | <u>816,363</u>   |
| <b>Cash and cash equivalents consist of:</b>               |      |                   |                  |
| Cash at bank and in hand                                   |      | 504,919           | 256,606          |
| Cash held as a custodian                                   |      | 435,982           | 559,757          |

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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**1. Accounting policies**

Connected Voice is a company limited by guarantee, registered in England and Wales, (number 06681475) and not having a share capital. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

**1.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective January 2019), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

Connected Voice meets the definition of a public benefit entity under FRS 102.

The financial statements are prepared under the historical cost convention or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are prepared in Sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

**1.2 Basis of consolidation**

The financial statements consolidate the results of Connected Voice and its wholly owned subsidiary Connected Voice Business Services Ltd on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because Connected Voice has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

**1.3 Going concern**

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist.

On 14 February 2023 the board of Connected Voice, the parent company of Connected Voice Business Services Limited passed a special resolution. They resolve to integrate the trade and assets of Connected Voice Business Services Ltd into Connected Voice where it will run as a division of the charity. This will allow for more direct governance and control of the division, whose activities are wholly in line with the primary purposes of the charity. It was resolved that this transition would be undertaken in the period to 30th September 2023.

The Trustees have considered the level of funds and forecast income and expenditure for a period of 12 months after the date of approval of these financial statements, including considering the impact of the Charity absorbing the trade and assets of Connected Voice Business Services. The budgeted income and expenditure is considered sufficient given the levels of reserves held by the Charity. Therefore the Trustees have adopted the going concern basis of preparation for these financial statements.

## Connected Voice

(A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2022

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#### 1.4 Funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the charity for a particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

#### 1.5 Income

All incoming resources are included in the Statement of Financial Activities when the charity has entitlement to the funds, any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

- Voluntary income is received by way of grants, donations and gifts are included in full in the Statement of Financial Activities when the trust becomes entitled. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts. Assets donated are recognised in full as donations and fixed assets.
- Investment income is included when receivable.
- Incoming resources from charitable trading activities are accounted for when earned.
- Income is deferred only where the criteria for recognition as incoming resources in the Statement of Financial Activities does not exist at the balance sheet date.
- Income from commercial trading activities is recognised as earned (as the related services are provided)

No amount is included within the financial statements for volunteer time in line with the SORP (FRS 102).

#### 1.6 Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of generating funds comprise the costs associated with the commercial trading activities of the company's subsidiary.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

Irrecoverable VAT is charged as a cost against the expenditure when incurred.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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**1.7 Tangible fixed assets**

Individual fixed assets costing over £1,000 are capitalised at cost and are depreciated over their expected useful economic lives as follows:

|                             |                         |
|-----------------------------|-------------------------|
| Electronic office equipment | 25% straight line basis |
| Restricted office equipment | 25% straight line basis |

**1.8 Investments**

Fixed asset investments in quoted shares, traded bonds and similar investments are valued initially at cost and subsequently at fair value at the year end. The same treatment is applied to unlisted investments unless fair value cannot be measured reliably in which case it is measured at cost less impairment.

**1.9 Stock**

Stock is valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

**1.10 Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**1.11 Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**1.12 Holding accounts**

The charity and subsidiary hold monies on behalf of other organisations as part of their payroll service. The balances held by the charity are included within the balance sheet in accordance with SORP 2019; the balances of the subsidiary are recognised as an asset with the corresponding liability.

**1.13 Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement after allowing for any trade discounts due.

**1.14 Pensions**

The charity operates a money purchase pension scheme. Amounts payable are included in the Statement of Financial Activities when the related salary is paid. Unremitted amounts are included in creditors.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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**1.15 Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

**1.16 Taxation**

The charity is exempt from corporation tax on its charitable activities.

**2. Judgements and key sources of estimation uncertainty**

In the application of the charitable company's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

There are no significant accounting estimates which are considered to materially impact the financial statements.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

