

# **Annual report and accounts for the year ended 31 March 2020**

## **VoiceAbility Advocacy**

Charity number in England 1076630

Charity number in Scotland SC050036

Company number 3798884

# Welcome

It's been an exciting year, and the first year of our 2019-2025 organisational strategy. This is already bringing positive change for our clients, staff and volunteers. The year of course ended with us facing into a huge challenge as the pandemic took hold.

We now have a new brand, website and materials for clients and professionals, which will help us to reach more people, communicate more effectively and engage more strongly with all our stakeholders, including professionals, policy makers and commissioners.

We also have a stronger management structure, and modernised case management system. This is supporting our staff to carry out their roles more easily, enabling them to achieve the best possible outcomes with their clients.

We're especially proud of how VoiceAbility staff at all levels have responded to the impact of coronavirus. We have continued to provide services to new and existing clients, making sure that their voices are heard at a time when this is both difficult and of vital importance. By acting rapidly and decisively, we have provided timely information and support to our staff to change how they work. We have led the sector by publicising resources and sharing our expertise across health and social care. We have also brought advocacy organisations across the nation together, to leverage our collective power to shape practice and legislation throughout the crisis.

We are dedicated to providing the highest quality of service. The National Development Team for Inclusion recognised this in their positive independent appraisal of the organisation. As a result of this appraisal, our Quality Performance Mark has been renewed for another three years. We are continuously working to improve the quality of our services and were pleased that the assessors provided external validation of the priorities we have set.

By sharing the views of our clients and insights gained from them, in 2019-20 we secured major changes to legislation. This is most clearly evidenced by the changes to the Mental Capacity (Amendment) Act that we helped to secure. This potentially affects the lives of 300,000 people who are deprived of their liberty. Working in partnership with other third sector organisations, we achieved change both by working co-operatively with government and by providing robust, successful challenge where needed.

Through strong financial management, VoiceAbility remains in sound financial health. This is enabling us to continue our programme of major investment to enhance capabilities, our effectiveness for our clients and support for our members of staff. This year, and over the next two years, we will invest close to £1,000,000 in total in this ambitious programme.

VoiceAbility is fortunate to benefit from a fantastic team of staff and volunteers. It is their continued commitment and readiness to adapt their approach to provide the best service that drives our ambition and progress. We would like to thank them and everyone we have worked with and partnered with so successfully this year.

With this backing, we can face an ever more uncertain future with the confidence that VoiceAbility will continue to be able to support people to be heard when it matters most.

*Peter Letley, chair of trustees, and Jonathan Senker, chief executive*

# About us

We support people to be heard when it matters most. We've been supporting people to be heard in decisions about their health, care and wellbeing for almost 40 years. We're an independent charity and one of the UK's largest providers of advocacy and involvement services.

## Our aims

We believe that everyone, regardless of situation, illness or disability, has a right to

- be heard and respected
- have the same choice, control, and freedom as any other person
- be safe from violence, discrimination, harm or abuse

Everything we do is focused on achieving these aims.

## Our values

### **Passionate**

We're dedicated to strengthening voice, supporting rights and changing lives.

Because we are passionate we

- are committed to delivering high quality support
- make what we offer accessible to all
- work with policy-makers to safeguard and strengthen people's rights

### **Empowering**

We enable people to live life to the full.

Because we are empowering we

- support people to speak up for themselves and grow in confidence
- equip people to understand and exercise their rights
- treat people as individuals with their own unique strengths

### **Collaborative**

We listen and shape decisions with others.

Because we are collaborative we

- involve people we support in shaping our organisation and what we do
- are easy to talk to, considerate and constructive
- ask for and respond to feedback so that we can improve

### **Honest**

We work with integrity and we stick to our principles.

Because we are honest we

- mean what we say and do what we promise
- make everything clear and transparent
- maintain independence, confidentiality and professionalism

### **Resourceful**

We think ahead and find effective ways to achieve our mission.

Because we are resourceful we

- focus on solutions
- try out new ideas
- achieve the most we can with the resources we have

## Our vision

We will

- deliver *the* best possible quality of support
- be *the* provider of choice for the services we offer
- be *the* source of authority for expert insight on voice and rights
- be *the* place to work or volunteer with, for anyone who shares our aims

## Our reach

We support around 30,000 people across England every year. We work with all kinds of people and all ages, but 51% of the people we worked with in 2019-20 were over the age of 60. Many of our services are specifically for disabled people or people with long-term conditions. In 2019-20, 80% of our work was with people who had a mental health condition, dementia or a learning disability.

We also influence legislative and policy change, to ensure it reflects the voices and rights of people using care services.

We employ approximately 300 members of staff and have an income of £9m per annum, overwhelmingly from contracts with Local Authorities and the NHS.

## Our services



### **Advocacy services**

We are best known for our advocacy services. Advocates are independent professionals who work with people to help them understand their options, know their rights and say what they want. This helps to make sure that people are involved as much as possible in decisions about their health and care and are represented where required.

Advocacy is a statutory right for eligible people. This includes people who

- are detained under the Mental Health Act,
- are deemed under the Mental Capacity Act to lack capacity to make decisions about where they will live or the medical treatment they will receive
- are or may be deprived of their liberty under the Mental Capacity Act

- have substantial difficulty in being involved in local authority care planning processes
- wish to make a complaint about their NHS care and treatment

Advocacy is also a statutory right for children and young people who are looked after, have special education needs or disabilities, or are the subject of child protection processes.

An advocate can support someone to

- communicate their views and wishes
- understand their rights
- understand any processes and decisions they are subject to
- understand the options they have
- challenge a decision

Even when someone can't tell their advocate what they want, our advocates will use a range of approaches to establish their views and wishes as far as possible and secure their rights.

### **Group advocacy, involvement and participation**

We support people to meet together, identify common issues, share their experiences and take action. Where possible, we support these groups to become self-facilitating, empowering people to take more control of their lives.

We also work with providers, NHS bodies and local government to ensure that people who use services have a real voice that counts when they make decisions. For example, we

- employ Experts by Experience, Quality Checkers and Speak Out Leaders to capture and convey the voices of their peers
- facilitate user involvement networks of every size and shape, from Learning Disability Partnership Boards to Patients Councils and provider level action networks

### **Peer mentoring**

We also offer support through peer advocates, peer supporters and peer mentors. A peer mentor is a trained volunteer who has had similar experiences to the people they are supporting. They listen and provide emotional support. They also share their own experience, insights, advice and encouragement.

Peer mentors especially benefit people who have learnt not to trust professionals and who feel professionals cannot understand their situation. Peer advocacy can help them to open up, find support and develop their own solutions.

### **Supporting people to navigate support networks**

In Suffolk, our Community Wellbeing Service helps to match people to local services, activities and opportunities that can help them achieve their goals. This work has established the value of this type of support to people and commissioners, so we are actively seeking opportunities to develop this type of service in other areas.

# Our strategy for 2019 – 2025

## 1. Diversify the services we offer

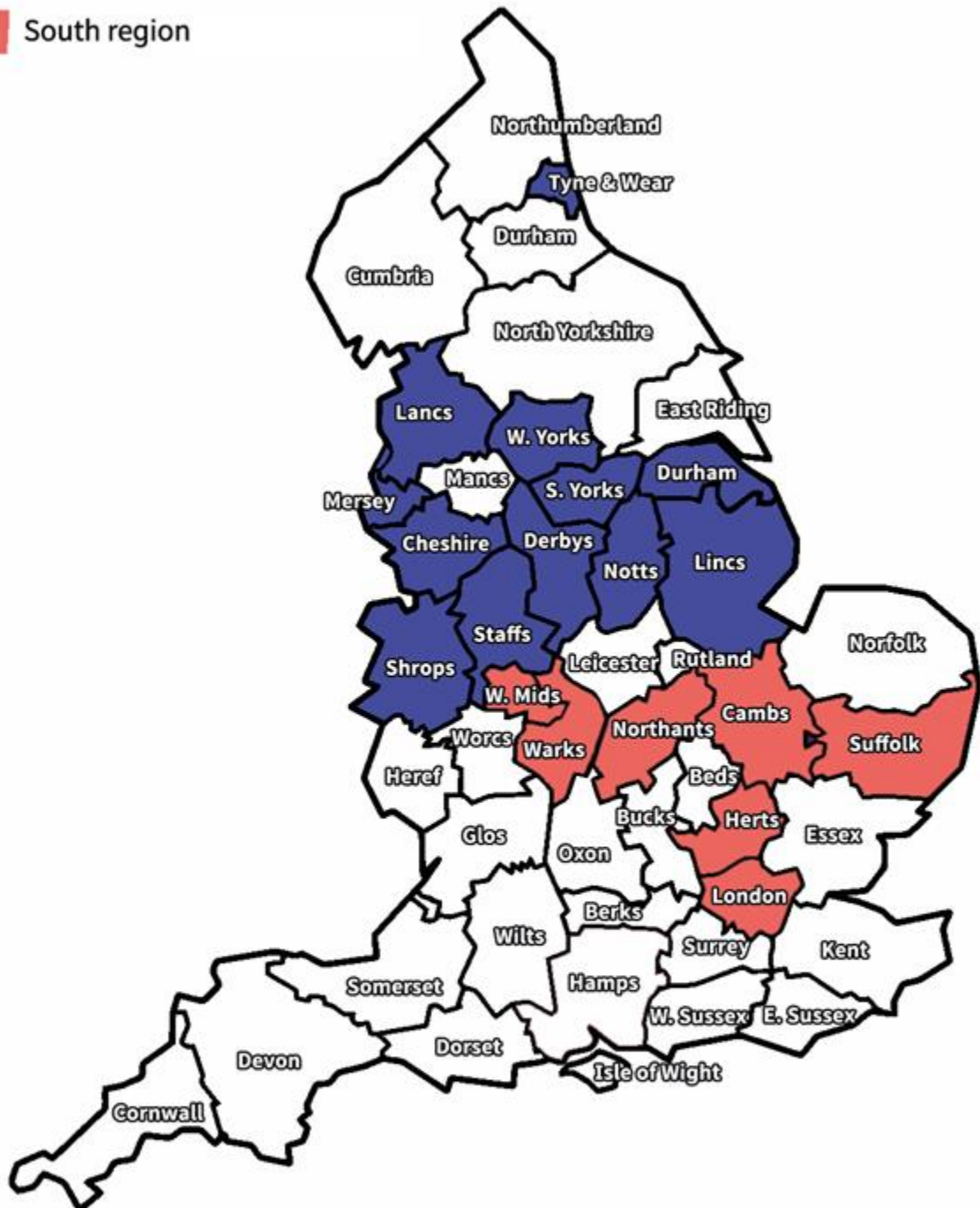
People need many kinds of support in order to be heard and have their rights upheld. Advocacy is one vital type of support, but not the only one. By 2025 we will have significantly widened the range of services we offer which help to achieve this.

