



Annual Review 2019 - 2020

We amplify voices · We champion equality · We inspire change · We support action · We connect people

Our Annual Review summarises our work from 1 October 2019 to 30 September 2020. Please visit our website to read the full Annual Report.

From our Chair's Report:

This report covers a timespan that starts on October 1st, 2019, which seems like a lifetime ago. At that time, Connected Voice was embarking on an exciting period of renewal – the name of the organisation had just changed and Lisa Goodwin was starting on her first day as our new Chief Executive. Connected Voice continued to be the voice of the sector, challenging, enabling, supporting and helping. Then in March 2020 everything changed.

The immediate focus for the organisation at that moment was to understand the needs of those we support. In a matter of days, Connected Voice went from being a physical organisation in the Higham House office space to a virtual organisation dispersed across the region, and worked diligently to find out what was needed and delivered it. That might have been Connected Voice Business Services being the reliable steward of how to furlough staff through our payroll service. Or Connected Voice Haref working on translating government advice into the many languages of the communities of Newcastle and Gateshead. Or Connected Voice Advocacy making sure that the voices of vulnerable people were heard when it mattered most. Or Connected Voice Support and Development making sure that charities had the support they needed on emergency fundraising, health and safety, governance and so much more.

And with so much need, Connected Voice partnered with Newcastle City Council on Citylife Line, and delivered support to over 2,700 residents. Together, we raised funds of over £50,000 for 19 charities to support residents. We lobbied for

and distributed £270,000 of core funding support from North of Tyne Combined Authority to 18 charities in Newcastle. We worked with Gateshead community organisations to secure additional core funding for them and support their community response. Spring and Summer 2020 saw a surge in voluntary work, and neighbours helped neighbours as best they could. At the same time, significant conversations happened inspired by Black Lives Matter. That was a vital reminder that even when this pandemic subsides, there are major issues as a society we have to face, including structural inequality, prejudice in all its forms, poverty and climate emergency.

In closing I want to thank the staff of Connected Voice who have adapted to the extraordinary circumstances so well. Next, I want to thank my fellow Trustees and within this particular mention must be made of Steve Nash and Kate Israel who have served for many years and whose wisdom and insight have been invaluable. Last, but not least, I want to thank the voluntary sector of Newcastle and Gateshead and the many partners who have shown such support to the sector in these last 12 months – you have made such an extraordinary difference to the lives of the people who need it most in the most difficult year. You do it without fanfare



You have made such an extraordinary difference to the lives of the people who need it most in a difficult year

and without publicity, but you do it day in and day out because you simply believe it's the right thing to do, and for that you deserve the biggest thanks of all.

**Simon Elliott,
Chair, Connected Voice**

At the heart of community action for 90 years

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When Connected
Voice Advocacy is the
advocate, I know the
patient is in safe hands

In 2019/2020 we:

Provided **16,720** hours of direct advocacy support to
1,560 people

Worked on **2,021** issues with our service users

Worked with over **22** ethnic minority
communities and people across **40** languages

Employed **4** bilingual advocates, and trained
and supported **16** volunteers



In addition to delivering our services, we:

Supported Care Home residents to vote in the elections

Responded to the Coronavirus Bill

Challenged breaches of the Human Rights Act during lockdown

Responded to consultations on Hate Crime and the Mental
Capacity and Mental Health Acts

Improved referral pathways during the pandemic

Challenged incidents of institutional abuse

Collaborated with advocacy providers to dispel myths
around advocacy services during the pandemic

**Connecting you to free, high quality, ethical and
independent advocacy**

Rights · Choices · Decisions · Actions



Can't thank you enough
Michelle for your patience
and expertise. And for
making it all such fun

In 2019/2020 we:

Supported **102** organisations with their payroll

Supported **62** organisations with auto enrolment (pension)

Completed Year End accounts and Independent
Examinations for **106** organisations

Provided bookkeeping and management accounts to **9**
organisations

Helped **19** organisations switch to a digital financial system

Supported **40** clients to submit furlough claims



In addition to delivering our services, we:

Issued regular email updates to all clients
about changes to employment schemes and
business support for COVID-19

Delivered two training sessions around
managing a budget

**Connecting organisations to our specialist
charity finance expertise**

Payroll · Accounts · Training · Reports



Giving a voice to those working with ethnic minority communities and finding solutions to arising issues

In 2019/2020 we:

Delivered Cultural Competency Sessions to **140** people

Designed Ramadan 'safe fasting' calendars for **11** mosques that reached over **11,000** people on social media

Ran two Haref Network meetings for **50** attendees and one Haref Allies meeting for **30** attendees

Regularly updated **650** subscribers to the Haref bulletin

In addition to delivering our services, we:

Worked with the local authorities in Newcastle and Gateshead to develop COVID-19 health and vaccine videos in different languages

Contributed to the Newcastle City Council communities COVID-19 response meetings and Community Champions meetings

Developed our Cultural Competency training so that it could be delivered online



Connecting ethnic minority communities and organisations to reduce health inequalities

Network · Engage · Inform · Cultural Competency



Thank you for all of the support you have given us during these tough times

In 2019/2020 we:

Supported **322** organisations with governance, funding, legal structures, policies and organisational development

Helped organisations to secure **£1.2 million** of grant funding

Held **11** networking events attended by over **300** delegates

Delivered **29** training sessions and hosted a Newcastle and Gateshead Virtual Funding Fair

Redeveloped OurGateshead community website which received **147,048** visits

In addition to delivering our services, we:

Worked with Newcastle City Council to develop a Citylife Line service to support vulnerable people across the city

Supported the CityLife Line fundraising appeal which raised over £50,000 for 19 Newcastle organisations to support people with food and essential items

Led a VCSE Resilience Programme to help organisations remodel services and funding in light of the pandemic

Established peer support networks for charity leaders



Connecting charities, social enterprises and community organisations to guidance and support

Funding · Planning · Governance · Strategy

Our Thanks

Contracts

- Newcastle City Council
- Gateshead Council
- Cumbria Northumberland Tyne & Wear NHS Foundation Trust
- NHS Newcastle Gateshead CCG
- Durham City Council
- Blackburn and Darwen Borough Council
- Middlesbrough Council
- South Tyneside Council
- Irwin Mitchell LLP Newcastle upon Tyne
- Redcar & Cleveland Borough Council
- North Tyneside Children Services

Grants and Donations

- National Lottery Community Fund
- Community Foundation
- Northumbria PCC
- Barbour Foundation
- RW Mann Trust
- The Joicey Trust
- Sir James Knott Trust
- Hadrian Trust

Funding in partnership with:

- VONNE
- Opening Doors Newcastle East End Partnership Community Buildings
- Newcastle Law Centre

Income and Expenditure

Summary of income and expenditure for the 12 month period ended 30 September 2020

	Unrestricted Funds (£)	Restricted Funds (£)	Total (£)
Income from:			
Generated funds	202,953	-	202,953
Charitable activities	881,470	266,128	1,147,598
Donations	24,570	26,735	51,305
Total income	1,108,993	292,863	1,401,856
Expenditure on:			
Raising funds	182,612	-	182,612
Charitable activities	896,977	196,179	1,093,156
Total expenditure	1,079,589	196,179	1,275,768
Net investment (losses)	(17,825)	-	(17,825)
Net income (expenditure)	11,579	96,684	108,263

Our Accreditation



North East
Better Health
at Work Award
Gold Award



Find out more

If you would like to find out more about how we can support you, please visit our website or alternatively email or phone us for more information:

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