TALKBACK-UK LTD

England & Wales · Charity number 1093732

Details

Other names	TALKBACK SELF ADVOCACY LIMITED
Status	Registered
Legal form	Charitable company
Company number	04279266
Registered	2002-09-06
Register	View on the Charity Commission register

Contact

Address	Amersham Community Centre Chiltern Avenue Amersham HP6 5AH
Phone	01494434448
Email	talkback@talkback-uk.com
Website	www.talkback-uk.com

Activities

Objects: The object of the Charity is: To provide advocacy and specific projects for people with a learning disability and/or autistic spectrum disorder and society's other most vulnerable groups, that will support and enable individuals to obtain their full rights and privileges as citizens through teaching the skills of self-advocacy.

Activities: Talkback is a self advocacy organisation for anyone with a learning disability and supports them to use the skills they have already, and learn some new ones so they can:Build their self confidenceHelp make decisions about their own livesSpeak up for themselvesSay a real yes and a real noBecome as independent as they can or want to be

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Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, Economic/community Development/employment
- **Who:** Children/young People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies

Geography

- **Area of benefit:** BUCKINGHAMSHIRE
- Buckinghamshire
- Milton Keynes

Finances

Period end	Income	Expenditure	Assets	Employees
2024-09-30	£1,911,660	£1,859,307	£969,173	65
2023-09-30	£1,995,222	£1,953,759	£916,820	71
2022-09-30	£2,005,021	£1,918,526	£875,357	71
2021-09-30	£2,024,544	£1,830,716	£788,862	79
2020-09-30	£2,029,109	£1,793,408	£595,033	77

Trustees

Name	Role	Appointed
Katharine Louise Joslin	Chair	2019-02-11
Anna-Louise Cameron		2023-06-22
Emma Michelle Charnock		2025-02-03
Emma Sadler		2023-01-23
Fiona Watson		2023-09-18
Lisa Hughes		2019-03-18

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TALKBACK-UK LTD

England & Wales - Charity number 1093732

Accounts

Charity registration number 1093732

Company registration number 04279266 (England and Wales)

TALKBACK-UK LTD.

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 SEPTEMBER 2024

TALKBACK-UK LTD.

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs L J Hughes Mrs K L Joslin Miss E Sadler Ms F Watson Mrs A L Cameron Miss E Charnock	 (Appointed 3 February 2025)
Secretary	Mr J Hay	
Charity number	1093732	
Company number	04279266	
Registered office	Amersham Community Centre Chiltern Avenue Amersham Buckinghamshire United Kingdom HP6 5AH	
Auditor	Azets Audit Services Westpoint Lynch Wood Peterborough Cambridgeshire United Kingdom PE2 6FZ	

TALKBACK-UK LTD.

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TALKBACK-UK LTD.

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 30 SEPTEMBER 2024

We present the Annual Financial Report for the year to 30 September 2024. Alongside this we would encourage you to read our Annual Impact Review, available on our website, which is full of the possibilities our members can achieve and a more detailed look at the year.

The environment in which Talkback operates has become increasingly challenging as Buckinghamshire Council has got into financial difficulties. Their short-term response to this crisis, is to cut funds from the most vulnerable and least vocal areas of the community who we work with. This has seen a severe reduction in support to young people at the most crucial stage of their lives, as they transition from school into employment and volunteer work.

The ongoing work done by the leadership team and staff allows us to try and counter the negative consequences on each person and we remain extremely grateful for their passion and efforts.

We have set ourselves up as an EOTAS (education other than at school) provider so that we can take on young people directly, as so many of them drop out of college. We are in the process of getting registered as a specialist college.

We are grateful for the support of funders, who have provided grants for running projects and for the purchase of equipment. We recognise the increasing pressures on funding bodies, and we actively look for ways to deliver our services more efficiently, including through volunteer support. The volunteers who have joined us have made a huge positive impact. We also continue to look for new ways to raise income to improve our services and increase our reach.

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the 12 months ended 30 September 2024. The Trustees comply with the charity's Constitution, the Companies Act 2006 and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102 (update bulletin 2)).

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Mrs K L Joslin
Interim Chair of Trustees

Date: 6-5-2025

TALKBACK-UK LTD.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 SEPTEMBER 2024

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 30 September 2024. The Trustees comply with the charity's Constitution, the Companies Act 2006 and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 2019).

Objectives and activities

The objectives and principal activities of the charity are:

- To provide opportunities for autistic individuals and people with a learning disability to have their say on local services in the community. To enable them to obtain their full rights and privileges as citizens through embedding the skills of self-advocacy.

This is achieved by:

- supporting and developing self-advocacy skills, providing opportunities for people to engage meaningfully and participate, feeding into the planning, development and delivery of services.
- training and consultation with a range of professionals and agencies, the wider community, and families to educate and raise awareness. Increasing the quality of life experienced by people with a learning disability and/ or autism, plus other disability groups.
- providing education support, personal development services, life skills and employment support.

Talkback – Our Passion

- Talkback is a centre of learning and development focused on two groups of undervalued people: autistic people and individuals with learning disabilities.
- Our aim is for every person who joins the Talkback journey to become better equipped to lead the life they want by helping them transition from each stage to the next.
- Our members have much to offer, as active people in the community, including through volunteering and by being employees.
- To be recognised nationally as a progressive learning centre of excellence for the neuro diverse community and adults with learning disabilities.