## 2. Improve our organisational capability

	<b>Aim</b>	<b>How we'll do it</b>
	Value our people	Create an even more positive working culture and clearer opportunities for staff development and progression.
	Build the basics	Increase clarity and consistency across all our standards, policies, systems and processes whilst maintaining person centred service delivery to individuals.
	Drive quality	Improve our ability to evidence our impact and outcomes.
	Lead the market	Reflect the high quality of our services in how we look and speak as an organisation and in the digital tools we offer.
	Grow authority	Continue to ensure that people's voices are heard and their rights respected in local and national policy decisions.

Our organisational Change Programme is a year of activity (completing autumn 2020) to kick-start progress on these long-term strategic goals.

## Where we worked this year



**Regional map**



# Aim 1: Everyone heard and respected, when it matters most

## Individual advocacy: What did we do?



*“I have had my fair share of feeling not listened to and judged in error. It was a breath of fresh air to feel like the labels didn't matter and I was being heard.”*

*– Bea, who used our advocacy services*

This year we provided individual advocacy support to 27,791 different people, across 38,019 referrals. 28,873 were new referrals this year, while work continued from last year on 10,322.

**Independent Mental Health Advocates (IMHAs)** support people with issues relating to their care and treatment when they have been detained (sectioned) under the Mental Health Act. They also help people understand their rights under the Mental Health Act.

**Independent Mental Capacity Advocates (IMCAs)** support people who lack capacity to make decisions about their long term accommodation or serious medical treatment and who do not have any friends or family appropriate to consult.

**Relevant Person's Representatives (RPR) and 39D IMCA** If someone is deprived of their liberty and there is a Relevant Person's Representative (RPR), the advocate can support the person, their RPR, or both. If there is no RPR available, the advocate can take on the role of RPR themselves. The RPR's role is to help safeguard the person's rights.

**Rule 1.2A Representatives** support people who may be deprived of their liberty in a community or domestic setting, to help ensure decisions are made in the person's best interests.

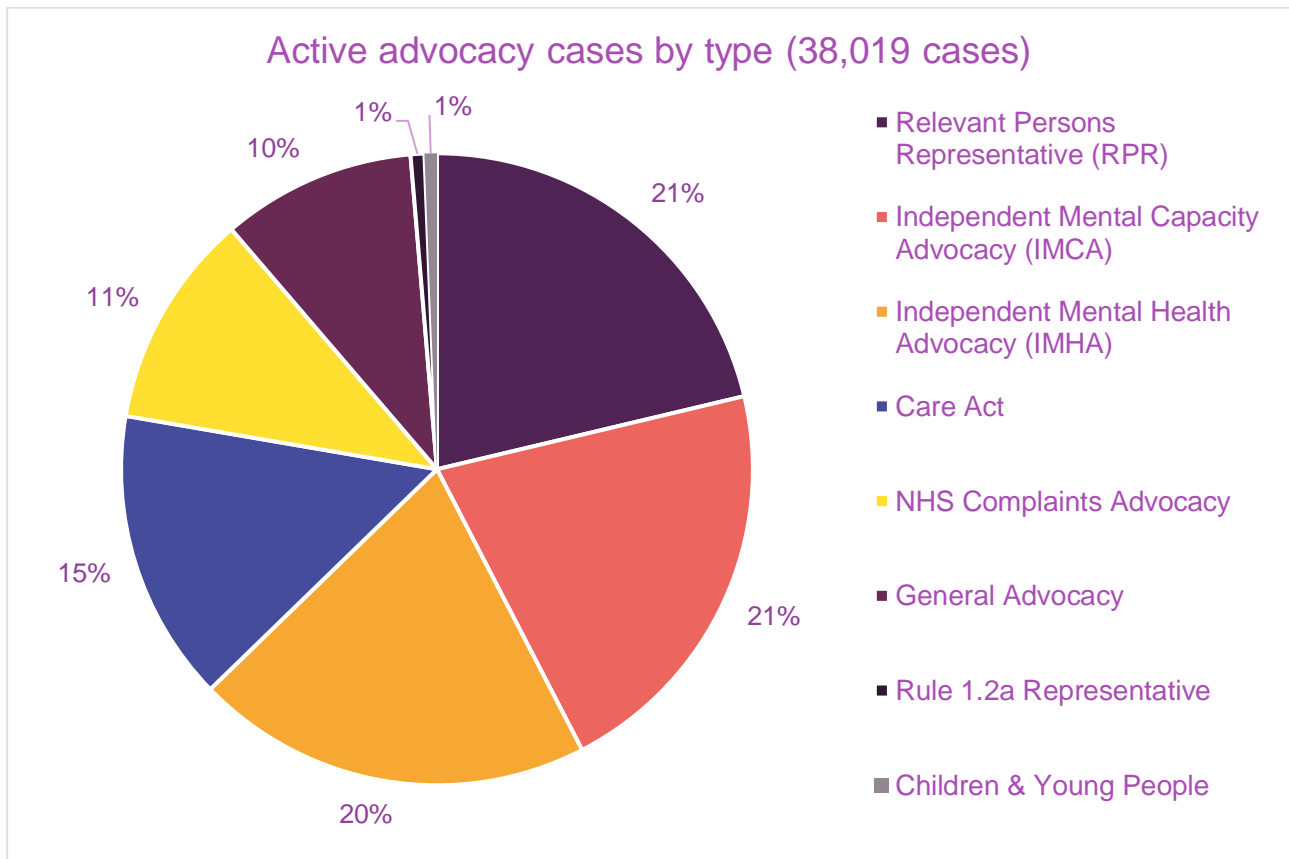


**Care Act advocates** support people to understand their rights under the Care Act and to be fully involved in decisions about any care and support they need. This includes support for assessments, reviews, planning and safeguarding.

**NHS complaints advocates** support people to complain about the treatment or care that they or a friend or family member have received from an NHS service. This support is available at every stage of the complaints process.

**Children and young people’s advocates** support young people who are looked after, going through child protection processes or who have special educational needs or disabilities to speak up for themselves and to be involved in the decisions that are being made in their lives.

**General advocates** provide advocacy to people who need support to be heard, but who do not fall into one of the statutory advocacy categories.