**3. Statement of financial activities from the prior year**

|  |       | Unrestricted<br>funds | Designated<br>funds   | Restricted<br>funds   | Total<br>2021           |
|--|-------|-----------------------|-----------------------|-----------------------|-------------------------|
|  | Notes | £                     | £                     | £                     | £                       |
| <b>Income from:</b>                                  |       |                       |                       |                       |                         |
| Donations and legacies                               | 4     | 18,218                | -                     | 1,000                 | 19,218                  |
| Charitable activities                                | 5     |                       |                       |                       |                         |
| Grants and contracts                                 |       | 820,599               | -                     | 542,676               | 1,363,275               |
| Chargeable services                                  |       | 179,698               | -                     | -                     | 179,698                 |
| Other trading activities                             |       |                       |                       |                       |                         |
| Subsidiary income                                    | 6     | 233,672               | -                     | -                     | 233,672                 |
| Other trading income                                 | 6     | 9,897                 | -                     | -                     | 9,897                   |
| Investments  | 7     | 9,848                 | -                     | -                     | 9,848                   |
| <b>Total income</b>                                  |       | <u>1,271,932</u>      | <u>-</u>              | <u>543,676</u>        | <u>1,815,608</u>        |
| <b>Expenditure on:</b>                               |       |                       |                       |                       |                         |
| Costs of raising funds                               | 8     |                       |                       |                       |                         |
| Subsidiary expenditure                               |       | 196,308               | -                     | -                     | 196,308                 |
| Investment management fees                           |       | 3,536                 | -                     | -                     | 3,536                   |
| <b>Charitable activities</b>                         | 9     |                       |                       |                       |                         |
| Operation of the charity                             |       | 966,700               | 64,259                | 577,348               | 1,608,307               |
| <b>Total expenditure</b>                             |       | <u>1,166,544</u>      | <u>64,259</u>         | <u>577,348</u>        | <u>1,808,151</u>        |
| <b>Net movement before investment gains/(losses)</b> |       | 105,388               | ( 64,259 )            | ( 33,672 )            | 7,457                   |
| Net gains/(losses) on investments                    | 22    | 69,484                | -                     | -                     | 69,484                  |
| Transfers between funds                              |       | ( 180,903 )           | 190,903               | ( 10,000 )            | -                       |
| <b>Net movement in funds</b>                         |       | <u>( 6,031 )</u>      | <u>126,644</u>        | <u>( 43,672 )</u>     | <u>76,941</u>           |
| <b>Reconciliation of funds</b>                       |       |                       |                       |                       |                         |
| Total funds brought forward                          |       | 598,860               | 150,000               | 189,226               | 938,086                 |
| <b>Total funds carried forward</b>                   |       | <u><u>592,829</u></u> | <u><u>276,644</u></u> | <u><u>145,554</u></u> | <u><u>1,015,027</u></u> |



**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

**4. Donations and legacies**

|                       | <b>2022</b>  | <b>2021</b>   |
|-----------------------|--------------|---------------|
|                       | <b>£</b>     | <b>£</b>      |
| Sir James Knott Trust | 7,000        | 7,000         |
| The Joicey Trust      | -            | 3,000         |
| Rothley Trust         | -            | 800           |
| Amazon Community-UK   | -            | 2,000         |
| Durham University     | 1,491        | 1,000         |
| NAVCA                 | -            | 4,500         |
| Other donations       | 40           | 918           |
|                       | <u>8,531</u> | <u>19,218</u> |

**5. Income from charitable activities**

|                     | <b>2022</b>      | <b>2021</b>      |
|---------------------|------------------|------------------|
|                     | <b>£</b>         | <b>£</b>         |
| Grants              | 1,310,141        | 1,363,275        |
| Chargeable services | 270,846          | 179,698          |
|                     | <u>1,580,987</u> | <u>1,542,973</u> |

**Summary of grants**

|   |                  |                  |
|---|------------------|------------------|
| NHS Newcastle and Gateshead CCG                               | 234,400          | 294,958          |
| Community Foundation  | 8,999            | 74,237           |
| The National Lottery Community Fund via North East Law Centre | 30,000           | 21,108           |
| The National Lottery Community Fund via VONNE                 | 2,890            | 8,637            |
| The National Lottery Community Fund via VODA                  | 29,500           | 17,000           |
| Police & Crime Commissioner Northumbria                       | 47,710           | 47,710           |
| Gateshead Metropolitan Borough Council                        | 159,912          | 315,079          |
| Newcastle City Council  | 147,000          | 203,250          |
| Newcastle City Council Public Health                          | -                | 113,000          |
| Innovation Super Network                                      | -                | 5,000            |
| Defra Food Grant  | -                | 230,920          |
| Cumbria NTW NHS   | -                | 15,064           |
| HMRC Job retention scheme                                     | -                | 2,312            |
| MH Concern – Peer research                                    | -                | 15,000           |
| CNTW NHS Foundation Trust                                     | 4,880            | -                |
| Barbour Foundation  | 5,000            | -                |
| Community Foundation  | 10,000           | -                |
| Newcastle Gateshead CCG VCS                                   | 300,000          | -                |
| Newcastle University School of Pharmacy                       | 1,000            | -                |
| Gateshead Council   | 142,167          | -                |
| NHS CCG   | 42,000           | -                |
| Gateshead Council   | 29,987           | -                |
| Gateshead VCSE Digital Transformation                         | 15,000           | -                |
| NIHR  | 11,363           | -                |
| BME Health & Wellbeing Development Support                    | 45,000           | -                |
| Gateshead Volunteer Centre                                    | 43,333           | -                |
|   | <u>1,310,141</u> | <u>1,363,275</u> |

