



(A company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS
For the period 01 April 2018 to 30 September 2019

Charity Number 1125877
Company Number 06681475

TRUSTEES ANNUAL REPORT

For the period 01 April 2018 to 30 September 2019

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The trustees are pleased to present their annual report together with the financial statements of the Charity for the period 01 April 2018 to 30 September 2019 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

Trying to find the words to sum up the last 18 months feels like a near impossible task. For the voluntary sector in Newcastle and Gateshead, we know from our 'Canaries in the Coal Mine' report that 80% of organisations have seen a demand for their services growing yet again, that poverty, exacerbated by welfare reform, continues to be a blight on our society, and that funding for the sector is harder and harder to come by. Mental wellbeing is a topic that has lost its taboo status for many and is revealed to be little short of a regional and national crisis. Local authorities are doing their best in the face of deep and sustained budget cuts and the much-heralded 'end of austerity' has yet to arrive. The North East has the highest unemployment rate and the lowest job creation rate in Great Britain. And in 2020, we now are at a moment where life expectancy amongst women in the poorest areas is actually declining. Life for many is truly hard.

And yet there is optimism. Volunteering is growing and innovation is happening, with many voluntary organisations developing new and better services. Necessity is quite literally in this case the mother of invention. On the environment, 2019 was the year that Extinction Rebellion rose to prominence as a movement in response to the present and continuing critical damage to the planet, our country and the neighbourhoods in which we live. The declaration of Climate Emergency is a necessary first step and the actions that follow are the essential next steps. Seeing so many people demanding change and being the change gives optimism that we have the possibility for a better future.

Looking at our own organisation, in the last year we have changed our name from 'Newcastle Council for Voluntary Service' to 'Connected Voice'. Connected Voice means that we connect the sector, both within itself and externally, and we amplify the voice the sector to decision makers and multiply the influence of individual members as a result. We also said a fond farewell to Sally Young, who served as our Chief Executive for many years with distinction. We made sure that this extraordinary service was acknowledged at the end of 2019 and I am glad to do so again today. We have been delighted to welcome Lisa Goodwin as our Chief Executive from October 1st 2019. Lisa's track record in the sector, with VODA and then VONNE has been excellent and we are excited by the leadership she will bring to the next phase of our journey.

'Journey' describes a long endeavour and ours reached 90 years in 2019. 90 years of helping, supporting and enabling the people to do their very best to help those who need it most. 90 years of seeking to reduce inequality, always remembering that humanity and compassion are definitive aspects of who we are. I am

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grateful to everyone who came before us in those 90 years that they enabled this organisation to have a sustainable future and I know that all of us commit to that same responsibility for those who come after us. In closing, I would like to offer my thanks to all the staff of Connected Voice over the last 18 months, including esteemed colleagues who departed in the restructuring at the end of 2018. They have all done their vital work in difficult circumstances as they faced the outside world. I am pleased that as an organisation, Connected Voice achieved the Investors in People Award and the Gold level of Better Health at Work, which mark the standard we strive for in nurturing a good place to work. I would also like to thank my fellow Trustees who have given of their time so selflessly. Last but by no means least, thank you to you, the individuals and organisations that make up the voluntary sector in Newcastle and Gateshead. So often you put yourself second to put others first and, when there is so much that could make us all feel downhearted, that is truly inspiring.

Simon Elliott,
Chair, Connected Voice

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. There has been a review of the support given to voluntary and community organisations to improve effectiveness and efficiency, including the introduction of some new services across Newcastle and Gateshead. Our advocacy services extend across the wider North East area.

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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Today and for the Future

Our overall strategic aim is to improve quality of life through a broad programme of voluntary action recognising that priority should be focussed on the most disadvantaged communities. During 2018-19 we contributed to this aim 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 range of advocacy services and support to vulnerable people
- By championing voluntary and community action
- By strengthening voluntary and community organisations through our advice services
- By highlighting issues around poverty and inequality in Newcastle and Gateshead in our research, and addressing these through our work.

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 will be 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. Connected Voice has policies and procedures in place and works closely with our partner, Volunteer Centre Newcastle, in order to ensure that best practice is applied with respect to volunteering.

Our staff

We recognise the value and expertise of our staff. We are aware that the external funding environment is challenging; however we put in place appropriate support as a good employer. We have a range of staff engagement and involvement activities. We hold the Better Health at Work award at the silver level and worked towards Gold during the year. We are an accredited Living Wage Employer. We are actively involved in the Time to Change Campaign about improving mental health, and this year we introduced menopause awareness sessions for our staff. We have an apprentice and regularly involve interns.

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ACHIEVEMENTS AND PERFORMANCE

Connected Voice 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 the city through the sector's collective voice.

Connected Voice does this specifically by providing expert advice on governance, on the policies and procedures 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 forums and network events to keep the sector informed about new initiatives, new policies and legislation, and provide opportunities for voluntary organisations to increase their reach and influence. The forums are a place where Connected Voice members come together, where they can engage directly with public sector agencies and where voluntary sector representatives on multi-sector partnerships can inform and be accountable to their peers.

We also engage in appropriate area-wide, sub-regional, regional and national activities as 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, Clinical Commissioning groups, the Office of the Police and Crime Commissioner, Newcastle and Northumbria Universities and others. Through our work with SkillsBridge we engage in new partnerships with local businesses.

We continued to run the Haref project as part of our core service after taking on the work in 2017. This enabled us to extend our reach within BAME community groups, and to ensure they have access to support to address health inequalities.

Connected Voice Advocacy continues to provide a range of statutory and community advocacy projects across the North East. The Hate Crime advocacy work gathered pace and we contributed to the development of LGBT advocacy services. The DIY Advocate app has helped generate important additional income for us and we have trained health professionals on using it.

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Support and Development

Our Support and Development team worked with **465** organisations in Newcastle and Gateshead, providing advice and guidance on areas such as governance, legal structures, income generation, policies and procedures, and organisational development. As part of this service, the team helped organisations submit grant funding applications with a combined worth of approximately **£2.5 million**.

We organised **23** focused networking events. Our Children and Young People's Forums had themes such as strategic and partnership working, food poverty, and holiday hunger. Our Wellbeing and Health Open Forums had themes such as food and the voluntary sector, and health and wellbeing of minority communities. We organised a very well attended Movember event to talk about men's mental health and we arranged budget consultation sessions for Newcastle City Council and Gateshead Council.