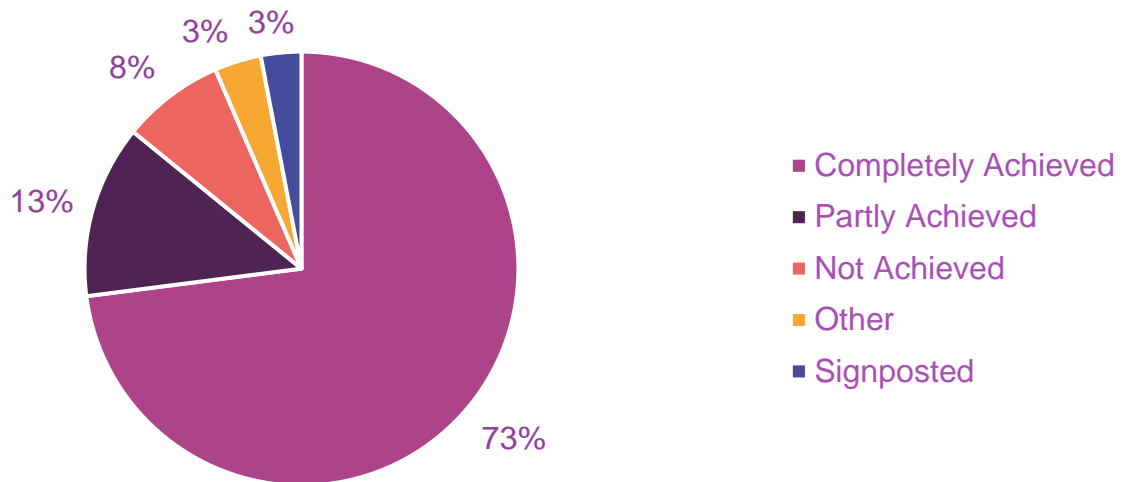
**What difference did it make?**

*"Without my advocate, I could never have achieved the outcome I wanted."*

*– Jerome, who used our advocacy services*

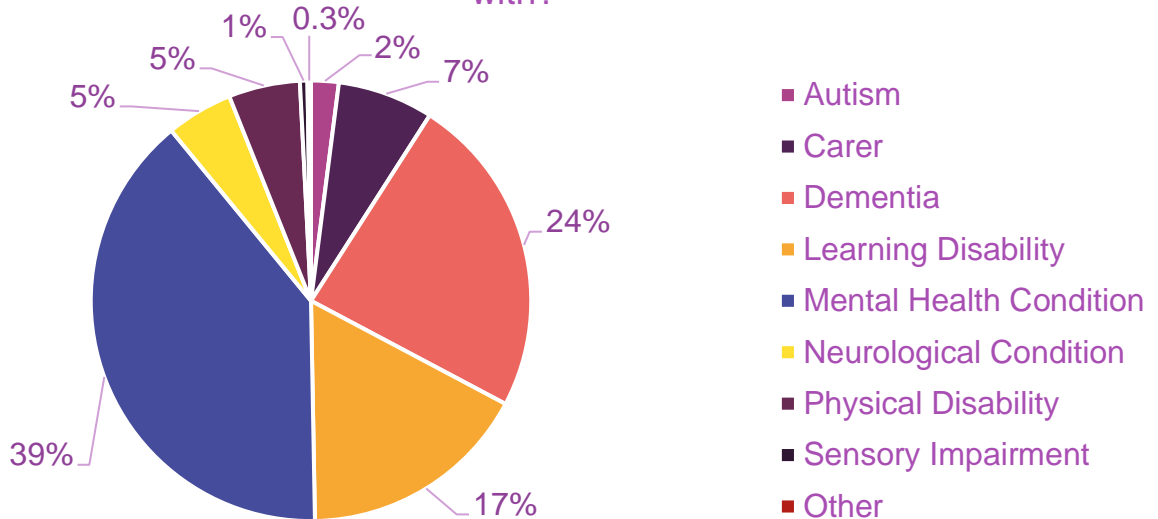
We ask people who receive individual advocacy to decide what issues they want to work on with their advocate and what outcomes they would like to achieve. Once our work with them is complete, we ask whether they felt we helped them achieve the issue. This year 86% of people said that they completely or partly achieved the outcomes they wanted with our help.

### How successfully did we help people to achieve their desired outcome?



Our clients last year, as always, had a wide range of reasons for needing help to be heard. 80% of our work was with people who had a mental health condition, dementia or a learning disability.

### What were the primary support needs of the people worked with?



### Volunteers supporting advocacy work

In Cambridgeshire and Doncaster, volunteers play an active and important role in ensuring that people's voices are heard. They help raise awareness of our services, offer drop-in information sessions and help us to collect feedback. This year we had 56 volunteers and look forward to growing this in 2020 and beyond.

### Quality advocacy

We are dedicated to providing the highest quality of service. The National Development Team for Inclusion recognised this in the positive remarks in their independent appraisal of the organisation. As a result of this appraisal, we are delighted to have retained the Quality Performance Mark for advocacy, as we have since our first assessment in 2011. It confirms and celebrates the quality of the advocacy service we and our staff team provide every day.

We are very pleased that the independent assessors recognised our advocates' excellence in both instructed and non-instructed advocacy and that they have emphasised how effectively we safeguard people's rights, challenge decisions and support people to be heard.



*“VoiceAbility has given me a voice and made sure that I am heard in a system where I was ignored.”*  
– Peter, who used our advocacy services

The appraisal also highlighted our strong commitment to continuous improvement and we are pleased that their comments provided validation of the priorities we have set. These are already being addressed by our change programme, which will be completed by autumn 2020.

### Change programme and future plans

In 2019-20 we successfully retained all services which we tendered for, and won new business in

- London borough of Merton, where we have brought together multiple disparate contracts into a single, integrated service
- Hampshire and Southampton, where we started delivering fully integrated advocacy to children, adults and young people on 1 April 2020. We welcomed more than 40 new staff to VoiceAbility and successfully onboarded them at the height of the coronavirus pandemic.

These achievements are testament to the success of our current change programme, which is strengthening our individual advocacy services and our ability to evidence the impact of these services. The changes are improving our capabilities and ensuring that we can continue to evidence and increase the impact we have on the lives of our clients, and on health, social care and community systems.

Our vision	How the change programme has helped us achieve this, so far
Deliver the best quality of support	<ul style="list-style-type: none"><li>• developed a new outcomes framework</li><li>• upgraded our case management system with unique practice and quality management function</li></ul>

Be the place to work and volunteer for everyone who shares our values	<ul style="list-style-type: none"> <li>• invested in our operational management structure, learning and development framework</li> <li>• continuing to provide excellent benefits</li> </ul>
Be the provider of choice for anyone who wants to commission or purchase advocacy or involvement services	<ul style="list-style-type: none"> <li>• strengthened our evidence based, outcomes-focused models which deliver quality at an affordable price</li> </ul>
Embed ourselves as a trusted source of authority, locally and nationally, so that decision makers always receive advice centred on the voice of those who will be affected by decisions	<ul style="list-style-type: none"> <li>• created new strategy for external affairs</li> <li>• developed a new brand that reflects our professionalism as a source of authority</li> </ul>

### Group advocacy, involvement and participation

Our Speak Out Council project in Cambridgeshire has involved 222 local people in improving local services this year. They have done this through surveys and consultations about technology, safety, employment and loneliness.

Among other projects, they worked with Cambridgeshire Learning Disability Partnership to produce [this video](#) which explains what you should expect from a good social care assessment - and the tell-tale signs of a bad assessment.



A team of volunteers from the Service User Involvement project at our Lincolnshire office were finalists at the [National Learning Disabilities and Autism Awards](#). Service commissioner Mick Skipworth at Lincolnshire County Council nominated the group in recognition of their achievements in helping to 'revitalise' [Lincolnshire's Learning Disability Partnership](#). In the past year, they have

- educated GPs about learning disability
- addressed the Lincolnshire Council Health Scrutiny Committee
- represented the Partnership at a national conference
- produced a [video](#) to champion equal rights

*“It has given me the little bit of knowledge to get my voice out there so that people in my position aren’t afraid to speak up for themselves.”*

*- David, Lincolnshire Learning Disability Partnership*

### **Quality Checkers and Experts by Experience**

In Northamptonshire, Coventry and Warwickshire we continue to employ five Experts by Experience who carry out Care and Treatment Reviews (CTRs) and Care and Education Treatment Reviews (CETRs). Last year our Experts by Experience made sure that the voices and views of more than 80 people with learning disabilities and/or autism were heard when decisions were made about whether they would be admitted to, or kept in, hospital. They also made sure that all of the alternatives to admission were considered, including better support at home.

We also employed two Quality Checkers in Northamptonshire, who assessed the quality of care provided to people with learning disabilities in 56 residential and supported living services across the county. They also supported the CCG to assess the experiences of people with learning disabilities who access community services, including dentistry and optometry.

All of our Quality Checkers and Experts by Experience are disabled or have experienced significant mental health conditions.

### **Peer mentoring**

Our award-winning peer mentoring scheme in Camden supported 62 people this year, and they currently have 12 active peer mentors. After four years of supporting people to maintain their recovery in the community, we were awarded funding to support people with more complex needs, by employing Peer Coaches. This will also provide employment opportunities for former peer mentors.

### **Supporting people to navigate support networks**

Norfolk & Suffolk Foundation Trust subcontract us to deliver non-clinical wellbeing services in Suffolk, as part of their Improving Access to Psychological Therapies (IAPT) contract. Since 2016, we’ve been supporting people to navigate and access their local support networks and services to maintain their recovery and improve their mental wellbeing.

We’ve recently developed the project further, adding peer support and coaching for people with sub-clinical mental health conditions and for those stepping down from clinical support, which has improved recovery rates across the contract and provided employment opportunities for people with lived experience of mental ill-health.

*“I provide short Mental Health Awareness sessions to barbers within the Kurdish, Polish, Romanian and Turkish communities. This helps professionals to understand stress and anxiety. I also leave leaflets, cards and referrals forms which customers can take away with them”*

*- Sharon, Service Manager for our Suffolk Community Wellbeing Team*

We've also recently supported more BAME people to engage with the service by recognising that barbers and hairdressers provide a safe space where people are willing to open up about their wellbeing. By training barbers and hairdressers to refer to the service, we've significantly increased the number of BAME people accessing support for their mental health.

### **Future plans**

As part of our 2019-2025 strategy we will continue to diversify our services in these and other areas. Our aim in this is to help more people to have their voices heard and to have choice, control and freedom in their lives.

## **Aim 2: Everyone has choice, control and freedom**

We primarily achieve this aim by delivering the services described throughout this report. We also achieve it by influencing legislation and policy change. We are well placed to promote the choice, control and freedom of people who use social care and long-term health services. This is because of our track record, our expertise and the insights gathered from the experiences of our clients, coupled with our independence from service providers, commissioners and central government.

### **Liberty Protection Safeguards and the Mental Capacity Act**

It is estimated that more than 300,000 people in England and Wales are assessed each year to decide whether and how to deprive them of their liberty. These decisions are referred to as Deprivations of Liberty (DoLS), and often include deciding to place the person in residential care.

Deprivations of Liberty most often affect people living with dementia, learning disabilities and other long-term conditions. Given the grave implications of these decisions for the person concerned and their family, it is vital that the law respects people's human rights, gives them a strong voice and will work in practice.

The current system is flawed, and the Mental Capacity (Amendment) Bill as it was originally published would have made the situation far worse, weakening people's rights and the protection of individual's liberties.

VoiceAbility played a leading role in securing major amendments to the Bill during its passage through Parliament between July 2018 and May 2019. We worked closely with Parliamentarians and other organisations. Where possible we worked co-operatively with the government, but took a critical stance where this was required in order to defend the rights of people who are subject to this law. The amendments we drafted were adopted by government.

Our work included briefing peers and MPs, providing case studies and raising understanding of the issues publicly. We had particular success in:

- securing the right to information for people who may be subject to deprivations of liberty
- reducing the inappropriate role of the Care Home Manager
- defending people's right to independent support through advocacy

We did this by drawing on the experience of people subject to Deprivations of Liberty and advocates within and beyond VoiceAbility, in order to represent the voices of the people who use care services.