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

|                                    |                       |                       |
|------------------------------------|-----------------------|-----------------------|
| <b>6. Other trading activities</b> |                       |                       |
|                                    | <b>2022</b>           | <b>2021</b>           |
|                                    | <b>£</b>              | <b>£</b>              |
| Other trading income               | 9,369                 | 9,897                 |
| Income from trading subsidiary     | 258,951               | 233,672               |
|                                    | <u>268,320</u>        | <u>243,569</u>        |
|                                    | <u><u>268,320</u></u> | <u><u>243,569</u></u> |
| <br>                               |                       |                       |
| <b>7. Investment income</b>        |                       |                       |
|                                    | <b>2022</b>           | <b>2021</b>           |
|                                    | <b>£</b>              | <b>£</b>              |
| Income from investments            | 10,701                | 9,848                 |
|                                    | <u>10,701</u>         | <u>9,848</u>          |
|                                    | <u><u>10,701</u></u>  | <u><u>9,848</u></u>   |
| <br>                               |                       |                       |
| <b>8. Raising funds</b>            |                       |                       |
|                                    | <b>2022</b>           | <b>2021</b>           |
|                                    | <b>£</b>              | <b>£</b>              |
| <b>Trading subsidiary costs</b>    |                       |                       |
| Staff costs                        | 212,908               | 176,451               |
| Overheads                          | 35,322                | 19,857                |
|                                    | <u>248,230</u>        | <u>196,308</u>        |
| <b>Other trading activities</b>    |                       |                       |
| Investment management fees         | 3,899                 | 3,536                 |
|                                    | <u>252,129</u>        | <u>199,844</u>        |
|                                    | <u><u>252,129</u></u> | <u><u>199,844</u></u> |

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 SEPTEMBER 2022

9. Charitable activities expenditure

|                          | Activities<br>undertaken<br>directly<br>£ | Support<br>costs<br>£ | Total<br>2022<br>£ | Total<br>2021<br>£ |
|--------------------------|---|-----------------------|--------------------|--------------------|
| Voluntary Sector Support | 524,321                                   | 141,505               | 665,826            | 975,436            |
| Advocacy                 | 584,017                                   | 111,183               | 695,200            | 632,871            |
|                          | <u>1,108,338</u>                          | <u>252,688</u>        | <u>1,361,026</u>   | <u>1,608,307</u>   |

10. Support costs

|                                       | Management<br>Costs<br>£ | Governance<br>costs<br>£ | Total<br>2022<br>£ | Total<br>2021<br>£ |
|---------------------------------------|--------------------------|--------------------------|--------------------|--------------------|
| Management & admin staff salaries     | 99,280                   | -                        | 99,280             | 120,869            |
| Facility costs                        | 47,837                   | -                        | 47,837             | 38,153             |
| Office costs                          | 49,112                   | -                        | 49,112             | 56,351             |
| Professional fees                     | 34,235                   | 12,000                   | 46,235             | 8,699              |
| Annual review, AGM & trustee planning | -                        | 1,933                    | 1,933              | 1,206              |
| Depreciation                          | 8,291                    | -                        | 8,291              | 7,824              |
|                                       | <u>238,755</u>           | <u>13,933</u>            | <u>252,688</u>     | <u>233,102</u>     |

11. Governance costs

|                                       | 2022<br>£     | 2021<br>£    |
|---------------------------------------|---------------|--------------|
| Auditors fees                         | 12,000        | 6,720        |
| Annual Review, AGM & trustee planning | 1,933         | 1,206        |
|                                       | <u>13,933</u> | <u>7,926</u> |

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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**12. Net income for the year**

Net income is stated after charging;

|                         | <b>2022</b>       | <b>2021</b>       |
|-------------------------|-------------------|-------------------|
|                         | £                 | £                 |
| Depreciation            | 8,291             | 7,824             |
| Operating lease rentals | -                 | 16,864            |
|                         | <u>          </u> | <u>          </u> |

**13. Auditors remuneration**

|               |                   |                   |
|---------------|-------------------|-------------------|
| Auditors fees | 10,000            | 5,600             |
|               | <u>          </u> | <u>          </u> |
|               | <u>10,000</u>     | <u>5,600</u>      |
|               | <u>          </u> | <u>          </u> |

**14. Financial performance of the charitable company**

The Consolidated Statement of Financial Activities includes the results of the wholly owned subsidiary.

The summary financial performance of the charity alone is;

|                                   | <b>2022</b>       | <b>2021</b>       |
|-----------------------------------|-------------------|-------------------|
|                                   | £                 | £                 |
| Income                            | 1,652,917         | 1,614,469         |
| Expenditure                       | ( 1,364,925 )     | ( 1,607,012 )     |
| Net gains/(losses) on investments | ( 61,248 )        | 69,484            |
| <b>Net income</b>                 | <u>226,744</u>    | <u>76,941</u>     |
|                                   | <u>          </u> | <u>          </u> |

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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**15. Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel**

The total staff costs and employees benefits were as follows:

|                       | <b>2022</b>             | <b>2021</b>             |
|-----------------------|-------------------------|-------------------------|
|                       | <b>£</b>                | <b>£</b>                |
| Wages and salaries    | 1,152,155               | 1,035,170               |
| Social security costs | 101,811                 | 89,942                  |
| Other pension costs   | 51,202                  | 47,368                  |
|                       | <u>1,305,168</u>        | <u>1,172,480</u>        |
|                       | <u><u>1,305,168</u></u> | <u><u>1,172,480</u></u> |