The team delivered **21** skills-building sessions on topics such as Good Governance, Good Fundraising, Cyber Security, General Data Protection Regulations, Insurance and HR and Employment Law. The Team also organised **3** Funding Fairs, 2 in Newcastle in 2018 and 2019, and 1 in Gateshead in 2018, all of which were well attended by VCSE organisations and local and national grant funders.

We produced research reports on **Food Poverty in Newcastle** and **Canaries in the Coal Mine: The Views of the Voluntary, Community and Social Enterprise Sector**. Both reports received local, regional and national recognition.

We managed and developed the OurGateshead website, a resource for people to find out about activities and services in Gateshead, which received **186,523** visits and **428,961** page views.

We won two NAVCA Awards in 2019, one for Leadership and one for Embracing Digital.

Premium Services

We continued to generate additional income through our specialist services and during the year an increased number of organisations used our services to undertake organisational reviews, and to improve their governance.

Representation

Our representational role was significantly reduced during this period due to the changes in funding arrangements. We continue to ensure representation of the sector throughout Newcastle and Gateshead but we no longer have capacity to do this at the previous level. We ensured the sector had a voice and was represented at key meetings including health and wellbeing boards, Adults and Children's Safeguarding boards, and various strategic multi agency partnerships across Newcastle and Gateshead.

Information

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

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- Delivered 1500 copies of our quarterly magazine to our members and key contacts
- Streamlined and reviewed our information sheets
- Developed our Twitter following from 2,905 followers in April 2018 to 3661 followers by Sept 2019
- Increased our followers on Facebook to 828 and LinkedIn to 308
- Increased our income from jobs listings on our website
- Undertook a significant re-branding exercise which resulted in a new name, logo, brand and values.

Financial support

Our trading subsidiary Ellison Services Ltd T/A Charity Business Services continued to provide payroll, accounting and book-keeping services, supporting over 200 VCSE organisations.

Haref

Haref works with Black, Asian and Minority Ethnic (BAME) 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. During this year, Haref took on the management of our BAME public health contract as part of our streamlining of staffing.

Key achievements were:

- Cultural competency training delivered to **298** attendees
- April 2018- **3500 Ramadan calendars** distributed to 10 mosques with 3000 directly into people's homes across Newcastle, North Tyneside and Gateshead. In April 19 this increased with **4300 calendars** distributed to 11 mosques and 3500 homes.
- Engaged with **60 BAME organisations**
- Facilitated 4 Community forums on behalf of the CCG in 2018, and a further two up until Sept 2019
- Delivered 4 focus groups about Urgent Care Centres with the Haref network for the CCG
- Delivered 2 focus groups to the Haref Network with the Environment Agency to build community resilience
- Completed 30 Surveys with the Haref Network on smoking behaviours and attitudes for NCC Public Health
- Delivered 3 Haref Network meetings on the themes of mental health for BAME communities, hate crime, and future work streams
- Co-delivered a Time Out session with Doctors of the World on Safe Surgeries resulting in 11 GPs signing up as Safe Surgery
- Co-produced the Health Access Cards with NCC Public Health with 5000 cards distributed in Newcastle
- Hosted 2 training sessions on 'Ensuring equal access to the NHS' delivered by JCWI
- Established the Haref Allies network and held our first meeting with them
- Delivered 'Improving access to health services for BAME communities' training to Richmond Fellowship in Middlesbrough
- Hosted 2 training sessions on 'NHS charging regulations' delivered by Maternity action

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- Hosted 3 sessions by 'English Unlocked' on 'Communications skills' with someone whose first language is not English
- Supported Riverside CHP and The Children's society on publicity and communications and Networking for EU Settlement scheme
- Regularly contacted 557 individuals via our Haref bulletin

Advocacy

2018/19 has been another successful year for Connected Voice Advocacy. Our advocates stood shoulder to shoulder with more people than ever before to provide them with support to have their views heard and needs met. Advocates worked together with service users to achieve significantly improved independence, choice and control, engagement with services, access to services and health and wellbeing.

Our range of services promote social inclusion, equality and social justice and have enabled us to meet the diverse and complex needs of people in vulnerable circumstances across the region, mainly in Newcastle and Gateshead, but also to people living across Tyneside and Northumberland.

In 2018/19 we:

- Provided **over 30,000 hours of direct advocacy support to over 2000 people**
- Worked on over **3000 issues** with our service users
- Trained, supported and mentored **21 volunteer Advocates**
- Worked with people from 76 BAME communities
- Employed four bilingual Advocates
- Employed a level 3 Business Administration Apprentice

Community advocacy services in Newcastle and Gateshead

- **BAME** - supported adults from Black, Asian and Minority Ethnic communities with health and social care issues
- **Health and Care** - supported adults with physical disabilities, learning disabilities and mental health needs with social care issues
- **Families Through Crisis** - provided support to families in crisis
- **Welfare** - supported adults in crisis around poverty and benefits helping them develop skills to navigate the system
- **Neurological** - specialist support for adults with neurological conditions

Hate crime advocacy service in Northumberland, Tyne and Wear

- **Hate Crime** - supported people who experienced or were at risk of hate crime

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Statutory advocacy services in Gateshead

During 2018/19 our team of qualified advocates delivered **6746 hours of advocacy support to 652 clients** across the four roles under the three Acts which affect vulnerable people (mental health/capacity and care acts).

- **Independent Mental Health Act** - supported people subject to the Mental Health Act around their care and treatment, ensuring their rights were upheld
- **Independent Mental Capacity** - helped people who lack capacity, and do not have friends or relatives to support them, to make certain important decisions
- **Independent Care Act** - supported people's involvement in care and support assessment, planning and review and safeguarding processes
- **Relevant Person's Representatives** - ensured that the rights of people being deprived of their liberty under the Mental Capacity Act Deprivation of Liberty Safeguards were protected

We also provide all types of advocacy on an individually funded basis including out of area statutory cases, personal injury claimants, assistance in court and specialist advocacy for people with autism.

Quality and Innovation

- Awarded the Quality Performance Mark for period February 2019 – January 2022.
- We won the National Advocacy Award for Outstanding Service 2018

Acknowledgements

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

Connected Voice is an active member of NCVO, NAVCA, ACEVO, the Community Foundation (Tyne, Wear and Northumberland), 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 a number of significant and appropriate local partnerships, initiatives, boards and committees.