The Trustees have referred to the guidance contained in the Charities Commission general guidance on public benefit when reviewing the organisation's aims and objectives and are confident that Talkback is complying. We also follow the Code of Practice on Fundraising and are audited by Ofsted, Bucks County Council, and the Bucks College Group for the quality of our work. We have our own monthly quality assessments as well as those done annually by experts by experience - a trained group of people with lived experience who independently assess our services, as part of our quality improvement.

Achievements and performance

All our staff have been fully trained in safeguarding including FGM, Prevent, Suicide, First Aid, Child Exploitation and Online Protection Awareness, Equality, Diversity and Inclusivity. Our staff were also trained by the Terence Higgins Trust on Sex, Relationships and Gender.

We achieved Excellence as a provider for our adult and operational support. We also maintained our outstanding grade from Bucks County Council for our systems and processes around college provision and staff development.

Our Programmes:
Young People (16-25 years old)
Our Equip programme, continues to deliver exciting and innovative education. employment and life skills sessions to young people aged 16-25 both with those at college and increasingly with those not wanting to attend college and who are looking for alternative journeys.

We have launched our own Specialist provision in response to recent changes at the Council and reduction of days for the young people we support from 5 to 3 days. The drop out rate from colleges continues to be high and we think giving people the right environment and ways of learning are crucial. Our new Specialist Provision is doing that for 30 young people already including young people who were previously not in education training or employment (NEET). We are re-engaging them and giving the same opportunities as everyone else.

Adult development services (21-75 years old)

There are now 100 people with us every week in 20 different programmes across our Adult Development offer, reflecting the quality of our services.

Highlights of the year continue to be the Christmas and Summer shows and this year we also ran our first ever Talkback's Got Talent Show. Over 23 members got up on stage to entertain an audience with jokes, songs, dance and sports demonstrations.

The range of these services continues to grow, and we are delighted to have 18 members accessing work experience opportunities at 5 different venues.

We are extremely grateful to these organisations who have embraced Talkback and our members with open arms.

Sports Academy

The Talkback Sports Academy has been a driving force providing well- being, fun, inclusive experiences and the opportunity to learn new skills. We now run 12 sports and movement activities.

In addition to our annual sports day, we also ran in High Wycombe another Festival of Fun and Sport at the Wycombe Leisure Centre. This enabled Bucks residents with any form of disability or neuro-diverse condition to try out 12 different sports. Over 120 people attended and 64 people attended the follow up sessions as our aim is to get people to carry on being active.

We are grateful to expert partners who came, demonstrated and helped people have a go at sports ranging from bowls to dance and football to badminton to tennis, amongst others.

We are so grateful to the financial supporters as well as the excellent and inspirational internal and external sports coaches.

Employability - Supported Internships

We also launched our Supported Internship scheme and now have 6 students into paid work study schemes. We also continue to provide Supported Employment for those in work.

We work with every member to help them achieve their goals and ensure they receive the same opportunities as everyone else.

Rothschild provided funds to Talkback to deliver job clubs and support for autistic people between the ages of 18 and 25 who have no funding and are unemployed. This ended in September 2024, but it has already enabled us to help 16 young people into work out of 26. The saving to the State is over £5m but it is a struggle to get anyone in the Council or DWP to see the cost benefits.

The employment rate for our members is more than double the national average for autistic individuals and people with learning disabilities. This also includes opening up access to volunteer opportunities and ongoing roles.

Your Voice - Our Professional Services
Your Voice reaches out to the 5000 people with learning disabilities and autistic people throughout Buckinghamshire and Milton Keynes who are not funded and lack support.

We are engaging in work with MK Council to help them build lasting solutions to problems that have been around for too long. We do this by helping organisations see the world through the eyes of autistic individuals and educating them on providing reasonable adjustments.

We have completed development of new areas where there are gaps in provision for people with learning disabilities and autistic individuals such as Grief and Loss and support after diagnosis.

Talkback is an active member of Staying Healthy and Safeguarding Boards and involved in a range of Preparing for Adulthood work groups.

We continue to work with MK Council on creating a community that is a best practice example for autistic people.

Financial review
Talkback's plans for the 12 months to 30 September 2024 continued the medium-term plan to build a resilient, sustainable and innovative organisation. Ensuring effective cost control, particularly of overheads, remains paramount. Talkback finished the year with a total income of £1,911,660 and a net surplus £52,353.

The Finance Committee and Board of Trustees maintained oversight of Talkback's finances and satisfied themselves it continues to operate efficiently and effectively, balancing the immediate need to deliver services and support to its members with due regard to the longer-term financial health of the charity.

We are grateful to Azets, our auditors, for their continuing professional help in moving us forward.

We would like to take this opportunity to thank our principal funders during this last year. We are grateful for the support of each of the Councils and Commissioners. They are under continual pressure to deliver more with less and continue to make a positive impact which is often not recognised.