The average number of employees during the year was as follows:

|                       | <b>2022</b>      | <b>2021</b>      |
|-----------------------|------------------|------------------|
|                       | <b>Number</b>    | <b>Number</b>    |
| Advocacy              | 22               | 23               |
| Advocacy Haref        | 4                | 4                |
| Business Services     | 10               | 6                |
| Support & Development | 8                | 6                |
| Commercial            | 1                | 1                |
| Core                  | 3                | 4                |
| Marketing             | 1                | 1                |
|                       | <u>49</u>        | <u>45</u>        |
|                       | <u><u>49</u></u> | <u><u>45</u></u> |

One employee received remuneration of more than £60,000 (2021 - 1).

The Trustees were not paid or received any other benefits from employment in the year (2021 – £nil). No Trustee received payment for professional or other services supplied to the charity (2021 - £nil).

There were no expenses paid to trustees during the year (2021 – nil)

The key management personnel of the charity comprise the Trustees and the Chief Executive. The total employee benefits of the Management Team of the charity were £63,743 (2021 - £67,472).

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 SEPTEMBER 2022

16. Tangible fixed assets  
Group

|                       | Equipment,<br>fixtures &<br>fittings<br>£ | Restricted<br>office<br>equipment<br>£ | Total<br>£ |
|-----------------------|---|--|------------|
| <b>Cost</b>           |   |  |            |
| At 1 October 2021     | 44,493                                    | 19,771                                 | 64,264     |
| Additions             | 2,228                                     | -                                      | 2,228      |
| At 30 September 2022  | 46,721                                    | 19,771                                 | 66,492     |
| <b>Depreciation</b>   |   |  |            |
| At 1 April 2021       | 36,693                                    | 6,041                                  | 42,734     |
| Charge for the year   | 3,635                                     | 4,943                                  | 8,578      |
| At 30 September 2022  | 40,328                                    | 10,984                                 | 51,312     |
| <b>Net book value</b> |   |  |            |
| At 30 September 2022  | 6,393                                     | 8,787                                  | 15,180     |
| At 30 September 2021  | 7,800                                     | 13,730                                 | 21,530     |

Charity

|                       | Equipment,<br>fixtures &<br>fittings<br>£ | Restricted<br>office<br>equipment<br>£ | Total<br>£ |
|-----------------------|---|--|------------|
| <b>Cost</b>           |   |  |            |
| At 1 October 2021     | 44,493                                    | 19,771                                 | 64,264     |
| Additions             | -   | -                                      | -          |
| At 30 September 2022  | 44,493                                    | 19,771                                 | 64,264     |
| <b>Depreciation</b>   |   |  |            |
| At 1 April 2021       | 36,693                                    | 6,041                                  | 42,734     |
| Charge for the year   | 3,348                                     | 4,943                                  | 8,291      |
| At 30 September 2022  | 40,041                                    | 10,984                                 | 51,025     |
| <b>Net book value</b> |   |  |            |
| At 30 September 2022  | 4,452                                     | 8,787                                  | 13,239     |
| At 30 September 2021  | 7,800                                     | 13,730                                 | 21,530     |

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 SEPTEMBER 2022**

**17. Investments**

|                                      | <b>Group<br/>2022</b> | <b>Charity<br/>2022</b> | <b>Group<br/>2021</b> | <b>Charity<br/>2021</b> |
|--------------------------------------|-----------------------|-------------------------|-----------------------|-------------------------|
|                                      | £                     | £                       | £                     | £                       |
| Listed investments                   | 420,136               | 420,136                 | 459,154               | 459,154                 |
| Investment in subsidiary undertaking | -                     | 2                       | -                     | 2                       |
|                                      | <u>420,136</u>        | <u>420,138</u>          | <u>459,154</u>        | <u>459,156</u>          |

| <b>Company</b>                           | <b>Country</b>    | <b>Percentage<br/>Shareholding</b> | <b>Description</b> |
|--|-------------------|------------------------------------|--------------------|
| Connected Voice Business<br>Services Ltd | England and Wales | 100%                               | Ordinary           |

Connected Voice Business Services Ltd whose principle activity is the provision of financial and administrative services for charitable organisations. The results and summary of assets and liabilities of the company are as follows:

|                                 | <b>2022</b>       | <b>2021</b>     |
|---------------------------------|-------------------|-----------------|
|                                 | £                 | £               |
| Turnover                        | 258,951           | 261,237         |
| Administration costs            | ( 294,559 )       | ( 228,704 )     |
| Profit for the year             | <u>( 35,608 )</u> | <u>32,533</u>   |
| Distribution to Connected Voice | -                 | 7,296           |
|                                 | <u>        </u>   | <u>        </u> |
|                                 | <b>2022</b>       | <b>2021</b>     |
|                                 | £                 | £               |
| Total assets                    | 614,733           | 716,743         |
| Total liabilities               | ( 650,339 )       | ( 684,208 )     |
| Shareholders' funds             | <u>( 35,606 )</u> | <u>32,535</u>   |