Social Value

Connected Voice tries to act in a socially responsible manner. We use other voluntary sector 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. All of our volunteers are supported in line with current volunteering policies. During the year we have benefitted from ten active trustees who all volunteered their skills, knowledge and expertise and linked us to helpful networks and useful partners.

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CONNECTED VOICE – PLANS FOR 2019-20

Our plans include:

- Successfully embed the new name, brand and values for our organisation
- Successful delivery of the Newcastle and Gateshead infrastructure support contracts and re-securing these contracts at the tendering stage
- Increased focus on income generation across the whole organisation – focusing on Premium Services, Financial Services, and the development of DIY Advocate
- Developing new partnerships to promote closer working across infrastructure organisations in our region
- Taking a lead on supporting organisations with practical steps to tackle climate emergency
- Improving our digital offer and embedding digital ways of working
- Maintaining core activities and seeking funding for new innovative services which fit in with our ethos and to support Full Cost Recovery, ensuring financial stability
- Deliver outcomes to an exceptional standard to ensure that Connected Voice Advocacy's reputation as a leading advocacy organisation continues, making a difference to the most people within available resources
- Ensure our staff have the capacity and the correct skills to provide a high quality service and that we are able to retain our qualified and experienced workers
- Review senior management structure to ensure it is effective
- Streamline and improve our Financial Services offer to ensure it best meets the needs of our VCSE clients while ensuring improved income generation capacity

FINANCIAL REVIEW

Connected Voice bids for funds via statutory sources and charitable trusts and foundations, and does minimal public fundraising. A substantial part of our income comes through contracts, supplemented by grants. 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 is 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, this is an essential tool for us to use in deciding whether or not to bid for a service.

Senior managers and the Treasurer meet to set budgets annually and during the course of the reporting period the management team worked on improved, more dynamic financial reporting, which is due to be implemented in the coming year

We hold four key contracts (with Newcastle Council, Gateshead Council, and Newcastle Gateshead CCG) and anticipate that all of these will go out to tender in the 19-20 financial year. This will present a challenge for us in terms of capacity, however we keep up to speed on contract publication dates and will plan our workload accordingly.

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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 22 to the accounts.

Trading activities

The results of Connected Voice Charity Business Services, our trading company, are summarised in note 24 of the accounts. A surplus was generated during the period of £13,584 (2018: £21,491)

Financial dependency

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

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 Charity Business Services provides payroll and bookkeeping services to a number of small voluntary organisations and holds monies for this purpose. Further detail is given in note 32.

Reserves Policy

The Reserves Policy considers the financial circumstances of the organisation. We have spent, as expected, significant reserves in the last year paying off the pension deficit, restructuring the organisation and rebranding ourselves to be a new organisation not just for Newcastle. The risks we noted in the previous Trustees Report are therefore significantly lower.

We therefore feel that is appropriate to reduce the figure for reserves required to three to five months running costs. Three months running costs would equate to around £332,000 and five months £553,000, based on the accounts for the 18 months to 30 September 2019. 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.

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As at 30 September 2019 free reserves (unrestricted funds not invested in tangible fixed assets) are £725,255, (2018: £802,941) a decrease of £83,016 which is primarily due to paying off the pension deficit. The Trustees monitor the level of reserves regularly and the Reserves Policy is reviewed annually with the support of the Finance Sub Group. The trustees have agreed to designate £150,000 of reserves towards business development work and the costs associated with a senior management restructure.

Review of transactions and financial position

The consolidated balance sheet on page 30 indicates that at 30 September 2019 the total funds of the group are £813,403 (2018: £953,983). This was represented by tangible fixed assets of £2,316 (2018: £5,330), investments of £397,985 (2018: £480,756) and net current assets of £413,102 (2018: £613,897). Unrestricted funds of £725,255 (2018: £808,271) represent the reserves available to the organisation to fulfil its many existing commitments over the long term. Restricted funds of £88,148 (2018: £145,712) represent specific earmarked projects as detailed in note 34 of the accounts.

Investment income

Connected Voice is also 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 2019 are £397,985 (2018: 480,756). No additional funds were added to the investment portfolio in the year, all dividends and income are reinvested. The investment portfolio was reduced by £150,000 during the period to contribute to paying off the pension deficit.

Pension deficit

The trustees paid off a significant liability during the reporting period in terms of the pension deficit. This has put the organisation in a more stable financial position but obviously had an impact on level of reserves.

Political contributions

The charity made no political contributions.

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MEMBERS OF THE COMMITTEE AND PROFESSIONAL ADVISORS

Registered Charity Number 1125877

Company Number 06681475

Committee

Simon Elliott	Chair
Anne Bonner	Vice Chair
Steve Nash	
Jamie Sadler	(Resigned 27 November 2019)
Kate Israel	
Martin Horrocks	
John Litherland	
Joanne McKenna	(Resigned 5 Aug 2019)
Gemma Dyer	(Resigned 3 Dec 2018)
Nitin Shukla	

Chief Executive Lisa Goodwin

Principal Office

Higham House
Higham Place
Newcastle upon Tyne
NE1 8AF

Auditors

Haines Watts
Floor 11
Cale Cross House
156 Pilgrim Street
Newcastle upon Tyne
NE1 6SU

Bankers

Yorkshire Bank Plc
Newcastle Business Centre
29-31 Pilgrim Street
Newcastle upon Tyne
NE1 6RL

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Bankers

Unity Trust Bank Plc
Nine Brindley Place
Birmingham
B1 2HB

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 in Newcastle. 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 ten times during this financial year. It holds a special business planning meeting with senior managers, at least once a year, in order to define the priorities for the coming year.

Connected Voice is a membership organisation with 759 members and 81 associate members as of September 2019.

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 by post 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 annually 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 a qualified accountant who works in the public sector.

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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 offered 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 into a single document and discussed openly at Board.

Organisational structure

The Board of trustees, which can have up to 16 members, has control of the charity, including its property and its funds. The Board normally meets bi-monthly and there are three sub groups covering finance, business development, and advocacy report into the Board. The Chief Executive is appointed by the trustees to manage the charity and has delegated authority for all operational matters.