Funders who we need to thank this year include:

Baily Thomas Charitable Fund
Barclays Community Football Fund
Buckinghamshire Council
Community Action MK
Co-op Local Community Fund
Dan Maskell Tennis Trust
DWP
Findlay Park Investment Management
Heart of Bucks - Community Foundation for Buckinghamshire
Heart of Bucks - BP Collins Fund
High Wycombe Community Board
Mencap
Milton Keynes Council
NHS
BLMK ICB
The Nineveh Charitable Trust
The Rothschild Foundation
The Screwfix Foundation

We received additional funding through one-off pieces of work, donations, and training and by people undertaking events for us. We are humbled by their support.

We would also like to thank several private groups and parents for their continued support.

Reserves policy

In line with the SORP developed by the Charity Commission, our Trustees ensure reserves are set aside for our long-term financial viability.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

To address the uncertainty in funding streams, from the social care sector, property requirements and the workplace pension scheme, the Trustees feel a general fund reserve of no less than £150k should be always maintained to cover between 15 and 75 days essential expenditure, this excludes rent and the pension commitment as these are covered by separate reserves.

Actual available reserves at the year end were £814,619, which is within the range set out by the reserves policy.

Risk management
The risks for the organisation are regularly reviewed by the Board, Chief Executive, Finance and Business Managers and include Strategy, Governance, Operations, Staff, Organisational Culture and Finance. These results are scrutinised by the Risk and Audit Subcommittee to make sure risks are mitigated or reviewed and actioned each quarter.

The Trustees ensure that there are set policies, procedures, and insurances in place to mitigate risks.

The Finance sub-committee, chaired by the Treasurer Trustee carries responsibility on behalf of, and reports to, the Board regarding the management and review of financial risk.

Structure, governance and management
The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs L J Hughes	
Mrs K L Joslin	
Miss C Daniels	(Resigned 3 February 2025)
Miss E Sadler	
Ms F Watson	
Mrs A L Cameron	
Ms M A Collard	(Resigned 30 April 2024)
Mr M R Sparkes	(Resigned 20 May 2024)
Mr M Togsverd	(Resigned 30 April 2024)
Miss E Charnock	(Appointed 3 February 2025)

In accordance with the Articles of Association, the management of the charity is carried out by a Management Committee of voluntary directors, who are also Trustees. They are appointed in accordance with the Articles of Association. Talkback is also a Company Limited by Guarantee.

Recruitment is by personal approach/nomination, advertisement and using specialist recruitment services for the voluntary sector. Talkback's induction programme introduces new trustees to the Talkback Team and to the activities of the organisation. As an organisation working for and with people with a learning disability, involvement in the activities is essential to understanding the organisation. This includes being fully involved with the Management Groups.

All Trustees complete an application form and provide a full CV. Before appointment, they attend a Board meeting and where possible a Management Group meeting, where they are invited to discuss their interest in the role.

Before appointing new Trustees, the Board undertakes a review of current and required skills to remain relevant and identify new requirements in response to any development areas and new opportunities. The skills audit, job descriptions and person specification are updated to reflect this.

Organisational structure and how decisions are made:

The Trustees delegate the day-to-day running of the organisation to the Chief Executive, Jeremy Hay.

The Management Committee is responsible for taking decisions in the areas of governance, strategic planning, financial and risk management. There are three subcommittees covering finance, audit and risk and Service Ideation

Each Talkback locality has its own Management Group (people with a learning disability and autistic individuals) to act as a lead on the development and direction of Talkback.

Auditor

In accordance with the company's articles, a resolution proposing that Azets Audit Services be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.

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Mrs K L Joslin

Trustee

Date: 6-5-2025

TALKBACK-UK LTD.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 30 SEPTEMBER 2024

The trustees, who are also the directors of Talkback-UK Ltd. for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

TALKBACK-UK LTD.

INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF TALKBACK-UK LTD.

Opinion
We have audited the financial statements of Talkback-UK Ltd. (the 'charity') for the year ended 30 September 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including 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 30 September 2024 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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

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

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

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

Other information
The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Matters on which we are required to report by exception
We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:
- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; 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, the trustees, who are also the directors of the charity for the purpose 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 charity'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 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

Extent to which the audit was considered capable of detecting irregularities, including fraud
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we 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. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. 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.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF TALKBACK-UK LTD.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Mr Mark Jackson FCA DChA (Senior Statutory Auditor)
for and on behalf of Azets Audit Services

21/5/25

Chartered Accountants
Statutory Auditor

Westpoint
Lynch Wood
Peterborough
Cambridgeshire
United Kingdom
PE2 6FZ

Azets Audit Services is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

TALKBACK-UK LTD.

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 SEPTEMBER 2024

	Notes	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £
Income from:									
Donations and legacies	3	11,266	14,989	-	26,255	3,989	8,000	-	11,989
Charitable activities	4	1,656,845	3,900	212,970	1,873,715	1,741,626	-	239,440	1,981,066
Investments	5	11,690	-	-	11,690	2,167	-	-	2,167
Total income		1,679,801	18,889	212,970	1,911,660	1,747,782	8,000	239,440	1,995,222
Expenditure on:									
Charitable activities	6	1,610,945	10,228	238,134	1,859,307	1,701,464	5,235	247,060	1,953,759
Net incoming/(outgoing) resources before transfers		68,856	8,661	(25,164)	52,353	46,318	2,765	(7,620)	41,463
Gross transfers between funds		(87,613)	89,414	(1,801)	-	(30,020)	4,485	25,535	-
Net (expenditure)/income for the year/ Net movement in funds		(18,757)	98,075	(26,965)	52,353	16,298	7,250	17,915	41,463
Fund balances at 1 October 2023		833,376	7,250	76,194	916,820	817,078	-	58,279	875,357
Fund balances at 30 September 2024		814,619	105,325	49,229	969,173	833,376	7,250	76,194	916,820

The statement of financial activities includes all gains and losses recognised in the year.