**Fixed assets listed investments**

|  |                |
|--|----------------|
| Market value at 1 October 2021             | £<br>459,154   |
| Additions to investments at cost           | 22,229         |
| Disposals at carrying value                | -              |
| Revaluation of investments to market value | (61,247)       |
| Market value at 30 September 2022          | <u>420,136</u> |
| Historical cost                            | <u>386,588</u> |

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 SEPTEMBER 2022

18. Stocks

|                  | 2022          | Group<br>2021 | Charity<br>2022 | 2021     |
|------------------|---------------|---------------|-----------------|----------|
|                  | £             | £             | £               | £        |
| Work in progress | 30,968        | 23,187        | 22,056          | -        |
|                  | <u>30,968</u> | <u>23,187</u> | <u>22,056</u>   | <u>-</u> |

19. Debtors

|   | 2022           | Group<br>2021  | Charity<br>2022 | 2021           |
|---|----------------|----------------|-----------------|----------------|
|   | £              | £              | £               | £              |
| Trade debtors                           | 354,183        | 335,438        | 380,139         | 264,570        |
| Prepayments                             | 49,799         | 46,914         | 48,902          | 46,914         |
| Amounts due from subsidiary undertaking | -              | -              | 106,844         | 135,804        |
|   | <u>403,982</u> | <u>382,352</u> | <u>535,885</u>  | <u>447,288</u> |

20. Creditors: amounts falling due within one year

|                                 | 2022           | Group<br>2021  | Charity<br>2022 | 2021           |
|---------------------------------|----------------|----------------|-----------------|----------------|
|                                 | £              | £              | £               | £              |
| Trade creditors                 | 16,368         | 11,529         | 27,921          | 11,529         |
| Social security and other taxes | 81,887         | 67,320         | 38,434          | 58,345         |
| Accruals and other creditors    | 51,056         | 31,969         | 53,227          | 31,969         |
| Holding accounts                | 435,982        | 559,757        | -               | -              |
| Deferred Income                 | 16,711         | 16,984         | 16,711          | 16,984         |
|                                 | <u>602,004</u> | <u>687,559</u> | <u>136,293</u>  | <u>118,827</u> |

Deferred income

|                                  |               |
|----------------------------------|---------------|
|                                  | £             |
| At 1 October 2021                | 16,984        |
| Released to incoming resources   | ( 16,984 )    |
| Amounts deferred during the year | 16,711        |
|                                  | <u>16,711</u> |



**Connected Voice**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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**21. Holding Accounts**

|                                       | Opening balance<br>as at 1 Oct 2021 | Receipts                 | Payments                     | Closing balance<br>30 Sept 22 |
|---------------------------------------|-------------------------------------|--------------------------|------------------------------|-------------------------------|
|                                       | £                                   | £                        | £                            | £                             |
| Connected Voice Business Services Ltd | 559,757                             | 13,299,285               | ( 13,423,060 )               | 435,982                       |
|                                       | <u>559,757</u>                      | <u>13,299,285</u>        | <u>( 13,423,060 )</u>        | <u>435,982</u>                |
|                                       | <u><u>559,757</u></u>               | <u><u>13,299,285</u></u> | <u><u>( 13,423,060 )</u></u> | <u><u>435,982</u></u>         |

During the year Connected Voice' subsidiary held monies on behalf of other organisations. Connected Voice Business Services Ltd provides a payroll and bookkeeping service to a number of small organisations and holds monies for this purpose. Holding account balances are included in cash, but are also held as a creditor as these amounts are technically repayable to clients.