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.

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, Ellison Services Ltd, T/A Charity Business Services was established to operate as a commercial accountancy service and gift aids all of its profits to the charity (see note 25 to the accounts).

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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 review these risks on a regular basis and a 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.

TRUSTEES' RESPONSIBILITIES STATEMENTS

The charity trustees are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company, the group and of the incoming resources and application of resources including the income and expenditure of the charitable group for that period. In preparing the 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 2016 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and the group, and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.



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The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company’s website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company’s auditor is 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 auditor is aware of that information.

Approved by the board of trustees on and signed on behalf by:

.....
Simon Elliott – Chair

CONNECTED VOICE

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CONNECTED VOICE

For the period 01 April 2018 to 30 September 2019

Opinion

We have audited the financial statements of Connected Voice (the 'charitable company') and its subsidiary (the group') for the period ended 30 September 2019 which comprise the Statement of Financial Activities, the Balance Sheet, the 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 2019, 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 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

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

For the period 01 April 2018 to 30 September 2019

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 directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has 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, 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 prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 16, 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.

CONNECTED VOICE

(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CONNECTED VOICE

For the period 01 April 2018 to 30 September 2019

Auditor's responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and report in accordance with this Act.

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 an auditor's report 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 in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's 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

Statutory Auditors

17 Queens Lane
Newcastle upon Tyne
NE1 1RN

CONNECTED VOICE

(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING SUMMARY INCOME & EXPENDITURE ACCOUNT)

For the period 01 April 2018 to 30 September 2019

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
<u>Income from:</u>						
Donations and legacies	8	24,346	-	25,550	49,896	97,343
Charitable activities	9					
Grants and contracts		1,063,118	-	293,564	1,356,682	1,152,309
Chargeable services		150,842	-	10,156	160,998	100,733
Other trading activities	10					
Subsidiary income		250,196	-	-	250,196	177,128
Other trading income		14,604	-	126	14,730	1,718
Investments	11	19,071	-	-	19,071	12,821
Total income		1,522,177	-	329,396	1,851,573	1,542,052
<u>Expenditure on:</u>						
Costs of raising funds	12					
Subsidiary expenditure		247,042	-	-	247,042	170,313
Investment management fees		5,766	-	-	5,766	4,678
Charitable activities						
Operation of the charity	13	1,273,723	-	374,036	1,647,759	1,200,037
Exceptional item						
Pension deficit	14	82,739	-	9,174	91,913	244
Total expenditure		1,609,270	-	383,210	1,992,480	1,375,272
Net income/(expenditure) before investment gains/(losses)		(87,093)	-	(53,814)	(140,907)	166,780
Net gains/(losses) on investments	26	16,747	-	-	16,747	(2,422)
Transfers between funds		(150,000)	150,000	-	-	-
Net movement of funds		(220,346)	150,000	(53,814)	(124,160)	164,358
<u>Reconciliation of funds</u>						
Total funds brought forward		808,271	-	145,712	953,983	789,625
Total funds carried forward		587,925	150,000	91,898	829,823	953,983

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 24 to 42 form an integral part of these accounts.

CONSOLIDATED BALANCE SHEET

As at 30 September 2019

	Notes	Group		Charity	
		2019 £	2018 £	2019 £	2018 £
Fixed assets					
Tangible assets	23	2,316	5,330	2,316	5,330
Investments	24	397,985	480,756	397,987	480,758
Total fixed assets		400,301	486,086	400,303	486,088
Current assets					
Stock and work in progress	27	21,687	2,855	-	-
Debtors	28	387,116	268,892	399,221	251,128
Cash at bank and in hand		137,877	511,739	146,969	515,508
Total current assets		546,680	783,486	546,190	766,636
Creditors: amounts falling due within one year	29	(117,158)	(169,589)	(116,670)	(152,741)
Net current assets		429,522	613,897	429,520	613,895
Total assets less current liabilities		829,823	1,099,983	829,823	1,099,983
Creditors: amounts falling due after more than one year	31	-	(146,000)	-	(146,000)
Total net assets or liabilities		829,823	953,983	829,823	953,983
Funds of the charity					
Unrestricted income funds		587,925	808,271	587,925	808,271
Designated income funds		150,000	-	150,000	-
Restricted income funds		91,898	145,712	91,898	145,712
Total funds		829,823	953,983	829,823	953,983

The notes on pages 24 to 42 form an integral part of these accounts.

These financial statements were approved by the Board on:

and are signed on its behalf by:

Martin Horrocks
Treasurer

CONNECTED VOICE

(A company limited by guarantee)

Charity Number 1125877
Company Number 06681475**CONSOLIDATED STATEMENT OF CASH FLOWS**

For the period 01 April 2018 to 30 September 2019

	Notes	2019 £	2018 £
<u>Cash flows from operating activities</u>			
Net movement in funds		(124,160)	164,358
<u>Add back:</u>			
Depreciation		3,015	3,392
Loss on disposal of tangible fixed assets		-	-
Interest and dividends received		(19,071)	(12,821)
Gains on investments		(16,747)	2,422
Increase in stock and work in progress		(18,832)	4,268
Increase in debtors		(118,224)	(106,200)
Decrease in creditors		(52,431)	(33,823)
Decrease in creditors due more than one year		(146,000)	(18,000)
<i>Cash generated from operations</i>		(492,450)	3,596
<i>Net cash from operating activities</i>		(492,450)	3,596
<u>Cash flow from investing activities</u>			
Purchase of property, plant and equipment		-	(6,030)
Payments to acquire investments		(123,349)	(18,804)
Receipts of sale of investments		222,866	46,220
Interest and dividends received		19,071	12,821
<i>Net cash used in investing activities</i>		118,588	34,207
Decrease in cash and cash equivalents		(373,862)	37,802
Cash and cash equivalents at start of year		511,739	473,937
<i>Cash and cash equivalents at end of year</i>		137,877	511,739
Cash and cash equivalents consist of:			
Cash at bank and in hand		137,877	511,739

The notes on pages 24 to 42 form an integral part of these accounts.