TALKBACK-UK LTD.

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 SEPTEMBER 2024

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

TALKBACK-UK LTD.

BALANCE SHEET

AS AT 30 SEPTEMBER 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Intangible assets	11		65,166		70,157
Tangible assets	12		24,229		18,549
			89,395		88,706
Current assets					
Debtors	13	172,354		236,555	
Cash at bank and in hand		793,458		675,077	
		965,812		911,632	
Creditors: amounts falling due within one year	14	(86,034)		(83,518)	
Net current assets			879,778		828,114
Total assets less current liabilities			969,173		916,820
Income funds					
Restricted funds	15		49,229		76,194
Designated funds			105,325		7,250
Unrestricted funds					
General unrestricted funds		814,619		833,376	
			814,619		833,376
			969,173		916,820

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 September 2024, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 6-5-2025

Mrs K L Joslin
Trustee

Company registration number 04279266

TALKBACK-UK LTD.

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 SEPTEMBER 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash generated from operations	20		134,522		46,899
Investing activities					
Purchase of intangible assets		(11,072)		(79,392)	
Purchase of tangible fixed assets		(16,759)		(11,707)	
Investment income received		11,690		2,167	
Net cash used in investing activities			(16,141)		(88,932)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			118,381		(42,033)
Cash and cash equivalents at beginning of year			675,077		717,110
Cash and cash equivalents at end of year			793,458		675,077

1 Accounting policies

Charity information

Talkback-UK Ltd. is a private company limited by guarantee incorporated in England and Wales. The registered office is Amersham Community Centre, Chiltern Avenue, Amersham, Buckinghamshire, HP6 5AH, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Income from grants is recognised at fair value when the Charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred. Income received in exchange for supplying goods and services is recognised when entitlement has occurred.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1 Accounting policies **(Continued)**

1.5 Expenditure

Allocation and apportionment of costs

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources. Administration costs are apportioned to program costs as follows:

Salaries -	Governance 80% of CEO salary, 22% of Head of Finance salary. Remainder is support
Depreciation -	100% support
Building Costs -	100% support
Communication services -	20% support, 80% direct (based on FTE)
Postage, printing & Stationery -	20% support, 80% direct (based on FTE)
Sundry expenses -	20% support, 80% direct (based on FTE)
Travelling -	20% support, 80% direct (based on FTE)
Accounting & payroll -	100% support
Consultancy -	100% support
Other support costs -	20% support, 80% direct (based on FTE)
IT -	100% direct
Insurance -	100% direct
Marketing -	100% direct
Audit fees -	100% governance

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software	20% on cost

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	over the lease term
Plant and equipment	20% on cost
Computers	33% on cost and 25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1 Accounting policies **(Continued)**

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.12 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

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

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

3 Donations and legacies

	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Total 2024 £	Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Total 2023 £
Donations and gifts	11,266	14,989	26,255	3,989	8,000	11,989

4 Charitable activities

	2024	2023
	£	£
Grant funding	217,597	238,267
Fees	1,656,118	1,742,799
	1,873,715	1,981,066
Analysis by fund		
Unrestricted funds - general	1,656,845	1,741,626
Unrestricted funds - designated	3,900	-
Restricted funds	212,970	239,440
	1,873,715	1,981,066
Performance related grants		
Milton Keynes Council	59,000	54,250
The Rothschild Foundation	50,000	100,000
High Wycombe Community Board Festival of Sport	8,398	-
Heart of Bucks Young Futures	4,250	-
Amersham and Villages Community Board	4,084	-
	125,732	154,250

5 Investments

	Unrestricted funds general 2024	Unrestricted funds general 2023
	£	£
Interest receivable	11,690	2,167

6 Charitable activities

	Program costs 2024	Support costs 2024	Total 2024	Program costs 2023	Support costs 2023	Total 2023
	£	£	£	£	£	£
Staff costs	1,040,918	-	1,040,918	1,171,577	-	1,171,577
Rent and utilities	150,789	-	150,789	158,577	-	158,577
Insurance	5,142	-	5,142	4,668	-	4,668
Communication services	4,380	-	4,380	2,730	-	2,730
Postage, printing & stationery	1,350	-	1,350	1,959	-	1,959
Subscriptions and publications	40,520	-	40,520	36,179	-	36,179
Sundries	6,370	-	6,370	3,641	-	3,641
Recruitment	5,107	-	5,107	8,789	-	8,789
Equipment and office costs	50,210	-	50,210	37,449	-	37,449
Travelling	29,895	-	29,895	35,188	-	35,188
Personal development	20,418	-	20,418	22,646	-	22,646
Consultancy costs	15,888	-	15,888	22,452	-	22,452
IT costs	53,684	-	53,684	45,012	-	45,012
Other costs	209	-	209	-	-	-
	1,424,880	-	1,424,880	1,550,867	-	1,550,867
Share of support costs (see note 7)	-	330,730	330,730	-	317,519	317,519
Share of governance costs (see note 7)	-	103,697	103,697	-	85,373	85,373
	1,424,880	434,427	1,859,307	1,550,867	402,892	1,953,759
Analysis by fund						
Unrestricted funds - general	1,176,518	434,427	1,610,945	1,298,572	402,892	1,701,464
Unrestricted funds - designated	10,228	-	10,228	5,235	-	5,235
Restricted funds	238,134	-	238,134	247,060	-	247,060
	1,424,880	434,427	1,859,307	1,550,867	402,892	1,953,759