**Connected Voice**

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 SEPTEMBER 2022**

**22. Analysis of funds**

|  | Balance<br>1 October<br>2021<br>£ | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Transfers<br>£ | Gain/<br>(loss)<br>£ | Balance<br>30 Sept<br>2022<br>£ |
|--|-----------------------------------|----------------------------|----------------------------|----------------|----------------------|---------------------------------|
| <i>Year ended 30 September 2022</i>        |                                   |                            |                            |                |                      |                                 |
| <b>Unrestricted funds</b>                  |                                   |                            |                            |                |                      |                                 |
| General fund                               | 592,829                           | 1,384,349                  | ( 1,315,494 )              | -              | ( 61,248 )           | 600,436                         |
| <b>Designated funds</b>                    |                                   |                            |                            |                |                      |                                 |
| Business development                       | 8,842                             | -                          | ( 8,842 )                  | -              | -                    | -                               |
| Digital transformation                     | 60,000                            | -                          | ( 2,344 )                  | -              | -                    | 57,656                          |
| COVID resilience                           | 12,802                            | -                          | ( 12,802 )                 | -              | -                    | -                               |
| Haref                                      | 25,000                            | -                          | -                          | -              | -                    | 25,000                          |
| Office Move                                | 50,000                            | -                          | -                          | -              | -                    | 50,000                          |
| Workforce Strategy                         | 50,000                            | -                          | ( 14,850 )                 | -              | -                    | 35,150                          |
| Advocacy                                   | 50,000                            | -                          | ( 7,964 )                  | -              | -                    | 42,036                          |
| Governance                                 | 20,000                            | -                          | ( 7,000 )                  | -              | -                    | 13,000                          |
|  | <u>276,644</u>                    | <u>-</u>                   | <u>( 53,802 )</u>          | <u>-</u>       | <u>-</u>             | <u>222,842</u>                  |
| <b>Restricted funds</b>                    |                                   |                            |                            |                |                      |                                 |
| Restricted IT equipment                    | 13,730                            | -                          | ( 4,943 )                  | -              | -                    | 8,787                           |
| SkillsBridge                               | 7,295                             | -                          | -                          | -              | -                    | 7,295                           |
| HAREF (restricted donation)                | 33,372                            | -                          | ( 3,000 )                  | -              | -                    | 30,372                          |
| HAREF                                      | 3,027                             | 12,363                     | ( 11,821 )                 | -              | -                    | 3,569                           |
| Safeguarding Training                      | 7,529                             | 2,890                      | ( 10,419 )                 | -              | -                    | -                               |
| Community Foundation                       | 22,944                            | -                          | ( 22,944 )                 | -              | -                    | -                               |
| NCC Public Health Digital<br>Resilience    | 33,000                            | -                          | ( 11,400 )                 | -              | -                    | 21,600                          |
| VODA                                       | 17,000                            | 29,500                     | ( 22,496 )                 | -              | -                    | 24,004                          |
| Community Foundation                       | 6,782                             | -                          | ( 6,782 )                  | -              | -                    | -                               |
| Police & Crime Commissioner<br>Northumbria | 875                               | 49,201                     | ( 50,076 )                 | -              | -                    | -                               |
| Newcastle Gateshead CCG VCS                | -                                 | 300,000                    | ( 9,742 )                  | -              | -                    | 290,258                         |
| Future You Project                         | -                                 | 29,987                     | ( 29,987 )                 | -              | -                    | -                               |
| National Lottery Community Fund            | -                                 | 30,000                     | ( 30,000 )                 | -              | -                    | -                               |
| GHD Digital Transformation                 | -                                 | 15,000                     | ( 15,000 )                 | -              | -                    | -                               |
| Community Foundation                       | -                                 | 8,999                      | ( 8,999 )                  | -              | -                    | -                               |
| NHS Funding                                | -                                 | 6,250                      | ( 6,250 )                  | -              | -                    | -                               |
|  | <u>145,554</u>                    | <u>484,190</u>             | <u>( 243,859 )</u>         | <u>-</u>       | <u>-</u>             | <u>385,885</u>                  |
| <b>Total funds</b>                         | <u>1,015,027</u>                  | <u>1,868,539</u>           | <u>( 1,613,155 )</u>       | <u>-</u>       | <u>( 61,248 )</u>    | <u>1,209,163</u>                |