We have continued to influence the planned implementation of the Act, including working on the Code of Practice and providing critical analysis and challenge to government on the Impact Assessment.

### **Mental Health Act**

Much has changed since the Mental Health Act became law in 1983. Together with other mental health charities, we have raised concerns that this legislation has become dangerously outdated. It can deny people in crisis their dignity and right to choice and this means many people have experienced poor treatment.

The Act was reviewed in 2018. Through focus groups and extensive interviews, we ensured that the experiences of people who are, or have been, detained under the Mental Health Act, were heard by the Review's panels. We were pleased that much of what people told us was reflected within the Review's recommendations.

The Government was due to respond to the Review in 2019 but has yet to do so. Our work in this area continues. In the last year we have:

- developed a briefing for MPs with key recommendations ahead of their first debate in Parliament on the reform of the Act
- worked with the Department of Health and Social Care (DHSC) providing expert evidence to help them understand the issues identified in the Review in more detail

One result of this has been recognition by DHSC that Regulations regarding the function of independent advocates must be updated and that these changes must be reflected in their training. Work on revising the Independent Advocacy Qualification will begin in 2020-21.

The Secretary of State has reaffirmed his commitment to publish a white paper in 2020 and reform the Mental Health Act. We will continue to hold the Government to account on this.

### **Health inequality**

The [Health and Wellbeing Alliance](#) is a partnership between NHS England & Improvement, the Department of Health & Social Care, Public Health England and 21 voluntary sector organisations representing communities who share protected characteristics or experience health inequalities. VoiceAbility is a member of the Alliance as part of the Complex Needs Consortium, alongside The National Autistic Society and Sense.

During 2019-20, our work with and for the Health and Wellbeing Alliance has included:

- Providing input into Public Health England's (PHE) [five-year strategy](#) (2020-25) which includes priorities such as better mental health.
- Providing feedback on PHE's Every Mind Matters campaign suggesting ways to make it more accessible. As a result, PHE plan to introduce case studies so that it better resonates with people with learning disabilities and/or autism, include sign language and provide guidance to those who might be supporting others to use the tools.
- Working with NHS England on their universal personalised care programme where it explores supporting people with a legal right to a Personal Health Budget to have access to independent advocacy.
- Promoting the [STOMP materials](#) we produced, funded by NHS England. The materials are now used as part of the training of Best Interest Assessors.

- Supporting and advising the system partners working on the Covid-19 response, providing feedback from people with a lived experience of disability, and their carers, to inform and shape official guidance.

### **Future plans**

It has never been more important to ensure that the interests and voices of our clients are heard than it is today. By doing this through our services, we also become more successful at influencing policy, legislation, public and professional debate. This can help to safeguard the rights of everyone who may not be heard.

To help us achieve this, we increased the size of the policy and public affairs team in February 2020, and we are bringing together our Policy and Communications teams under a new Head of Policy, External Affairs and Communications.

## **Aim 3: Everyone to be safe from violence, discrimination, harm or abuse**

*"Thank you for all you did to help and protect dad."  
– James, whose father was supported by an advocate*

### **Raising concerns and securing action**

We worked consistently and hard through the year to highlight and press for action to address concerns when people have been experiencing harm or at risk of abuse. Each month we raised an average of 40 safeguarding alerts.

54% of VoiceAbility alerts led to enquiries being undertaken by Local Authorities. This compares with a national average of 35% and is evidence of the effectiveness of our reporting and follow through. Often reporting potential abuse is just the starting point to keep someone safe from harm and to ensure that they have a voice. Our advocates support people to be heard and get the outcome required.

We recognise that, in relation to safeguarding especially, there is no room for complacency. We have learnt from practice and strengthened our accountabilities, processes, systems, policy and guidance.

### **Continuous improvement to our safeguarding practices**

In May 2019 the country was shocked by BBC Panorama's investigation into systemic and institutional abuse of people living at Whorlton Hall, a hospital for people with learning disabilities, autism and mental health conditions run by Cygnet Group. We had provided advocacy to people living at Whorlton Hall for several years.

During our time at Whorlton Hall, we drew attention to concerns about people's safety and wellbeing, pressing the statutory authorities, and the service provider, for action. However, in common with the many other agencies involved, we were not aware of the abuse shown by Panorama. We closely reviewed what happened to make it more likely than we uncover abuse, however concealed.



As part of this, we reviewed all our safeguarding policies, practices and accountabilities. We now have an even clearer escalation process and are in the process of making changes to our case management system so that monitoring of safeguarding issues is even easier and more effective for staff and managers.

Changes were implemented over the last year to further strengthen our governance in relation to safeguarding. Following a review of the Safeguarding Governance Committee in January 2019, additional trustees joined it.

We are confident that all serious incidents that we are made aware of escalated as appropriate and are reported to the Charity Commission whenever required.

### **Responding to the coronavirus pandemic**

There has probably never been a more important time for people to be able to get independent advocacy to ensure that their voices are heard and their rights protected. Advocates are key workers and our teams have been working tirelessly through the coronavirus pandemic to promote the voices of our clients, protect their rights and safeguard their wellbeing. This has included ensuring that any decisions to give or withhold treatment in relation to coronavirus are based on individual medical assessments and not discriminatory factors.

To help health and social care professionals, other advocacy organisations and ultimately everyone who needs support to be heard, we took an early decision to publish all our internal guidance about advocacy during coronavirus. This has included advice for advocates, template letters, video guides and public advocacy documents. In the two months from 17 March, our coronavirus resources web page was viewed 3,237 times, making it the most visited page on our site after the homepage.

We identified at an early stage that sector leadership was vital to make sure that people understand their rights, and to combat misinformation and ensure that professionals keep supporting people to access advocacy, wherever this support is wanted or needed.

We therefore initiated and convened a regular virtual meeting of advocacy leaders from across the country. This has led to extensive sharing of insights, best practice and resources and the development of a coronavirus 'mythbuster', as well as plain English publications about the law for people who use services. We are continuing to work with partners across health and social care to ensure that guidance provided to practitioners and clinicians is effective, proportionate and legal through the pandemic.

### **Future plans**

We will continue to ensure robust safeguarding practice. The changes we have underway to further strengthen our recording, reporting and management will enable us to have an even better ability to identify both good practice and cautionary lessons, and to respond to these. Meanwhile, through our public policy work we will continue to play a leading role in safeguarding people from discrimination and risks of harm.

# Reference and administrative information

## Trustees

Peter Letley – Chair / Investment Committee Member

Philip Tatt

Cliff Broadhurst - Audit & Risk Committee Chair (resigned 28/01/20)

Kate Markey

Susan Brown – Safeguarding Committee Chair

Andrew Weston – Safeguarding Committee Member

Louisa Whait – Audit & Risk Committee Member

Matthew Smith

James Alistair Schofield – Audit & Risk Committee Chair / Investment Committee Chair  
(appointed 29/10/19)

Viral Shah – Audit & Risk Committee Member / Investment Committee Member (appointed  
29/10/19)

Gavin Sumner – Safeguarding Committee Member (appointed 29/10/19)

## Secretary

Richard Jones

## Chief Executive Officer

Jonathan Senker

## Registered Office

The Old Granary - Westwick, Oakington

Cambridge CB24 3AR

Incorporated in United Kingdom, Company Number 03798884

Registered in England and Wales, Charity Number 1076630

Registered in Scotland, Charity Number SC050036

## **Auditors**

Sayer Vincent LLP  
Invicta House, 108-114 Golden Lane  
London EC1Y 0TL

## **Bankers**

National Westminster Bank Plc  
23 Market Street  
Cambridge CB2 3PA

## **Solicitors**

Rradar Limited  
6 Beacon Way  
Hull  
HU3 4AE

# **Structure, governance and management (including Strategic Report)**

## **Governing document**

The organisation is a charitable company limited by guarantee, incorporated on 30th June 1999 and registered as a charity on 19th July 1999. The Company was established under a Memorandum of Association which established the objects and powers of the Company. It is governed by its Articles of Association which, following changes introduced by the Companies Act 2006, now also contain its objects and powers. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102. This trustees' annual report includes a directors' report as required by company law.

## **Appointment of Trustees**

As set out in the Articles of Association, members of the Board of Trustees must be appointed by an ordinary resolution passed at a properly convened meeting of the Trustees and must be appointed for a term of three years. On ceasing to be a Trustee a person may be reappointed provided that no one may serve as a Trustee for more than a maximum of

three consecutive terms, after which they must cease to be a Trustee for at least 12 months before they are eligible to be re-appointed.

The Board members bring insight from their own lived experience of disability, understanding of the Charity's social mission, and traditional business and commercial skills. The range of experience is kept under review and in the event of any shortfalls, new Trustees are sought to fill the gaps.

### **Trustee induction and training**

New Trustees undergo a period of induction to brief them on the values, direction and work of VoiceAbility Advocacy, their legal obligations under charity and company law and good practice duties, the contents of the Articles of Association, the Board and decision making processes, the business plan and recent financial performance of the Charity. During the induction they view our services and meet with key employees and other Trustees. Trustees are encouraged to participate in external and internally run training and development where this will facilitate the undertaking of their role.

### **Organisational structure**

The Board of Trustees administers the Charity. The Board meets once per quarter with additional meetings when required to deal with issues of strategy in more depth.

VoiceAbility also has within its constitution an Audit and Risk Committee, known as ARC. The ARC members meet once per quarter in advance of the Board meetings to review and discuss matters such as management and statutory accounts, risk and governance. In addition to the Audit and Risk sub-committee, there is an Investment Committee. The Investment Committee convenes twice a year. The purpose of the committee is to ensure that the Charity is investing funds in line with the Investment Policy. There is also a Safeguarding Committee, the purpose of which is to ensure quality safeguarding practices and approaches are developed and implemented, and to support the Charity in discharging its statutory and good practice duties and responsibilities - as both an employer and a provider - in relation to safeguarding.