7 Support costs

	Support costs	Governance costs	2024	Support costs	Governance costs	2023
	£	£	£	£	£	£
Staff costs	282,615	87,503	370,118	297,168	71,836	369,004
Depreciation	27,142	-	27,142	15,754	-	15,754
Communication services	1,095	-	1,095	684	-	684
Postage, printing & stationery	485	-	485	877	-	877
Sundries	504	-	504	447	-	447
Travelling	473	-	473	555	-	555
Accountancy and payroll	3,365	-	3,365	3,353	-	3,353
Bad debts	(243)	-	(243)	(9,609)	-	(9,609)
Consultancy costs	1,565	-	1,565	-	-	-
Other support costs	6,682	-	6,682	8,290	-	8,290
Building costs	7,047	-	7,047	-	-	-
Audit fees	-	16,194	16,194	-	13,313	13,313
Consultancy costs	-	-	-	-	224	224
	330,730	103,697	434,427	317,519	85,373	402,892
Analysed between						
Charitable activities	330,730	103,697	434,427	317,519	85,373	402,892

Governance costs includes amounts charged by the auditors of £11,520 (2023- £10,800) for audit fees and £3,480 (2023- £2,513) for accounting services.

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. No trustees were reimbursed any expenses during the year (2023- £nil).

The charity's insurance cover includes Trustees' indemnity insurance. The cost associated with this cover forms part of the overall insurance premium paid by the charity and cannot be estimated (2023- same).

9 Employees

The average monthly number of employees during the year was:

2024 Number	2023 Number
65	71

9 Employees (Continued)

Employment costs	2024 £	2023 £
Wages and salaries	1,270,192	1,400,423
Social security costs	113,823	112,179
Other pension costs	27,021	27,979
	1,411,036	1,540,581

Key Management Personnel remuneration in the year totalled £274,300 (2023- £332,905)

The number of employees whose annual remuneration (including benefits but excluding employer pension contributions) was more than £60,000 is as follows:

	2024 Number	2023 Number
£70,001 - £80,000	1	1

10 Taxation

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

11 Intangible fixed assets

	Software £
Cost	
At 1 October 2023	87,702
Additions - separately acquired	11,072
At 30 September 2024	98,774
Amortisation and impairment	
At 1 October 2023	17,545
Amortisation charged for the year	16,063
At 30 September 2024	33,608
Carrying amount	
At 30 September 2024	65,166
At 30 September 2023	70,157

12 Tangible fixed assets

	Leasehold improvements	Plant and equipment	Computers	Total
	£	£	£	£
Cost				
At 1 October 2023	16,534	19,014	4,205	39,753
Additions	-	5,263	11,496	16,759
At 30 September 2024	16,534	24,277	15,701	56,512
Depreciation and impairment				
At 1 October 2023	6,646	11,596	2,962	21,204
Depreciation charged in the year	2,120	6,106	2,853	11,079
At 30 September 2024	8,766	17,702	5,815	32,283
Carrying amount				
At 30 September 2024	7,768	6,575	9,886	24,229
At 30 September 2023	9,888	7,418	1,243	18,549

13 Debtors

	2024	2023
Amounts falling due within one year:	£	£
Trade debtors	35,797	62,937
Other debtors	4,678	4,678
Prepayments and accrued income	131,879	168,940
	172,354	236,555

14 Creditors: amounts falling due within one year

	2024	2023
	£	£
Other taxation and social security	19,449	23,910
Trade creditors	30,630	16,048
Other creditors	7,110	8,254
Accruals and deferred income	28,845	35,306
	86,034	83,518