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 SEPTEMBER 2022

22. Analysis of funds (Continued)  
Year ended 30 September 2021

|                              | Balance<br>1 October<br>2020 | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Transfers<br>£ | Gain/<br>(loss)<br>£ | Balance<br>30 Sept<br>2021<br>£ |
|------------------------------|------------------------------|----------------------------|----------------------------|----------------|----------------------|---------------------------------|
| <b>Unrestricted funds</b>    |                              |                            |                            |                |                      |                                 |
| General fund                 | 598,860                      | 1,271,932                  | ( 1,166,544 )              | ( 180,903 )    | 69,484               | 592,829                         |
| <b>Designated funds</b>      |                              |                            |                            |                |                      |                                 |
| Business development         | 68,951                       | -                          | ( 60,109 )                 | -              | -                    | 8,842                           |
| Digital transformation       | 60,000                       | -                          | -                          | -              | -                    | 60,000                          |
| COVID resilience             | 21,049                       | -                          | ( 4,150 )                  | ( 4,097 )      | -                    | 12,802                          |
| Haref                        | -                            | -                          | -                          | 25,000         | -                    | 25,000                          |
| Office Move                  | -                            | -                          | -                          | 50,000         | -                    | 50,000                          |
| Workforce Strategy           | -                            | -                          | -                          | 50,000         | -                    | 50,000                          |
| Advocacy                     | -                            | -                          | -                          | 50,000         | -                    | 50,000                          |
| Governance                   | -                            | -                          | -                          | 20,000         | -                    | 20,000                          |
|                              | 150,000                      | -                          | ( 64,259 )                 | 190,903        | -                    | 276,644                         |
| <b>Restricted funds</b>      |                              |                            |                            |                |                      |                                 |
| Restricted IT equipment      | 18,673                       | -                          | ( 4,943 )                  | -              | -                    | 13,730                          |
| SkillsBridge                 | 7,295                        | -                          | -                          | -              | -                    | 7,295                           |
| HAREF (restricted donation)  | 33,372                       | -                          | -                          | -              | -                    | 33,372                          |
| HAREF                        | 17,302                       | 30,064                     | ( 44,339 )                 | -              | -                    | 3,027                           |
| Safeguarding Training        | 4,855                        | 8,637                      | ( 5,963 )                  | -              | -                    | 7,529                           |
| Digital Training             | 10,740                       | -                          | ( 10,740 )                 | -              | -                    | -                               |
| VCSE Resilience              | 72,123                       | -                          | ( 62,123 )                 | ( 10,000 )     | -                    | -                               |
| Public Health NCC            | -                            | 75,000                     | ( 75,000 )                 | -              | -                    | -                               |
| Community Foundation NET     | -                            | 39,268                     | ( 39,268 )                 | -              | -                    | -                               |
| DEFRA Food Grant             | -                            | 230,920                    | ( 230,920 )                | -              | -                    | -                               |
| Community Foundation         | -                            | 25,000                     | ( 2,056 )                  | -              | -                    | 22,944                          |
| NCC Public Health Digital    |                              |                            |                            |                |                      |                                 |
| Resilience                   | -                            | 38,000                     | ( 5,000 )                  | -              | -                    | 33,000                          |
| VODA                         | -                            | 17,000                     | -                          | -              | -                    | 17,000                          |
| Advocacy – Families Through  |                              |                            |                            |                |                      |                                 |
| Crisis                       | 7,322                        | 21,108                     | ( 28,430 )                 | -              | -                    | -                               |
| Advocacy – Refugees & Asylum |                              |                            |                            |                |                      |                                 |
| Seekers                      | -                            | 9,969                      | ( 3,187 )                  | -              | -                    | 6,782                           |
| Advocacy                     | 10,528                       | -                          | ( 10,528 )                 | -              | -                    | -                               |
| Advocacy – Hate Crime        | -                            | 48,710                     | ( 47,835 )                 | -              | -                    | 875                             |
| Advocacy – Welfare           | 4,516                        | -                          | ( 4,516 )                  | -              | -                    | -                               |
| Advocacy – Safeguarding      | 2,500                        | -                          | ( 2,500 )                  | -              | -                    | -                               |
|                              | 758,947                      | 543,676                    | ( 577,348 )                | -              | -                    | 145,554                         |
| <b>Total funds</b>           | 2,939,671                    | 1,815,608                  | ( 1,808,151 )              | -              | 69,484               | 1,015,027                       |

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

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Transfers from restricted funds relate to capital grants where all conditions linked to restrictions have been met.

**22. Analysis of funds (Continued)**

**DESIGNATED FUNDS:**

**Covid Resilience**

For additional costs arising from operating during Covid-19 restrictions.

**Digital Transformation**

For new digital infrastructure including new telephony, software and processes.

**HAREF**

To extend the ongoing Haref Allies Project. It is expected that this fund will be utilised by 30 September 2023.

**Office Move**

To cover additional costs associated with the office move to One Strawberry Lane. The move took place in January 2023.

**Advocacy**

Development and restructuring of the advocacy service.

**Governance**

Governance and associated legal fees.

**Workforce Strategy**

To support work to consider regrading and promotion processes within Connected Voice.

**RESTRICTED FUNDS:**

**Restricted IT equipment**

Providing resources to enable key staff to work from home throughout the COVID-19 pandemic.

**SkillsBridge**

Facilitating and maintaining a network of professionals, volunteering their time and expertise to support the ongoing development of voluntary organisations in the North East.

**HAREF**

Working to improve the health and wellbeing of BAME communities in Gateshead and Newcastle by providing regular networks, engagement opportunities and information to organisations in the VCS and public sector.

**Safeguarding Training**

To make safeguarding resources available at a local level, deliver regular training sessions and create new/build on existing networks.

**Digital Training**

To expand our traditional support provision by giving people and communities we serve the opportunity to access online training to advance their knowledge and practice.

**VCSE Resilience**

To provide support packages comprising business resilience and management support for community sector organisations based in Newcastle.

**Public Health NCC Covid Grant**

To support the Newcastle VCS with infection control funding to ensure their premises were Covid-19 secure.

## Connected Voice

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2022

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#### 22. Analysis of funds (Continued)

##### **Community Foundation NET DCMS Fund**

To deliver finance training, cultural competency training and specialist consultancy support for the VCS in Newcastle and Gateshead.

##### **DEFRA Food Grant**

Funds to be distributed in full to VCS organisations.

##### **Community Foundation**

To develop Haref Allies membership offer.

##### **NCC Public Health Digital Resilience**

To support the sector to improve digital skills through undertaking a digital assessment and recommendations how to improve this.