The Trustees have delegated the day to day responsibility for the provision of services to the Chief Executive Officer. The Chief Executive Officer is responsible for recommending strategy to the Board, for the management of its external profile and influencing work, ensuring that the Charity delivers the services in line with its mission and requirements and ensuring that key performance indicators are met across the range of social and business objectives. The Chief Executive Officer leads an Executive Leadership Team whose members are the executive managers of the Charity.

### **Risk management**

The principal risks and uncertainties facing the organisation are centred around five key areas:

1. Impact: The desired impact of activities is not delivered or cannot be adequately evidenced
2. Financial sustainability: Our ability to continue to make an impact in the medium to long term is threatened
3. Compliance: The organisation fails to meet regulatory, legal or contract compliance requirements or expectations
4. Reputation: We do not respond effectively to any incident that could result in damage

to VoiceAbility's reputation

5. Safeguarding: We fail to adequately protect staff, volunteers or vulnerable people from harm or abuse

The steps to manage these risks are set out below.

The Trustees are responsible for setting the tone and influencing the culture of risk management within VoiceAbility.

The Executive Leadership Team have established a risk register, identifying the types of risks faced and prioritising them in terms of potential impact and likelihood of occurrence. Having due regard to the strength of the current internal controls and procedures already in place, a series of mitigating actions have been identified to appropriately address these risks.

The Executive Leadership Team, the Audit & Risk Committee, and the Board of Trustees, periodically review the risks and the risk management strategies to ensure that they continue to meet the needs of the organisation.

### **Public benefit**

We have referred to the guidance in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

### **Directors' liabilities**

There are no specific provisions relating specifically to Directors' liabilities to report.

There are no qualifying third party indemnity provisions which are the direct responsibility of the Charity;

There are no qualifying pension scheme indemnity provisions, due to the charity operating a Defined Contribution scheme.

### **Fundraising**

We are not a fundraising charity, with our income deriving primarily from local government, NHS and central government contracts. We do not solicit donations but do receive them from time to time and do approach grant giving bodies. We are therefore registered with the fundraising regulator and follow their guidance. VoiceAbility does not use any professional fundraisers and no fundraising is undertaken on our behalf by third parties.

### **Disabled employees**

We recognise the importance and benefits of having disabled people involved in and leading the organisation's work at every level including in governance roles, as employees and as volunteers. In relation to employment, the expertise in various aspects of our work which disabled people bring is valued strongly. Disabled applicants who meet the minimum essential criteria for posts are guaranteed interviews and we encourage applicants to identify any adjustments which are needed to ensure that they can participate equally in selection processes.

Training has been provided to managers on equality and employment, including specifically on disability equality.

The organisation has a full policy on diversity and employment, which underlines our approach to exceed legal requirements in relation to diversity as we recognise the importance and value to the organisation and to people using our services of a workforce which is diverse in relation to all protected characteristics, including disability.

We are continuing to work to improve the experience of and contribution by all employees, including disabled employees. We have built on the guidance published in July 2016 and have now been recognised as a Disability Confident employer.

We have paid posts which specifically require personal insights that come from having a learning disability, particularly Expert by Experience posts and our Speak Out Leaders. Additionally, we have roles of peer mentors and peer supporters which have provided work skills and therefore routes into employment for people who have used long-term mental health and substance use services.

### **Employee involvement**

VoiceAbility's Trustees and Directors recognise employee engagement to be one of the most powerful drivers of organisational performance and of our success in enabling people who use our services to achieve their outcomes. It is central to our strategy.

The following are amongst measures which we take to promote effective employee involvement and engagement as well as to ensure that colleagues throughout the organisation are well-informed.

Cross sectional employee groups, who help to develop critical organisational policies and practices, ranging from our pay policy and salary benchmarking to our approach to learning and development. As part of VoiceAbility's strategy these groups are being formalised in the form of a Staff Forum.

Regular attendance of the Chief Executive and other members of the Executive Leadership Team at team meetings throughout the organisation, to discuss the organisation's direction and development and to seek, receive and act on feedback.

Weekly 'open phone' times publicised to all members of staff, at which the Chief Executive seeks and receives feedback and responds to issues of concern. An alternative of email contact at any time is also made available to all colleagues.

Regular internal communication updates and bulletins, including VoiceAbility News (a monthly e-update written by staff and distributed to all teams) and a Managers' Bulletin which is available to all managers and senior practitioners.

A well-maintained intranet site and on-line collaboration tools, including webinars and extensive use of Microsoft Teams.

Regular team and supervision meetings held throughout the organisation.

### **Pay policy**

VoiceAbility operates an objective outcome pay policy. Staff are placed within bandings dependent on skillset and experience, and upon successful completion of agreed annual objectives, have the opportunity to progress in the banding by way of incremental 'spine

points'. Regular supervisions and appraisals ensure that pay progression is measurable within a band, ensuring greater transparency and understanding of pay related decisions.

Although the Executive Leadership Team are covered by the banding pay, ultimately decisions regarding the remuneration of these roles, and that of the Chief Executive, are made by the Board.

## Financial review

### Overview

The Charity delivered an unrestricted surplus of £295,602 in general funds. Designated expenditure on the Change Programme and the Fixed Assets Replacement fund totalled £397,896 taking the overall closing position to a deficit of £102,294, significantly better than budget. The favourable variance against budget is largely due to keeping expenditure low whilst continuing to navigate the budget cuts imposed on local authorities and social care funders. We continue to not only provide services at much lower contract values than we have secured in prior years but also improve on the delivery.

We generated a total income of £ 8,834,090 – 2.3% lower than last year (2019 - £ 9,037,733).

Total expenditure of £8,903,887 is 1.0% higher than last year (2019 – £8,818,076) but this year includes £357,833 higher investment expenditure than the last year.

The overall result for the year is a deficit of £102,294.

The below table illustrates year on year how we have performed financially at an Operating level and breaks this down into more detailed comparatives:

	2019-20	2018-19	2017-18	2016-17
Operating Surplus/Deficit	284,636	211,009	(102,928)	(686,279)
* Change Programme Expenditure	(330,332)	(25,176)	-	-
* Fixed Assets Replacement Expenditure	(67,564)	(14,887)	-	-
Income from Investment	43,463	48,711	24,971	29,742
Investment gains/losses	(32,497)	71,848	15,681	87,877
Surplus/Deficit	(102,294)	291,505	(62,276)	(568,660)

* Designated Expenditure	(397,896)	(40,063)	-	-
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The designated expenditure was not recorded separately prior to 2019-20. The above provides a breakdown of spend against the Change Programme and the Fixed Assets Replacement in 2018-19.

The Trustees are delighted with the ongoing improvements to the Sales Ledger process; once again we have seen a significant improvement in Trade Debtors with a closing debt of £416,321 (2019 - £843,432). Although Accrued Income has increased, largely due to a delay in invoicing one customer (£147k), the reduction in Trade Debtors and Accrued Income combined illustrates that we have maintained our ability to be able to invoice rather than accrue, and built on the follow up credit control process, recovering debt in a much more timely manner.

## **Reserves**

The reserves carried forward as at 31st March 2020 stand at £3,021,414:

General: £1,623,667

Designated: £1,397,747

Restricted: nil

Funds designated to fulfil our ongoing Change Programme objectives, which is discussed earlier in the report, now stands at £695,000. This is to fund a programme of changes over the period 2020 to 2022.

A Fixed Assets Replacement designated fund of £350,000 has been introduced to ensure that VoiceAbility has fit for purpose equipment and systems on a long-term basis. Depreciation costs are recorded against the designated fund and upon review of the Charity's equipment requirements, transfers then made from general funds to ensure the correct level of funds have been designated.

The Unrestricted Reserves are those funds that are available to be used on the charitable objects, to be spent as the Trustees see fit.

The Trustees hold Unrestricted Reserves as either General Reserves or Designated Reserves. General Reserves are there to support the day-to-day operations of the organisation and to ensure that VoiceAbility is able to meet its future financial obligations. Designated Reserves are held as unrestricted funds that have been earmarked for a particular purpose by the Trustees.

VoiceAbility adopts a risk-based approach to determine the value of General Reserves necessary to meet its future financial obligations, taking into account the reliability of income streams and the extent to which expenditure is committed, as well as the major risks to which the charity is exposed.

VoiceAbility uses two approaches to inform decision-making over the value of General Reserves required in any one year. One provides a finite time-based cover for the committed expenditure faced by the organisation; the other places a financial value on facing the key unmitigated risks identified in the Risk Register.



For the first approach, the Trustees require a minimum of 4 and a maximum of 6 month's worth of fixed costs cover to be held in General Reserves. The Trustees consider these periods a reasonable and realistic amount of time to curtail, change or serve notice on contractual agreements with suppliers or staff.

Fixed costs are defined in this context as those that VoiceAbility are legally obliged to pay for a period of time regardless of delivery levels and income streams. These costs comprise Influenceable Costs (Premises, Communications & Software, and Helpline) and Central Function Costs. Due to the predominantly contract-based nature of the income streams, it is assumed that operational staff are subject to TUPE legislation and as such are not included in these calculations.

The second approach used is to aggregate the assessed financial impact of the key unmitigated risks identified in the VoiceAbility Risk Register and assume that these risks occur either concurrently or sequentially over a timeframe that does not allow recovery between events. The quantification of those risks will be assessed by the Executive Management Team and validated by the Audit & Risk Committee alongside the annual review of the Risk Register.