15 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds					Movement in funds			
	Balance at 1 October 2022	Incoming resources	Resources expended	Transfers	Balance at 1 October 2023	Incoming resources	Resources expended	Transfers	Balance at 30 September 2024
	£	£	£	£	£	£	£	£	£
Reading (Autism)	317	-	(317)	-	-	-	-	-	-
Milton Keynes 22	24,585	24,750	(49,335)	-	-	-	-	-	-
Milton Keynes 23	-	29,500	(12,395)	-	17,105	29,500	(46,605)	-	-
Milton Keynes 24	-	-	-	-	-	30,900	(23,554)	-	7,346
Community Safety TVP	1,196	3,037	(3,151)	-	1,082	-	-	(1,082)	-
Domestic Abuse Project	-	1,157	(462)	-	695	-	(694)	(1)	-
Bucks Autism Strategy	5,450	-	(5,712)	262	-	-	-	-	-
Support into Employment (BBO)	-	48,972	(67,692)	18,719	-	-	-	-	-
Sue Ryder	2,522	(3,668)	(178)	1,323	-	-	-	-	-
Citizens Advice	416	2,600	(8,124)	5,109	-	-	-	-	-
PDS	-	7,940	(5,952)	12	2,000	(1,327)	(673)	-	-
TVP Autism Training	2,792	603	(5,453)	2,057	-	-	-	-	-
No Fear (Bucks)	9,760	-	(6,255)	-	3,505	-	(3,446)	(59)	-
Loan Sharks	3,679	-	(3,361)	(319)	-	-	-	-	-
Mankind (Bucks Cameo)	5,856	7,200	(11,835)	-	1,222	-	(1,114)	(108)	-
Mankind 23	-	-	-	-	-	6,800	(3,292)	-	3,508
Sexual Abuse (Carol Older)	1,706	-	(77)	(1,629)	-	-	-	-	-
Back to Nature	-	3,122	(1,117)	-	2,005	3,820	(2,917)	-	2,907
No Fear MK	-	4,975	(3,029)	-	1,946	-	(1,380)	(566)	-
TVP Film Project	-	4,250	(1,535)	-	2,715	-	(2,731)	16	-
Braywick	-	2,960	(356)	-	2,603	-	(1,800)	-	803
Rothschild	-	100,000	(58,237)	-	41,762	50,000	(91,762)	(1)	-
Carried forward to next page	58,279	237,398	(244,572)	25,535	76,640	119,693	179,968	(1,801)	14,564

15 Restricted funds (Continued)

Brought forward	58,279	237,398	(244,572)	25,535	76,640	119,693	179,968	(1,801)	14,564
Youth Club	-	2,042	(2,488)	-	(446)	3,292	(2,846)	-	-
MK Supported Living	-	-	-	-	-	5,000	(5,000)	-	-
Employers Conference Bucks	-	-	-	-	-	6,284	(6,284)	-	-
MK Community Action Podcasts	-	-	-	-	-	2,375	(400)	-	1,975
Bereavement - Heart of Bucks Splash Fund	-	-	-	-	-	4,960	(3,780)	-	1,180
Community Action MK My Autistic Self	-	-	-	-	-	10,000	5,047	-	4,953
Art Exhibition MK	-	-	-	-	-	1,000	(1,000)	-	-
NHS BLMK My Autistic Self	-	-	-	-	-	17,322	(14,055)	-	3,267
Bucks My Autistic Self Amersham	-	-	-	-	-	-	(1,360)	-	(1,360)
HoB Community Foundation - Modern Slavery	-	-	-	-	-	11,400	(436)	-	10,964
Baily Thomas Charitable Fund	-	-	-	-	-	5,000	(602)	-	4,398
High Wycombe Community Board - Festival of Sport	-	-	-	-	-	8,398	(8,398)	-	-
Screwfix	-	-	-	-	-	2,665	(2,665)	-	-
Coop funding	-	-	-	-	-	1,118	(1,118)	-	-
Dan Maskell Tennis Trust	-	-	-	-	-	525	(525)	-	-
Barclays Community Football	-	-	-	-	-	1,000	-	-	1,000
HoB Young Futures Grant	-	-	-	-	-	4,250	(4,250)	-	-
Mencap 2024 - Stepping Stones	-	-	-	-	-	8,688	(400)	-	8,288
	58,279	239,440	(247,060)	25,535	76,194	212,970	(238,134)	(1,801)	49,229

15 Restricted funds **(Continued)**

Reading (Autism)
Supporting people living in poverty, excluded from communities or affected by long term health conditions.

Milton Keynes
Project to raise opportunities and better services for autistic people.

Community Safety (TVP)
Producing films and roadshows to prevent cyber crime, modern slavery and other abuse areas against people with learning disability.

Domestic Abuse
Identification of the lack of reporting on domestic violence against people with learning disabilities in Bucks and working with Bucks Council to build an easy read Stay Safe website for launch in 2023.

Bucks Autism Strategy
To produce all the foundations for the Bucks Council's autistic strategy.

BBO
Finding job opportunities for autistic people – diagnosed and undiagnosed in MK and North Bucks.

Sue Ryder - EoL
To train nurses on how to communicate and deal with people with learning disability who are in hospices and are at end of life.

Citizens Advice (TAB)
Providing weekly support to anyone who needs help in the community who has a learning disability or is an autistic person.

PDS (Restricted)
To provide IT tablets so people who are isolated can access online services and Talkback TV resource library.

Thames Valley Police (Autism)
Delivering over 50 courses to train 500+ police in Bucks and Oxfordshire in understanding autism and how to work better with people.

No Fear
To work with employers and a group of autistic people and looking at the barriers they both face to create solutions that end up with people employing more autistic people.

15 Restricted funds **(Continued)**

Loan Sharks
To educate young in schools and colleges in Bucks and Berks and Milton Keynes at how loan sharks operate and how to lessen the risk and deal with them.

Mankind (Bucks Cameo)
To work with people with learning disability who need help with depression and suicidal thoughts.

Sexual Abuse
Developing training around how to support people who teach aspects of work around sex abuse on how to make it more inclusive to autistic people and people with learning disabilities.

Back to Nature
A project working with the Parks Trust in Milton Keynes where we take a group of people out for a walk with a theme- eg birds and trees. With autistic people finding a place where they can manage their anxiety is important and nature is one of those areas.