CONNECTED VOICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

For the period 01 April 2018 to 30 September 2019

1 Accounting Policies

The principle accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

2 Basis of accounting

2.1 Basis of preparation

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts 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 1 January 2015) – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

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

2.2 Preparation of the accounts on a going concern basis

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The charity reported total unrestricted funds at the year end of £150,000 and has already secured a significant amount of funding for the current year. The trustees are of the view that the immediate future of the charity for the next 12 to 18 months is secure and that on this basis the charity is a going concern.

2.3 Group financial statements

These financial statements consolidate the results of the charity and its wholly-owned subsidiary Charity Business Services on a line by line basis. A separate Statement of Financial Activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

3 Income

3.1 Recognition of income

Income is recognised when the charity has entitlement to the resources, any performance conditions attached to the item(s) of income have been met, it is more likely than not that the resources will be received and the monetary value can be measured with sufficient reliability.

3.2 Offsetting

There has been no offsetting of assets and liabilities or income and expenses, unless required or permitted by FRS102 SORP or FRS102.

3.3 Trading activities

Income from trading activities is to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

CONNECTED VOICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

For the period 01 April 2018 to 30 September 2019

3.4 Grants and donations

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance or provision of other specified services is deferred until the criteria of income recognition are met.

3.5 Volunteer help

The value of volunteer help received is not included in the accounts but is described in the trustees' annual report.

3.6 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

3.7 Investment income

Investment Income is earned through holding assets for investment purposes such as shares and cash deposits. It includes dividends and interest: and amounts are recognised when the charity's right to receive payment is established

3.8 Investment gains and losses

This includes any realised or unrealised gains or losses on the sale of investment and any gain or loss resulting from revaluing investments to market value at the end of the year.

3.9 Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charities' work or for specific projects being undertaken by the charity.

4 Expenditure and liabilities

4.1 Liability recognition

Liabilities are recognised when it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

4.2 Charitable activities

Expenditure on charitable activities includes the costs of voluntary sector support, advocacy and other activities undertaken to further the purposes of the charity and their associated support costs.

CONNECTED VOICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

For the period 01 April 2018 to 30 September 2019

4.3 Governance and support costs

Support costs have been allocated between governance costs and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Support costs are those functions that assist the work of the charity but do not directly relate to the charitable activities. Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

4.4 Holding accounts

The charity and its subsidiary hold monies on behalf of other organisations as part of their payroll service. The balances held by the charity are not included within the balance sheet in accordance with SORP 2015; the balances of the subsidiary are recognised as an asset with the corresponding liability.

4.5 Operating lease

Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease

4.6 Irrecoverable VAT

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

4.7 Creditors

The charity has creditors which are measured at their settlement amount less any trade discounts due.

4.8 Provisions for liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date.

5 Assets

5.1 Tangible fixed assets for use by the charity

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Electronic office equipment	25% straight line basis
Office equipment	10% straight line basis

5.2 Investments

Fixed asset investments in quoted shares, traded bonds and similar investments are valued initially at cost and subsequently at fair value (their market 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.

5.3 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 discount due.

CONNECTED VOICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

For the period 01 April 2018 to 30 September 2019

6 Legal status

Connected Voice is a company limited by guarantee, registered in England and Wales, (number 06681475) and not having 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.

7 Financial performance of the charity

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

The summary financial performance of the charity alone is:

	Total 2019 £	Total 2018 £
Income	1,601,377	1,364,924
Gift aid from subsidiary company	13,584	21,491
	1,614,961	1,386,415
Expenditure	(1,755,868)	(1,219,635)
Net gains/(losses) on investments	16,747	(2,422)
<i>Net movement in funds for the year</i>	(124,160)	164,358
Total funds brought forward	953,983	789,625
<i>Total funds carried forward</i>	829,823	953,983
Represented by:		
Unrestricted income funds	587,925	808,271
Designated income funds	150,000	-
Restricted income funds	91,898	145,712
	829,823	953,983

CONNECTED VOICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

For the period 01 April 2018 to 30 September 2019

Analysis of income

	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
8 Donations and legacies				
Community Foundation GHD Housing Co	-	-	-	5,000
Donation from discontinued charity HAREF	-	-	-	68,901
Hadrian Trust	3,000	-	3,000	3,000
HMRC Gift Aid	-	-	-	142
Northern Neuro Alliance	3,765	-	3,765	-
RW Mann Trust	1,000	-	1,000	1,000
Sir James Knott Trust	7,000	-	7,000	7,000
The Barbour Foundation	-	15,000	15,000	-
The Joicey Trust	3,000	-	3,000	2,000
NAVCA	500	-	500	-
NECC Your Homes Newcastle	-	5,000	5,000	-
Community Fund	5,000	-	5,000	-
Other donations	1,081	5,550	6,631	10,300
	24,346	25,550	49,896	97,343

	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
9 Charitable activities				
<u>Income from grants and contracts</u>				
NHS Newcastle and Gateshead CCG	331,083	34,681	365,764	258,280
Big Lottery Fund – Neurological	-	48,933	48,933	120,841
The Northstar Foundation	-	-	-	6,821
Big Lottery Fund via North East Law Centre	-	38,934	38,934	23,945
Newcastle East End Partnership	-	7,905	7,905	-
Durham Police Crime & Victims'	-	-	-	39,324
Police & Crime Commissioner Northumbria	-	73,341	73,341	45,000
Big Lottery Fund via Fulfilling Lives	-	-	-	64,081
Gateshead Metropolitan Borough Council	475,368	-	475,368	319,912
Newcastle City Council	256,667	71,250	327,917	200,000
MECC (Making Every Second Count)	-	14,320	14,320	-
Peoples Health Trust	-	4,200	4,200	-
The Home Office via County Durham Community Fund	-	-	-	19,105
The Esmée Fairbairn Foundation	-	-	-	25,000
Peoples Postcode Trust	-	-	-	20,000
Community Foundation Joseph Brough Charitable Trust	-	-	-	10,000
	1,063,118	293,564	1,356,682	1,152,309