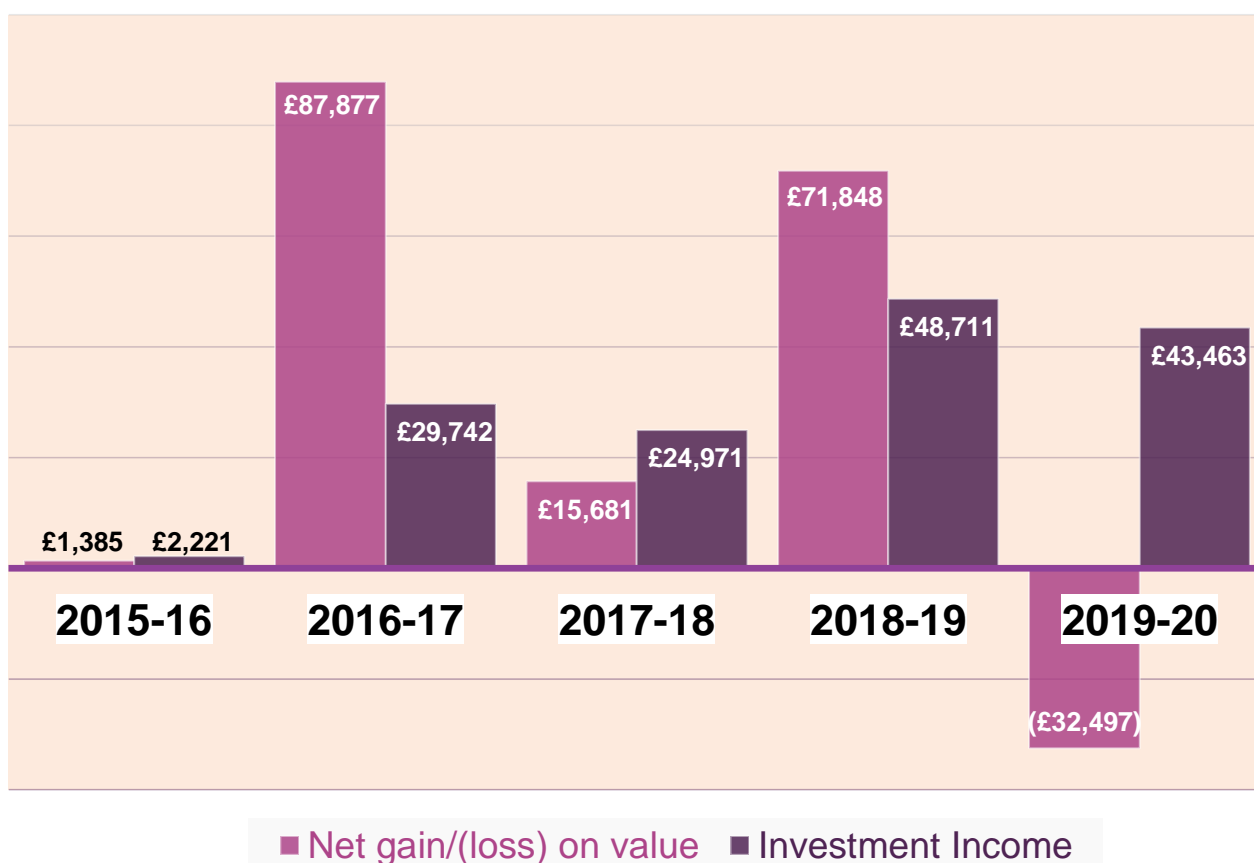
Utilising the outcomes of these two approaches, the Audit & Risk Committee will make recommendations to the Board of Trustees on the required value of the General Reserves for each financial year as part of the approval of the annual budget.

Employing the first method, the level of reserves required to cover monthly fixed costs of £156,000 is between £624,000 and £936,000 (4-6 months). Taking the undesignated, unrestricted reserves as at 31st March 2020, VoiceAbility are in a position to cover their monthly fixed costs for just under 10.5 months. The Trustees recognise that the current level of reserves are higher than the policy requirement and are continually looking at ways to appropriately further the objects of the Charity, using these excess reserves.

### **Investments and bank accounts**

VoiceAbility's Investment Committee manages its investment portfolio with the support of management company CCLA. At the end of 2019-20 CCLA's funds had been adversely impacted by the fall in investment markets but notably less than the overall market decrease. This reflects the composition of the CCLA portfolios and the emphasis on assets with sustainable underlying real returns and robust growth prospects independent of the general economic trend. The results recorded post year end after the markets began to settle after the initial impact of COVID-19 affirm the above assumptions. As at 31<sup>st</sup> March 2020 £849,500 had been invested. Below shows the results of our investment over the last 5 years:-

## Investment Performance



### Events since the balance sheet date

The Charity is reporting a non-adjusting post balance sheet event. We have seen a material growth of £114,160 in the COIF Investment Fund in April and May 2020, more than recovering the overall 2019-20 loss of £32,497.

### Going concern

The Trustees have assessed whether the use of the going concern basis is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The Trustees have made this assessment for a period of at least one year from the date of approval of the financial statements. Given the exceptional circumstances of the COVID-19 crisis in 2020, the Trustees and the Executive Leadership Team have reviewed all budgets and expected income and expenditure projections and have concluded that, together with the reserves established to help in such circumstances, there is a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. The charity, therefore, continues to adopt the going concern basis in preparing its financial statements.

# Statement of Trustees' responsibilities

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing those financial statements, the Trustees are required to:

- a) select suitable accounting policies and apply them consistently
- b) observe the methods and principles in the Charities SORP
- c) make judgements and estimates that are reasonable and prudent
- d) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue to operate
- e) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements

The Trustees are responsible for keeping adequate 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 responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities. 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.

## **Disclosure of information to the auditors**

So far as each person who was a director at the date of approving this report is aware, there is no relevant audit information, being information needed by the auditor in connection with preparing its report, of which the auditor is unaware. Having made enquiries of fellow directors and the Charity's auditor, each director has taken all the steps that they are obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report along with the financial statements was approved by the Trustees on:

28 July 2020 and signed on their behalf by:

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**James Alistair Schofield – Audit & Risk Committee Chair**

# Independent Auditor's Report to the Members of VoiceAbility

## Opinion

We have audited the financial statements of VoiceAbility Advocacy (the 'charitable company') for the year ended 31 March 2020 which comprise the statement of financial activities, balance sheet, statement of cash flows 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 charitable company's affairs as at 31 March 2020 and of its 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
- Have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended)

## 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 other information comprises the information included in the trustees' annual report, including the strategic report, other than the financial statements and our auditor's report

thereon. The trustees are responsible for the other information. 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. 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' annual report, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements
- The trustees' annual report, including the strategic report, has been prepared in accordance with applicable legal requirements

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

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report, including the strategic report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require 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 trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit

## Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, 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 charitable company's ability to continue as a going concern, disclosing, as applicable,

matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under those Acts.

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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

## 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 and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005. 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.

Judith Miller (Senior statutory auditor)

7 September 2020

for and on behalf of Sayer Vincent LLP, Statutory Auditor  
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

VoiceAbility Advocacy

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2020

	Note	General £	Designated £	Restricted £	2020 Total £	General £	Designated £	Restricted £	2019 Total £
<b>Income from:</b>									
Donations and legacies	2	5,214	-	-	<b>5,214</b>	7,134	-	-	7,134
Charitable activities	3	8,737,838	-	47,575	<b>8,785,413</b>	8,929,255	-	52,633	8,981,888
Investments		43,463	-	-	<b>43,463</b>	48,711	-	-	48,711
<b>Total income</b>		<b>8,786,515</b>	<b>-</b>	<b>47,575</b>	<b>8,834,090</b>	<b>8,985,100</b>	<b>-</b>	<b>52,633</b>	<b>9,037,733</b>
<b>Expenditure on:</b>									
Charitable activities	4a	8,458,416	397,896	47,575	<b>8,903,887</b>	8,765,443	-	52,633	8,818,076
<b>Total expenditure</b>	4	<b>8,458,416</b>	<b>397,896</b>	<b>47,575</b>	<b>8,903,887</b>	<b>8,765,443</b>	<b>-</b>	<b>52,633</b>	<b>8,818,076</b>
<b>Net income / (expenditure) before net gains / (losses) on investments</b>		<b>328,099</b>	<b>(397,896)</b>	<b>-</b>	<b>(69,797)</b>	<b>219,657</b>	<b>-</b>	<b>-</b>	<b>219,657</b>
Net gains / (losses) on investments		(32,497)	-	-	<b>(32,497)</b>	71,848	-	-	71,848
<b>Net income / (expenditure) for the year</b>	5	<b>295,602</b>	<b>(397,896)</b>	<b>-</b>	<b>(102,294)</b>	<b>291,505</b>	<b>-</b>	<b>-</b>	<b>291,505</b>
Transfers between funds		(820,643)	820,643	-	-	(725,000)	725,000	-	-
<b>Net movement in funds</b>		<b>(525,041)</b>	<b>422,747</b>	<b>-</b>	<b>(102,294)</b>	<b>(433,495)</b>	<b>725,000</b>	<b>-</b>	<b>291,505</b>
<b>Reconciliation of funds:</b>	0								
Total funds brought forward		2,148,708	975,000	-	<b>3,123,708</b>	2,582,203	250,000	-	2,832,203
<b>Total funds carried forward</b>		<b>1,623,667</b>	<b>1,397,747</b>	<b>-</b>	<b>3,021,414</b>	<b>2,148,708</b>	<b>975,000</b>	<b>-</b>	<b>3,123,708</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 18a to the financial statements.