Thames Valley Police (Film Project)
Production of a short film which centres around the issues of modern slavery, drug trafficking and cuckooing to help autistic individuals and people with a learning disability understand what these things are, the risks and dangers and how to protect themselves and to raise awareness amongst the general population of these issues.

Braywick
A project where we are working with people with a variety of learning disabilities and neuro diverse conditions who all volunteer at Braywick. Our role is to create a training scheme for them so they learn more in a structured way.

Rothschild
This is a transition to work project focused on 24 young autistic people who have no funding or support and need help to find work. It lasts until July 2024.

Youth Club
Targeted at young autistic people to help build social confidence and is a traditional youth club run once a month.

MK Supported Living
Running consultations with individuals in supported living and their families to inform Milton Keynes Council on their strategy in this area.

Employers Conference Bucks
Delivering a No Fear conference engaging employers across Buckinghamshire and participating in the SEND Employment forum, promote opportunities within the work force for SEND young people to ensure employment opportunities align with the increases in the support Internship places.

15 Restricted funds **(Continued)**

MK Community Action Podcasts
Creation of a Podcast series with members of Talkback and organisations involved in The Health Inequalities Collective supporting people with Autism, Neurodivergence, those from ethnic minority or transgender and non-binary communities.

Bereavement (Heart of Bucks Splash)
A project to support people with learning difficulties when they are experiencing grief or loss.

CAMK My Autistic Self
A weekly group that supports adults who have recently received an autism diagnosis.

NHS BLMK My Autistic Self
Weekly sessions to speak, listen, reflect and learn about autism. The group was for those with a new autism diagnosis and for those on the long diagnosis waiting list.

Bucks My Autistic Self Amersham
A group to support people to better understand their recent diagnosis of autism. This fund is in deficit at the year end but funding has been received since the year end.

Heart of Bucks Community Foundation - Modern Slavery
Film project on modern slavery.

Baily Thomas Charitable Fund - Energise
An accessible weight loss programme for people with learning disabilities and autistic people.

High Wycombe Community Board - Festival of Sport
Project that improve wellbeing for the people living in the Vale of Aylesbury and beyond through participation in cultural, sporting and social activities, as well as supporting and equipping services for those most in need.

Screwfix
For projects that will fix, repair, maintain and improve the properties and community facilities.

Dan Maskell Tennis Trust
Tennis training at Heaton tennis club.

15 Restricted funds **(Continued)**

Bereavement
Research into the lack of provision of bereavement support and how it is approached in the UK and development of solutions.

MK Thrive (Findlay Park)
Providing support for an employment project for a group of individuals who are not funded by any other agency to receive support to help secure work.

ISVA Development
Providing support to Independent Sexual Learning Advisers (ISVAs) in providing specialist tailored support to individuals who have autism or learning disabilities who are victims and survivors of sexual violence.

Transfers out of restricted funds relate to small balances remaining after the completion of a project where the funder is satisfied that all restrictions have been met.

16 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds				Movement in funds			
	Incoming resources	Resources expended	Transfers	Balance at 1 October 2023	Incoming resources	Resources expended	Transfers	Balance at 30 September 2024
	£	£	£	£	£	£	£	£
Bereavement	-	(3,190)	4,485	1,295	-	(1,314)	19	-
MK Thrive (Findlay Park)	8,000	(2,044)	-	5,956	-	(5,956)	-	-
Findlay Park 2024 Employment Project	-	-	-	-	14,989	(518)	-	14,470
ISVA Development Project	-	-	-	-	3,900	(2,439)	-	1,460
Fixed asset fund	-	-	-	-	-	-	89,395	89,395
	8,000	(5,234)	4,485	7,250	18,889	(10,227)	89,414	105,325

Bereavement
Research into the lack of provision of bereavement support and how it is approached in the UK and development of solutions.

MK Thrive (Findlay Park)
Providing support for an employment project for a group of individuals who are not funded by any other agency to receive support to help secure work.

ISVA Development
Providing support to Independent Sexual Learning Advisers (ISVAs) in providing specialist tailored support to individuals who have autism or learning disabilities who are victims and survivors of sexual violence.

Fixed asset fund
The fixed asset fund represents the net book value of fixed assets held by the charity.

17 Analysis of net assets between funds

	Unrestricted funds 2024 £	Designated funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Designated funds 2023 £	Restricted funds 2023 £	Total 2023 £
Fund balances at 30 September 2024 are represented by:								
Intangible fixed assets	-	65,166	-	65,166	70,157	-	-	70,157
Tangible assets	-	24,229	-	24,229	18,549	-	-	18,549
Current assets/(liabilities)	814,619	15,930	49,229	879,778	744,670	7,250	76,194	828,114
	814,619	105,325	49,229	969,173	833,376	7,250	76,194	916,820

18 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024	2023
	£	£
Within one year	71,834	56,574
Between two and five years	160,516	131,082
	232,350	187,656

19 Related party transactions

There was one disclosable related party transactions during the year (2023 - none). During the year the charity spent £4,752 with Braywick Heath Nurseries Ltd, a company of which one of the Trustees is a director.