##### **North Of Tyne Volunteering Project (VODA)**

To create the North of Tyne as a volunteer area of excellence, this is a five year project.

##### **Advocacy – Refugees & Asylum Seekers**

Direct advocacy to refugee and asylum seekers to have voices heard and access to services.

##### **Advocacy – Hate Crime**

Providing Hate Crime Advocacy, supporting people who have experienced, or are at risk of hate crime in the Northumbria area.

##### **National Lottery Community Fund**

To support families through crisis.

##### **Community Foundation – Fund from Pargiter Trust Community Foundation**

Advocacy support to older people (65+), focus on ethnically minoritised and LGBTQ+ communities in Newcastle and Gateshead.

##### **Future you is Community Renewal Fund via Gateshead Council**

Future You Employability project.

##### **GHD Digital Transformation should be Gateshead Council (Digital Transformation)**

Funded by Gateshead Council for digital transformation VCS.

##### **NHS NENC ICS (North East North Cumbria Integrated Care System)**

To fund On the Hoof health information bulletin.

##### **Newcastle Gateshead CCG VCS**

The money in this fund is to be distributed to VCSE organisations in Newcastle and Gateshead with increasing running costs who tackle health issues, or deliver preventative work around health and wellbeing in order to provide them with additional support during the cost of living crisis. The amount carried forward at the end of the year are amounts which are yet to be distributed, and all have been distributed subsequent to the year end.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

**23. Analysis of net assets between funds**

Year ended 30 September 2022

|                                       | Unrestricted<br>Funds<br>£ | Designated<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>£       |
|---------------------------------------|----------------------------|--------------------------|--------------------------|------------------|
| Tangible assets                       | 6,393                      | -                        | 8,787                    | 15,180           |
| Investments                           | 420,136                    | -                        | -                        | 420,136          |
| Current assets                        | 775,911                    | 222,842                  | 377,098                  | 1,375,851        |
| Creditors amounts due within one year | ( 602,004 )                | -                        | -                        | ( 602,004 )      |
|                                       | <u>600,436</u>             | <u>222,842</u>           | <u>385,885</u>           | <u>1,209,163</u> |

Year ended 30 September 2021

|                                       | Unrestricted<br>Funds<br>£ | Designated<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>£       |
|---------------------------------------|----------------------------|--------------------------|--------------------------|------------------|
| Tangible assets                       | 7,800                      | -                        | 13,730                   | 21,530           |
| Investments                           | 459,154                    | -                        | -                        | 459,154          |
| Current assets                        | 813,434                    | 276,644                  | 131,824                  | 1,221,902        |
| Creditors amounts due within one year | ( 687,559 )                | -                        | -                        | ( 687,559 )      |
|                                       | <u>592,829</u>             | <u>276,644</u>           | <u>145,554</u>           | <u>1,015,027</u> |

**24. Operating leases**

The future minimum lease payments under non-cancellable operating leases are as follows;

|  | <b>2022</b><br>£ | <b>2021</b><br>£ |
|--|------------------|------------------|
| Not later than one year                      | 78,492           | 78,492           |
| Later than one and not later than five years | 580,330          | 653,330          |
|  | <u>658,822</u>   | <u>731,822</u>   |

**25. Related Party Transactions**

There have been no related party transactions during the year (2021 – none).

**Connected Voice**

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 SEPTEMBER 2022****26. Pension Commitments**

The charity operates a money purchase pension scheme. The pension scheme cost charge of £51,202 (2021 - £47,368) represent amounts payable by the charity. Unremitted amounts of £19,327 (2021 - £19,117) is included in creditors.

**27. Capital Commitments**

As at 30 September 2022, the charity had no capital commitments (2021 - £nil).

**28. Reconciliation of net income to net cash flow from operating activities**

|   | 2022<br>£      | 2021<br>£      |
|---|----------------|----------------|
| Net income for the year                 | 194,136        | 76,941         |
| Adjustments for:                        |                |                |
| Investment income                       | ( 10,701 )     | ( 9,848 )      |
| Depreciation on tangible assets         | 8,578          | 7,824          |
| Losses/(Gains) on investments           | 61,247         | ( 69,484 )     |
| Increase in stock                       | ( 7,781 )      | ( 6,928 )      |
| (Increase)/decrease in debtors          | ( 21,630 )     | ( 49,778 )     |
| (Decease)/Increase in creditors         | ( 85,555 )     | 223,873        |
| Net cash flow from operating activities | <u>138,294</u> | <u>172,600</u> |

**29. Analysis of net debt**

The charitable company had no debt during the year.

**30. Events after the end of the reporting period**

On 14 February 2023 the board of Connected Voice, the parent company of Connected Voice Business Services Limited passed a special resolution. They resolved to integrate the trade and assets of Connected Voice Business Services Ltd into Connected Voice where it will run as a division of the charity. This will allow for more direct governance and control of the division, whose activities are wholly in line with the primary purposes of the charity. It was resolved that this transition would be undertaken in the period to 30th September 2023.