## Balance sheet

Company no. 03798884

As at 31 March 2020

	Note	2020 £	2019 £
<b>Fixed assets:</b>			
Tangible assets	10	352,747	170,905
Investments	11	993,794	1,026,291
		<u>1,346,541</u>	<u>1,197,196</u>
<b>Current assets:</b>			
Debtors	13	987,897	1,063,617
Cash at bank and in hand		1,631,536	1,753,559
		<u>2,619,433</u>	<u>2,817,176</u>
<b>Liabilities:</b>			
Creditors: amounts falling due within one year	14	(828,754)	(782,050)
		<u>1,790,679</u>	<u>2,035,126</u>
<b>Net current assets</b>			
		<u>1,790,679</u>	<u>2,035,126</u>
<b>Total assets less current liabilities</b>		<u>3,137,220</u>	<u>3,232,322</u>
Provision for liabilities	16	(115,805)	(108,614)
1857430			
<b>Net assets</b>		<u>3,021,414</u>	<u>3,123,708</u>
<b>Funds:</b>	17a		
Restricted income funds		-	-
Unrestricted income funds:			
Designated funds		1,397,747	975,000
General funds		1,623,667	2,148,708
		<u>3,021,414</u>	<u>3,123,708</u>
Total unrestricted funds		<u>3,021,414</u>	<u>3,123,708</u>
<b>Total funds</b>		<u>3,021,414</u>	<u>3,123,708</u>

Approved by the trustees on 28 July 2020 and signed on their behalf by

James Alistair Schofield  
Trustee

## Statement of cash flows

For the year ended 31 March 2020

	2020 £	£	2019 £	£
<b>Cash flows from operating activities</b>				
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	(69,797)		219,657	
Depreciation charges	67,564		14,887	
(Gains)/losses on investments	-		(60,000)	
Dividends and interest from investments	(43,463)		(48,711)	
(Increase)/decrease in provisions	7,191		(108,142)	
(Increase)/decrease in debtors	75,720		570,156	
Increase/(decrease) in creditors	46,704		(84,290)	
<b>Net cash provided by / (used in) operating activities</b>		<b>83,919</b>		<b>503,557</b>
<b>Cash flows from investing activities:</b>				
Dividends and interest from investments	43,463		48,711	
Purchase of fixed assets	(249,406)		(151,534)	
<b>Net cash provided by / (used in) investing activities</b>		<b>(205,943)</b>		<b>(102,823)</b>
<b>Change in cash and cash equivalents in the year</b>		<b>(122,024)</b>		<b>400,734</b>
Cash and cash equivalents at the beginning of the year		<b>1,753,559</b>		<b>1,352,825</b>
<b>Cash and cash equivalents at the end of the year</b>		<b>1,631,536</b>		<b>1,753,559</b>

**1 Accounting policies**

**a) Statutory information**

VoiceAbility Advocacy is a charitable company limited by guarantee and is incorporated in England & Wales. The registered office address is The Old Granary, Westwick, Oakington, Cambridge, CB24 3AR.

**b) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (September 2015) and the Companies Act 2006/Charities Act 2011.

The Charity has a subsidiary, Advocacy Experience Limited. The subsidiary is currently dormant and therefore consolidated financial statements have not been prepared.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

**c) Public benefit entity**

The charity meets the definition of a public benefit entity under FRS 102.

**d) Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

The trustees have specifically considered the impact of covid-19 on the charity and do not consider there to be an material uncertainty as a result. Further discussion on the impact of and response to covid-19 by the charity can be found in the trustees' annual report.

**e) Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

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 of the provision of a specified service is deferred until the criteria for income recognition are met.

**1 Accounting policies (continued)**

**f) 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.

**g) Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**h) Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs

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

Support and governance costs are re-allocated to charitable activities in full.

**i) Expenditure and irrecoverable VAT (continued)**

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

**j) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**k) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £500 for an individual purchase. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- |  |                            |
|--|----------------------------|
| ● Leasehold improvements                       | over the life of the lease |
| ● Furniture, Computer, Telephones and Software | 10% – 33%                  |

**l) Listed investments**

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the statement of financial activities. The charity does not acquire put options, derivatives or other complex financial instruments.

**Investments in subsidiaries**

Investments in subsidiaries are at cost.

**1 Accounting policies (continued)**

**m) Debtors**

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

**n) Cash at bank and in hand**

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

**o) Creditors and provisions**

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

**p) Financial instruments**

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

**q) Pensions**

After three months of employment, employees are auto enrolled in the group stakeholder pension scheme (Aviva), via a salary exchange method. Employees are required to opt out should they not wish to be enrolled. The charity contributes 5% of gross salary and employees may make additional contributions. Employees joining the stakeholder pension contract directly with the insurance company. In addition to its own contribution the charity acts as agent in collecting and paying over employee pension contributions.

## 2 Income from donations and legacies

	2020 Total £	2019 Total £
Donations (unrestricted)	<u>5,214</u>	<u>7,134</u>

## 3 Income from charitable activities

	Grants £	2020 Earned income contracts £	Total £	Grants £	2019 Earned income contracts £	Total £
<b>Advocacy Services:</b>						
London	-	1,469,951	1,469,951	-	1,781,204	1,781,204
Midlands	30,000	1,267,711	1,297,711	26,000	1,534,363	1,560,363
North East	-	2,367,002	2,367,002	-	2,208,766	2,208,766
North West	-	1,325,550	1,325,550	-	1,236,362	1,236,362
South East	2,575	2,301,700	2,304,275	-	2,168,560	2,168,560
	<u>32,575</u>	<u>8,731,914</u>	<u>8,764,489</u>	<u>26,000</u>	<u>8,929,255</u>	<u>8,955,255</u>
Support Services	15,000	5,924	20,924	26,633	-	26,633
Total income from charitable activities	<u>47,575</u>	<u>8,737,838</u>	<u>8,785,413</u>	<u>52,633</u>	<u>8,929,255</u>	<u>8,981,888</u>

All earned income is unrestricted and all grant income is restricted.

VoiceAbility Advocacy

Notes to the financial statements

For the year ended 31 March 2020

4a Analysis of expenditure (current year)

	Advocacy Services £	Change Programme costs	Governance costs £	Support costs £	2020 Total £	2019 Total £
Direct staff costs	5,050,765	-	-	-	5,050,765	5,061,959
Indirect staff costs	-	112,577	1,238	1,070,390	1,184,205	1,047,772
<b>Total staff costs (note 6)</b>	<b>5,050,765</b>	<b>112,577</b>	<b>1,238</b>	<b>1,070,390</b>	<b>6,234,970</b>	<b>6,109,731</b>
Sub contractor Costs	1,040,295	-	-	-	1,040,295	1,336,518
Recruitment, Training and Welfare	145,868	22,704	-	-	168,572	161,431
Travel & Subsistence	246,074	2,811	-	-	248,885	260,290
Rent & Rates	220,774	-	-	-	220,774	259,130
Professional	6,849	131,447	-	-	138,297	5,087
Other direct costs	415,570	60,793	-	-	476,363	367,786
Business Development	-	-	-	94,420	94,420	53,156
CEO and related expenses	-	-	-	19,377	19,377	41,912
Finance	-	-	-	80,495	80,495	75,245
Human resources	-	-	-	97,135	97,135	64,711
IT and Office Admin	-	-	-	56,191	56,191	57,363
Trustee and AGM costs	-	-	12,270	-	12,270	12,934
Audit and accountancy costs	-	-	15,841	-	15,841	12,780
	<b>7,126,196</b>	<b>330,332</b>	<b>29,349</b>	<b>1,418,010</b>	<b>8,903,887</b>	<b>8,818,076</b>
Support costs	1,418,010	-	-	(1,418,010)	-	-
Governance costs	29,349	-	(29,349)	-	-	-
Investment costs	330,332	(330,332)	-	-	-	-
<b>Total expenditure 2020</b>	<b>8,903,887</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>8,903,887</b>	<b>-</b>
Total expenditure 2019	8,818,076	-	-	-	-	8,818,076

VoiceAbility Advocacy

Notes to the financial statements

For the year ended 31 March 2020

4b Analysis of expenditure (prior year)

	Advocacy Services £	Change Programme costs £	Governance costs £	Support costs £	2019 Total £
Direct staff costs	5,061,959	-	-	-	5,061,959
Indirect staff costs	-	13,487	-	1,034,286	1,047,772
Total staff costs (note 7)	5,061,959	13,487	-	1,034,286	6,109,731
Sub contractor Costs	1,336,518	-	-	-	1,336,518
Recruitment, Training and Welfare	151,631	9,800	-	-	161,431
Travel & Subsistence	258,401	1,889	-	-	260,290
Rent & Rates	259,130	-	-	-	259,130
Professional	5,087	-	-	-	5,087
Other direct costs	367,786	-	-	-	367,786
Business Development	-	-	-	53,156	53,156
CEO and related expenses	-	-	-	41,912	41,912
Finance	-	-	-	75,245	75,245
Human resources	-	-	-	64,711	64,711
IT and Office Admin	-	-	-	57,363	57,363
Trustee and AGM costs	-	-	12,934	-	12,934
Audit and accountancy costs	-	-	12,780	-	12,780
	7,440,513	25,176	25,714	1,326,673	8,818,076
Support costs	1,326,673	-	-	(1,326,673)	-
Governance costs	25,714	-	(25,714)	-	-
Investment costs	25,176	(25,176)	-	-	-
Total expenditure 2019	8,818,076	-	-	-	8,818,076



## Notes to the financial statements

## For the year ended 31 March 2020

**5 Net income / (expenditure) for the year**

This is stated after crediting / (charging):

	2020 £	2019 £
Depreciation	67,564	14,887
Operating lease rentals:		
Property	188,531	252,122
Auditor's remuneration (excluding VAT):		
Audit	10,750	10,300
Prior year (over)/ under accrual	1,000	200
Other services	-	-
	<u>67,564</u>	<u>14,887</u>

**6 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel**

Staff costs were as follows:

	2020 £	2019 £
Salaries and wages	5,351,671	5,305,895
Redundancy and termination costs	64,777	14,638
Social security costs	404,782	420,161
Employer's contribution to defined contribution pension schemes	387,203	354,902
Other staff costs	26,538	14,135
	<u>6,234,970</u>	<u>6,109,731</u>

The redundancy and termination costs were accrued at the balance sheet date.