CONNECTED VOICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

For the period 01 April 2018 to 30 September 2019

	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
9 Charitable activities continued				
<u>Chargeable services</u>				
Individual advocacy client spot contracts	121,977	-	121,977	60,859
Paid for services to the voluntary sector	24,956	-	24,956	38,834
Training and events	3,909	10,156	14,065	1,040
	<u>150,842</u>	<u>10,156</u>	<u>160,998</u>	<u>100,733</u>
10 Other trading activities				
<u>Subsidiary income</u>				
Accountancy services to the charity sector	250,196	-	250,196	177,128
	<u>250,196</u>	<u>-</u>	<u>250,196</u>	<u>177,128</u>
<u>Other trading income</u>				
Room hire, rent office space	-	-	-	417
Advocacy App	10,825	-	10,825	-
Website advertising and admin services	3,779	126	3,905	1,301
	<u>14,604</u>	<u>126</u>	<u>14,730</u>	<u>1,718</u>
	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
11 Investments				
Interest receivable	284	-	284	325
Income on investments	18,787	-	18,787	12,496
	<u>19,071</u>	<u>-</u>	<u>19,071</u>	<u>12,821</u>

Income was £1,851,573 (2018: £1,542,051) of which £1,522,177 was unrestricted or designated (2018: £1,011,611) and £329,396 was restricted (2018: £530,440)

CONNECTED VOICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

For the period 01 April 2018 to 30 September 2019

Analysis of expenditure on charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
12 Raising funds				
Trading subsidiary costs				
Staff costs	228,473	-	228,473	159,950
Overheads	18,569	-	18,569	10,363
	<u>247,042</u>	<u>-</u>	<u>247,042</u>	<u>170,313</u>
Investment management costs	5,766	-	5,766	4,678
	<u>5,766</u>	<u>-</u>	<u>5,766</u>	<u>4,678</u>
13 Charitable activities				
<u>Direct costs</u>				
Project staff salaries	916,029	310,138	1,226,167	897,072
Direct project costs	61,496	26,362	87,858	115,848
<u>Support costs</u>				
Management & admin staff salaries	139,574	15,476	155,050	66,411
Facility costs	56,159	6,227	62,386	45,480
Office costs	65,976	7,316	73,292	50,568
Professional fees	23,287	7,984	31,271	16,623
Depreciation	2,714	301	3,015	3,392
Loss on disposal	2,088	232	2,320	-
<u>Governance costs</u>				
Audit fee	4,100	-	4,100	2,900
Annual review, AGM and trustee planning	2,300	-	2,300	1,743
	<u>1,273,723</u>	<u>374,036</u>	<u>1,647,759</u>	<u>1,200,037</u>
Expenditure on charitable activities was £1,992,480 (2018: £1,375,272) of which £1,609,270 was unrestricted or designated (2018: £981,654) and £383,210 was restricted (2018: £393,618)				
14 Exceptional item				
Pension deficit	82,739	9,174	91,913	244
	<u>82,739</u>	<u>9,174</u>	<u>91,913</u>	<u>244</u>

CONNECTED VOICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

For the period 01 April 2018 to 30 September 2019

Analysis of charitable activities by activity type

	Voluntary Sector Support £	Advocacy £	Total 2019 £	Total 2018 £
15 Expenditure by activity type				
Project staff salaries	487,514	738,653	1,226,167	897,072
Direct project costs	39,738	48,120	87,858	115,848
Support costs	184,243	143,091	327,334	182,717
Governance costs	6,400	-	6,400	4,643
	<u>717,895</u>	<u>929,864</u>	<u>1,647,759</u>	<u>1,200,280</u>
16 Summary analysis of expenditure and related income for charitable activities				
Costs	(717,895)	(929,864)	(1,647,759)	(1,200,280)
<u>Income</u>				
Donations and legacies	20,311	29,586	49,897	92,343
Grants and contracts	630,268	726,414	1,356,682	1,157,308
Chargeable services	38,811	122,187	160,998	100,733
Other trading activities	2,339	12,390	14,729	1,719
	<u>(26,166)</u>	<u>(39,287)</u>	<u>(65,453)</u>	<u>151,823</u>
Investment income	19,071	-	19,071	-
Net income/(expenditure)	<u><u>(7,095)</u></u>	<u><u>(39,287)</u></u>	<u><u>(46,382)</u></u>	<u><u>151,823</u></u>
17 Net income/(expenditure) for the year				
This is stated after charging				
			2019	2018
			£	£
Depreciation on tangible fixed assets			3,014	3,392
Operating lease rentals			24,302	15,158
			<u>27,316</u>	<u>18,550</u>
18 Auditor's remuneration				
			2019	2018
			£	£
Fees payable to the charity's auditors for the audit of the groups' annual accounts			4,100	4,100
Other fees paid to the charity's auditors			-	300
			<u>4,100</u>	<u>4,400</u>

CONNECTED VOICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

For the period 01 April 2018 to 30 September 2019

19 Analysis of staff costs, and the cost of key management personnel

	2019 £	2018 £
Salaries and wages	1,390,895	999,307
Social security costs	117,137	86,970
Pension costs	57,965	40,555
Redundancy	46,154	-
	1,612,151	1,126,832

During the period employees with emoluments over £60,000 were in the following brackets

	2019 Number	2018 Number
£70,000 to £80,000	1	-

The key management personnel of the charity, comprise the trustees, the Chief Executive . The total employee benefits of the key management personnel of the charity were £93,049. (2018: £72,429)

20 Staff Numbers

The average monthly head count and the average monthly number of full-time equivalent (FTE) employees during the year were as follows:

The parts of the charity in which the employee's work	2019 Number	2019 FTE	2018 Number	2018 FTE
Voluntary sector support	8.0	7.2	9.0	7.5
Equality and diversity projects	2.0	1.6	3.0	1.8
Advocacy	22.0	16.5	26.0	18.5
Charity Business Services	7.0	4.8	9.0	5.9
Management and support	3.0	2.4	5.0	3.3
	42.0	32.5	52.0	37.0

21 Transactions with trustees and related parties

None of the trustees have been paid any remuneration or received any other benefits from employment with the charity or a related entity. (2018: none)

Trustees' expenses

The following detail the expenses incurred by the trustees.