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2020 No.	2019 No.
£60,000 – £69,999	2	2
£70,000 – £79,999	1	-
£80,000 – £89,999	1	1
	<u>2</u>	<u>3</u>

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £326,022 (2019: £363,678).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2019: £nil). No charity trustee received payment for professional or other services supplied to the charity (2019: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £1,765 (2019: £1,207) incurred by 6 (2019: 6) members relating to attendance at meetings of the trustees.

## Notes to the financial statements

## For the year ended 31 March 2020

**7 Staff numbers**

The average number of employees (head count based on number of staff employed) during the year was 266 (2019: 270) and based on full-time equivalent was 215 (2019: 211).

**8 Related party transactions**

There are no related party transactions to disclose for 2020 (2019: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

**9 Taxation**

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

**10 Tangible fixed assets**

	Fixtures & Fittings £	Computer Equipment £	Telephones £	Software & Systems £	Total £
<b>Cost</b>					
At the start of the year	37,496	71,740	53,967	28,746	191,949
Additions in year	–	242,065	6,806	535	249,406
Disposals in year	–	–	–	–	–
At the end of the year	37,496	313,805	60,773	29,281	441,355
<b>Depreciation</b>					
At the start of the year	12,033	7,641	1,370	–	21,044
Charge for the year	5,938	40,881	18,793	1,952	67,564
Eliminated on disposal	–	–	–	–	–
At the end of the year	17,971	48,522	20,163	1,952	88,608
<b>Net book value</b>					
At the end of the year	19,525	265,283	40,610	27,329	352,747
At the start of the year	25,463	64,099	52,597	28,746	170,905

All of the above assets are used for charitable purposes.

## Notes to the financial statements

## For the year ended 31 March 2020

## 11 Investments held as fixed assets

	2020 £	2019 £
Fair value at the start of the year	1,026,291	894,443
Additions at cost	–	60,000
Disposal proceeds	–	–
Net gain / (loss) on change in fair value	(32,497)	71,848
	<u>993,794</u>	<u>1,026,291</u>
Cash held by investment broker pending reinvestment	–	–
Fair value at the end of the year	<u>993,794</u>	<u>1,026,291</u>
	2020 £	2019 £
Investments comprise:		
COIF Charities Investment Fund	<u>993,794</u>	<u>1,026,291</u>

## 12 Subsidiary undertaking

The charity owns the whole of the issued ordinary share capital of Advocacy Experience Limited, a company registered in England. The company number is 04406655. The registered office address is the same as the charity. The company has been dormant since 2015.

A summary of the nets assets of the subsidiary is shown below:

	2020 £	2019 £
Total retained earnings brought forward	–	–
Write down of investment	–	–
<b>Total retained earnings carried forward</b>	<u>–</u>	<u>–</u>

## 13 Debtors

	2020 £	2019 £
Trade debtors	416,321	843,432
Other debtors	17,234	36,280
Prepayments	285,809	96,783
Accrued income	268,534	87,123
	<u>987,897</u>	<u>1,063,617</u>

## 14 Creditors: amounts falling due within one year

	2020 £	2019 £
Trade creditors	451,357	349,219
Taxation and social security	110,382	113,553
Other creditors	65,637	97,545
Accruals	81,495	164,185
Deferred income (note 24)	119,883	57,549
	<u>828,754</u>	<u>782,050</u>

## Notes to the financial statements

For the year ended 31 March 2020

**15 Deferred income**

Deferred income comprises income invoiced in advance of work not undertaken by year end

	2020 £	2019 £
Balance at the beginning of the year	57,549	158,868
Amount released to income in the year	(57,549)	(139,539)
Amount deferred in the year	119,883	38,220
	<u>119,883</u>	<u>38,220</u>
Balance at the end of the year	<u><u>119,883</u></u>	<u><u>57,549</u></u>

**16 Provisions for liabilities**

Provisions for liabilities comprises

	2020 £	2019 £
Balance at the beginning of the year	108,614	216,756
Amount released in the year	-	(108,142)
Increase in provision in the year	7,191	-
	<u>115,805</u>	<u>108,614</u>
Balance at the end of the year	<u><u>115,805</u></u>	<u><u>108,614</u></u>
Dilapidations provision	4,250	2,750
Customer refund provision	69,890	99,864
Staffing provision	41,665	6,000
	<u>115,805</u>	<u>108,614</u>
	<u><u>115,805</u></u>	<u><u>108,614</u></u>

**Dilapidations Provision**

To provide for the refurbishment of our Cambridge office at the end of our tenancy as required by our lease agreement. The likely cost of this is calculated and charged to projects as an additional accommodation cost on an annual basis.

**Customer Refund Provision**

£69,111 relates to one service regarding potential repayment due to under delivery. The remainder relates to a duplicate receipt from a customer.

**Staffing Provision**

To provide for HR issues identified pre 31st March 2020.

## Notes to the financial statements

## For the year ended 31 March 2020

## 17a Analysis of net assets between funds (current year)

	General unrestricted £	Designated funds £	Restricted funds £	Total funds £
Tangible fixed assets	–	352,747	–	352,747
Investments	993,794	–	–	993,794
Net current assets	745,678	1,045,000	–	1,790,678
Provisions	(115,805)	–	–	(115,805)
<b>Net assets at 31 March 2020</b>	<b>1,623,667</b>	<b>1,397,747</b>	<b>–</b>	<b>3,021,414</b>

## 17b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated funds £	Restricted funds £	Total funds £
* Tangible fixed assets	170,905	–	–	170,905
Investments	1,026,291	–	–	1,026,291
Net current assets	1,060,126	975,000	–	2,035,126
Provisions	(108,614)	–	–	(108,614)
<b>Net assets at 31 March 2019</b>	<b>2,148,708</b>	<b>975,000</b>	<b>–</b>	<b>3,123,708</b>

\* Prior year tangible fixed assets of £170,905 have been reclassified as designated funds.

## Notes to the financial statements

For the year ended 31 March 2020

## 18a Movements in funds (current year)

	At 1 April 2019 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2020 £
<b>Restricted funds:</b>					
* Department of Health (via National Autistic Society)	-	15,000	(15,000)	-	-
** Cambridgeshire County Council	-	2,575	(2,575)	-	-
*** NHS Nene and Corby CCG	-	30,000	(30,000)	-	-
<b>Total restricted funds</b>	-	47,575	(47,575)	-	-
<b>Unrestricted funds:</b>					
Designated funds:					
Investment in Development	975,000	-	(330,332)	50,332	695,000
Fixed Assets Replacement	-	-	(67,564)	417,564	350,000
Tangible fixed assets fund	-	-	-	352,747	352,747
<b>Total designated funds</b>	975,000	-	(397,896)	820,643	1,397,747
<b>General funds</b>	2,148,708	8,801,593	(8,505,991)	(820,643)	1,623,667
<b>Total unrestricted funds</b>	3,123,708	8,801,593	(8,903,887)	-	3,021,414
<b>Total funds</b>	3,123,708	8,849,168	(8,951,462)	-	3,021,414

\* Complex Needs Consortium Grant.

\*\* Cambridgeshire and Peterborough Police and Crime Commissioner's Youth and Community Fund. Grant for membership to the Safe Places National Network.

\*\*\* Furtherance of existing Quality Checker service that sees people with a learning disability employed to inspect local services and to provide advice on how they can better meet the needs of individuals with a learning disability.

Designated funds Change Programme **Investment in Development** has been reviewed and now stands at £695,000. This will fund VoiceAbility's Change Programme 5 year objectives as outlined in the annual report.

A **Fixed Assets Replacement** designated fund of £350,000 has been introduced to ensure that VoiceAbility has fit for purpose equipment and systems on a long term basis.

## 18b Movements in funds (prior year)

	At 1 April 2018	Income & gains	Expenditure & losses	Transfers	At 1 April 2019
	£	£	£	£	£
<b>Restricted funds:</b>					
* Department of Health (via National Autistic Society)	-	15,000	(15,000)	-	-
** NHS England	-	11,633	(11,633)	-	-
*** NHS Nene and Corby CCG	-	26,000	(26,000)	-	-
<b>Total restricted funds</b>	-	52,633	(52,633)	-	-
<b>Unrestricted funds:</b>					
Designated funds:					
Investment in Development	250,000	-	-	725,000	975,000
Total designated funds	250,000	-	-	725,000	975,000
<b>General funds</b>	2,582,203	9,109,580	(8,818,076)	(725,000)	2,148,708
<b>Total unrestricted funds</b>	2,832,203	9,109,580	(8,818,076)	-	3,123,708
<b>Total funds</b>	2,832,203	9,162,213	(8,870,709)	-	3,123,708

\* Complex Needs Consortium Grant.

\*\* Development, publication and marketing of materials in partnership with the STOMP (Stop The Over-Medication of People) campaign.

\*\*\* Furtherance of existing Quality Checker service that sees people with a learning disability employed to inspect local services and to provide advice on how they can better meet the needs of individuals with a learning disability.

An additional £725,000 has been transferred from unrestricted funds to designated funds, bringing the total designated funds to £975,000. This will fund VoiceAbility's 5 year objectives as outlined in the annual report.

## 19 Operating lease commitments payable as a lessee

The group and charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	Land and Buildings	
	2020	2019
	£	£
Less than one year	162,278	178,387
One to five years	153,784	310,328
Over five years	-	3,125
	<b>316,062</b>	<b>491,840</b>