	2019 £	2018 £
Travel expenses	174	112

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Transaction(s) with related parties

There have been no related party transactions in the reporting period. (2018: none)

22 Corporation Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objectives.

23 Tangible fixed assets

	Electronic Office Equipment £	Total £
Cost		
Balance brought forward	31,101	31,101
Additions	-	-
Disposals	-	-
Balance carried forward	31,101	31,101
Depreciation		
Basis	SL	
Rate	25%	
Balance brought forward	25,771	25,771
Depreciation charge for year	3,014	3,014
Disposals	-	-
Balance carried forward	28,785	28,785
Net book value		
Brought forward	5,330	5,330
Carried forward	2,316	2,316

24 Fixed asset investments

	Group		Charity	
	2019 £	2018 £	2019 £	2018 £
Listed investments	397,985	480,756	397,985	480,756
Investment in subsidiary undertaking at cost	-	-	2	2
	397,985	480,756	397,987	480,758

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25 Net income of trading subsidiary

The charitable company owns two £1 ordinary shares, 100% of the voting capital of Connected Voice Charity Business Services Limited, a company incorporated and registered in England and Wales. The principal activity of this company is the provision of financial and administrative services for charitable organisations.

The audit report for 30 September 2019 was unqualified.

A summary of the trading results is shown below

	2019 £	2018 £
Turnover	298,911	206,786
Other income	284	18
Gross income	299,195	206,804
Administration costs	(285,611)	(185,313)
Net profit/(loss)	13,584	21,491
Amount gift aided to parent charity	-	-
Retained in subsidiary	13,584	21,491
Total assets	237,465	250,016
Total liabilities	(223,879)	(228,523)
Total Equity	13,586	21,493

26 Listed investments

	£
Market value at 1 October 2018	480,756
Additions at cost	123,349
Disposals at open market value	(222,867)
Net unrealised investment gain	16,747
Market value at 30 September 2019	397,985
Original cost	441,695

27 Stock and work in progress

	Group		Charity	
	2019 £	2018 £	2019 £	2018 £
Work in progress	21,687	2,855	-	-

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28 Debtors and prepayments (receivable within 1 year)

	Group		Charity	
	2019 £	2018 £	2019 £	2018 £
Trade debtors	352,046	233,162	311,330	193,908
Prepayments and other debtors	35,070	35,730	35,070	35,730
Amounts due from subsidiary undertaking	-	-	52,821	21,490
	387,116	268,892	399,221	251,128

29 Creditors and accruals (payable within 1 year)

	Group		Charity	
	2019 £	2018 £	2019 £	2018 £
Trade creditors	9,755	10,030	16,679	10,031
Taxation and social security	88,200	99,472	81,988	90,324
Accruals and other creditors	18,203	26,932	17,003	25,730
Deferred income (note 30)	1,000	33,155	1,000	26,656
	117,158	169,589	116,670	152,741

30 Deferred income

Deferred income comprises advance payments from grants that relate to future periods

	2019 £
Balance brought forward	85,776
Amount released to income earned from charitable activities	(85,776)
Amount deferred in year	1,000
Balance carried forward	1,000

31 Creditors and accruals (payable after more than 1 year)

	Group		Charity	
	2019 £	2018 £	2019 £	2018 £
Pension deficit	-	146,000	-	146,000
	-	146,000	-	146,000

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For the period 01 April 2018 to 30 September 2019

32 Pension scheme

Defined contribution scheme

The charity operates a defined contribution plan for its employees. The assets of the scheme are held separately from those of the charitable company. The amount recognised as an expense in the period was £57,965 (2018 £40,555).

Defined benefit scheme

The charity left its defined benefit pension scheme on the 19 December 2018. A final settlement payment of £222,680 was paid to TPT Retirement Solutions.

The following note is purely for information relating to prior years, and that there is no possible liability under current legislation going forward.

The charity participated in the scheme, a multi-employer scheme which provides benefits to some 1,300 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards by the Financial Reporting Council, set out in the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the charity is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2011. This valuation showed assets of, liabilities of and a deficit of.

A full actuarial valuation for the scheme was carried out at 30 September 2014. This valuation showed assets of 13584, liabilities of and a deficit of salary recharge. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

The valuation of 2011 has this impact

From 1 April 2016 to 30 September 2025: per annum
(payable monthly and increasing by 0% each year on)

The valuation of 2014 has this impact

From 1 April 2016 to 30 September 2028: per annum
(payable monthly and increasing by 0% each year on)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

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NOTES TO THE FINANCIAL STATEMENTS

For the period 01 April 2018 to 30 September 2019

32 Pension scheme continued

Present values of provisions

	<u>31 March 2018</u> £'000	<u>31 March 2017</u> £'000	<u>31 March 2016</u> £'000
Present value of provision	<u>146</u>	<u>164</u>	<u>173</u>

Reconciliation of opening and closing provisions

	<u>Period ending</u> <u>31 March 2018</u> £'000	<u>Period ending</u> <u>31 March 2017</u> £'000
Provision at start of period	164	173
Unwinding of the discount factor (interest expense)	2	4
Deficit contribution paid	(18)	(18)
Remeasurements – impact of any change in assumptions	(2)	5
Remeasurements – amendments to the contribution schedule	-	-
Provision at end of period	<u>146</u>	<u>164</u>

Income and expenditure impact

	<u>Period ending</u> <u>31 March 2018</u> £'000	<u>Period ending</u> <u>31 March 2017</u> £'000
Interest expense	2	4
Remeasurements – impact of any change in assumptions	(2)	5
Remeasurements – amendments to the contribution schedule	-	-
Contributions paid in respect of future service*	*	*
Costs recognised in income and expenditure account	*	*

* Includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes.

Assumptions

	<u>31 March 2018</u> % per annum	<u>31 March 2017</u> % per annum	<u>31 March 2016</u> % per annum
Rate of discount	1.71	1.32	2.07

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

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33 Holding accounts

During the year Connected Voice' subsidiary held monies on behalf of other organisations. Charity Business Services provides a payroll and bookkeeping service to a number of small organisations and holds monies for this

	Balance at 01.10.18 £	Receipts £	Payments £	Balance at 30.09.19 £
Charity Business Services	250,016	11,882,753	11,895,304	237,465

34 Operating Leases

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

	2019 £	2018 £
Not later than one year	20,306	12,384
Later than one and not later than five years	29,395	570
	49,701	12,954

34 Events after the end of the reporting period

No events (not requiring adjustment to the accounts) have occurred after the end of the reporting period but before the accounts are authorised which relate to conditions that arose after the end of the reporting period.

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NOTES TO THE FINANCIAL STATEMENTS

For the period 01 April 2018 to 30 September 2019

35 Analysis of charitable funds

Analysis of movements in unrestricted funds

Year ended 30 September 2019

	Fund balances brought forward £	Incoming resource £	Resources expended £	Transfers £	Gains / (losses) £	Fund balances carried forward £
Unrestricted funds						
General funds	808,271	1,522,177	(1,609,270)	(150,000)	16,747	587,925
	<u>808,271</u>	<u>1,522,177</u>	<u>(1,609,270)</u>	<u>(150,000)</u>	<u>16,747</u>	<u>587,925</u>
Designated funds						
Business development	-	-	-	100,000	-	100,000
Charity restructuring	-	-	-	50,000	-	50,000
	<u>-</u>	<u>-</u>	<u>-</u>	<u>150,000</u>	<u>-</u>	<u>150,000</u>

Purpose of unrestricted funds

General unrestricted fund The 'free reserves' after allowing for designated funds.

Business development This represents an amount committed by the trustees to develop and improve the chargeable services offered by the charity and its subsidiary.

Charity restructuring This represents an amount committed by the trustees to change the management structure of the charity.

Transfers between funds

	Reason for transfer	Amount £
Between unrestricted and designated funds	The trustees have agreed to designate funds for financial commitments arising during 2020/21.	150,000

Year ended 31 March 2018

	Fund balances brought forward £	Incoming resource £	Resources expended £	Transfers £	Gains / (losses) £	Fund balances carried forward £
Unrestricted funds						
General funds	780,736	1,011,611	(981,654)	-	(2,422)	808,271
	<u>780,736</u>	<u>1,011,611</u>	<u>(981,654)</u>	<u>-</u>	<u>(2,422)</u>	<u>808,271</u>

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NOTES TO THE FINANCIAL STATEMENTS

For the period 01 April 2018 to 30 September 2019

35 Analysis of charitable funds continued

Analysis of movement in restricted funds

Year ended 30 September 2019

Restricted funds	Fund balances brought forward £	Incoming resources £	Resources expended £	Gains / (losses) £	Fund balances carried forward £
Building Stronger Britain Together	4,921	-	(4,921)	-	-
SkillsBridge	13,955	-	(6,660)	-	7,295
BME Health and Wellbeing	15,247	71,250	(57,604)	-	28,893
HAREF (restricted donation)	66,711	-	(33,339)	-	33,372
HAREF	-	46,843	(46,843)	-	-
MECC (Making Every Contact Count)	-	14,321	(14,321)	-	-
People's Health Trust	-	4,200	(4,844)	-	(644)
Newcastle East End Partnership	-	7,905	(4,735)	-	3,170
Advocacy – Neurological	17,833	48,973	(66,806)	-	-
Advocacy – Partners in Health	8,130	3,343	(11,473)	-	-
Advocacy – Families Through Crisis	3,915	38,957	(41,292)	-	1,580
Advocacy – Refugees & Asylum Seekers	-	5,000	-	-	5,000
Advocacy	-	15,210	(4,074)	-	11,136
Advocacy – Hate Crime	-	73,382	(71,286)	-	2,096
Advocacy – Welfare	15,000	12	(15,012)	-	-
Totals	145,712	329,396	(383,210)	-	91,898

Purpose of restricted funds

Restricted funds represent income resources used for a specific purpose within the charity as identified by the donor

Building Stronger Britain Together	Providing resources for voluntary organisations in Newcastle and Gateshead to tackle prejudice and hate speech
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
BME Health and Wellbeing	Providing a structured programme of cultural competency training, primarily for staff working in health services so the BAME communities have improved access to health services in Newcastle
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
MECC (Making Every Contact Count)	Gateshead Council Public Health initiative to equip people in the workplace with the skills to deliver 'brief interventions' to the people they encounter in their work or community.

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For the period 01 April 2018 to 30 September 2019

Purpose of restricted funds continued

Advocacy – Neurological	Providing specialist advocacy support to people with neurological conditions in Newcastle and Gateshead.
Advocacy – Partners in Health	Providing advocacy support in six GP surgeries in Newcastle.
Advocacy – Families Through Crisis	Providing support to families in crisis in Newcastle.
Advocacy	Contribution to providing the overall advocacy service.
Advocacy – Hate Crime	Providing Hate Crime Advocacy, supporting people who have experienced, or are at risk of hate crime in the Northumbria area.
Advocacy – Welfare	Welfare Advocacy, supporting adults who are in crisis around poverty and benefits, helping them develop skills to navigate the system in Newcastle and Gateshead.

Year ended 31 March 2018

Analysis of movement in restricted funds

Restricted funds	Fund balances brought forward	Incoming resources	Resources expended	Gains / (losses)	Fund balances carried forward
	£	£	£	£	£
Building Stronger Britain Together	-	19,105	(14,184)	-	4,921
SkillsBridge	-	25,000	(11,045)	-	13,955
BAME Health and Wellbeing	-	30,000	(14,753)	-	15,247
HAREF (restricted donation)	-	68,901	(2,190)	-	66,711
HAREF	-	35,756	(35,756)	-	-
ACN – Neurological Advocacy	6,875	120,841	(109,883)	-	17,833
ACN – Partners in Health	539	16,667	(9,076)	-	8,130
ACN – Partners for Justice	-	39,323	(39,323)	-	-
ACN – Fresh Ideas Project	-	6,821	(6,821)	-	-
ACN – Families Through Crisis	1,476	23,945	(21,506)	-	3,915
ACN – Fulfilling Lives	-	64,081	(64,081)	-	-
ACN – Rights Based Advocacy	-	20,000	(20,000)	-	-
ACN – Hate Crime Advocacy	-	45,000	(45,000)	-	-
ACN – Welfare Advocacy	-	15,000	-	-	15,000
Totals	8,890	530,440	(393,618)	-	145,712

36 Capital commitments

As at 30 September 2019, the charity had no capital commitments (2018 -£nil)

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NOTES TO THE FINANCIAL STATEMENTS

For the period 01 April 2018 to 30 September 2019

37 Analysis of Group assets between funds

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
Tangible fixed assets	2,316	-	-	2,316	5,330
Investments	397,985	-	-	397,985	480,756
Cash at bank and in hand	45,979	-	91,898	137,877	511,739
Other net current assets/(liabilities)	141,645	150,000	-	291,645	102,158
Long term assets/(liabilities)	-	-	-	-	(146,000)
	587,925	150,000	91,898	829,823	953,983