20 Cash generated from operations

	2024	2023
	£	£
Surplus for the year	52,353	41,463
Adjustments for:		
Investment income recognised in statement of financial activities	(11,690)	(2,167)
Amortisation and impairment of intangible assets	16,063	9,235
Depreciation and impairment of tangible fixed assets	11,079	6,519
Movements in working capital:		
Decrease/(increase) in debtors	64,201	(231)
Increase/(decrease) in creditors	2,516	(7,920)
Cash generated from operations	134,522	46,899

21 Analysis of changes in net funds

The charity had no debt during the year.

TALKBACK-UK LTD

England & Wales - Charity number 1093732

Accounts

Charity registration number 1093732

Company registration number 04279266 (England and Wales)

TALKBACK-UK LTD.

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 SEPTEMBER 2023

TALKBACK-UK LTD.

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Ms L Hughes	
	Ms K Joslin	
	Ms M Collard	(Resigned 20 May 2024)
	Ms C Daniels	
	Ms E Sadler	(Appointed 23 January 2023)
	Ms F Watson	(Appointed 18 September 2023)
	Ms A Cameron	(Appointed 22 June 2023)
Secretary	Mr J Hay	
Charity number	1093732	
Company number	04279266	
Registered office	Amersham Community Centre Chiltern Avenue Amersham Buckinghamshire United Kingdom HP6 5AH	
Auditor	Azets Audit Services Suites B & D Burnham Yard London End Beaconsfield Buckinghamshire United Kingdom HP9 2JH	

TALKBACK-UK LTD.

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TALKBACK-UK LTD.

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 30 SEPTEMBER 2023

We present the Annual Financial Report for the year to 30th September 2023. Alongside this we would encourage you to read our Annual Impact Review, available on our website, which is full of great stories of our members and a more detailed look at the year.

The environment in which Talkback operates is always challenging. The economic national challenges filter down to the people we work with in terms of reducing their support levels and their access to programmes they need to help them get work.

The ongoing work done by the leadership team and staff allows the results to happen and we remain extremely grateful for their passion and efforts.

We are grateful for the support of funders, who have provided grants for running projects and for the purchase of equipment. We recognise the increasing pressures on funding bodies and we actively look for ways to deliver our services more efficiently, including through volunteer support. The volunteers who have joined us have made a huge positive impact. We also continue to look for new ways to raise income to improve our services and increase our reach.

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Mr M Sparkes

Dated: 20/5/24

TALKBACK-UK LTD.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 SEPTEMBER 2023

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the 12 months ended 30 September 2022. The Trustees comply with the charity's Constitution, the Companies Act 2006 and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102 (update bulletin 2)).

The financial statements have been prepared in accordance with the accounting policies set out in note to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)".

Objectives and activities

The charity's objectives and principal activities are:

- To provide opportunities for autistic individuals and people with a learning disability to have their say on local services in the community. To enable them to obtain their full rights and privileges as citizens through embedding the skills of self-advocacy.

These are achieved by:

- supporting and developing self-advocacy skills, providing opportunities for people to engage meaningfully and participate, feeding into the planning, development, and delivery of services.
- training and consultation with a range of professionals and agencies, the wider community, and families to educate and raise awareness. To increase the quality of life experienced by people with a learning disability and/or autism, plus other disability groups.
- providing education support, personal development services, life skills and employment support.

Talkback – Our Passion

Talkback is a centre of learning and development focused on two groups of undervalued people: autistic people and individuals with learning disabilities.

Our aim is for every person who joins the Talkback journey to become better equipped to lead the life they want by helping them transition from each stage to the next.

Our members have much to offer, as active people in the community, including through volunteering and by being employees.

The Trustees have referred to the guidance contained in the Charities Commission general guidance on public benefit when reviewing the organisation's aims and objectives and are confident that Talkback is complying. We also follow the Code of Practice on Fundraising and are audited by Ofsted, Bucks County Council, and the Bucks College Group for the quality of our work. We have our own monthly quality assessments as well as those done annually by experts by experience- a trained group of people with lived experience who independently assess our services, as part of our quality improvement.

Achievements and performance

Safeguarding and Quality

All our staff have been fully safeguarding trained including around FGM, Prevent, Suicide, First Aid, Child Exploitation and Online Protection Awareness, Equality, Diversity and Inclusivity. Our staff were also trained by the Terence Higgins Trust on Sex, Relationships and Gender.

We achieved Excellence as a provider for our adult and operation support. We also maintained our outstanding grade from Bucks County Council for our systems and processes around college provision and staff development.

Our Programmes:

Young People (16-25 years old):

The Education Programme called Equip, continues to deliver exciting and innovative life skills sessions to young people aged 16-25 both with college and increasingly with those not wanting to attend college and who are looking for alternative journeys.

We work closely with the colleges and our special thanks go to the management and staff of Bucks College Group and BCA for the way they have supported Talkback and our members as well as the new colleges who we have just started working with.

Personal Development and Skills for Life (21 - 75 years old) :

There are now 100 people with us every week in 20 different programmes across our Personal Development and Skills offer, reflecting the quality of our services.

The range of these services continues to grow, and we are delighted to have 18 members accessing work experience opportunities at 5 different venues.

We are extremely grateful to these organisations who have embraced Talkback and our members with open arms

Sports Academy

The Talkback Sports Academy has been a driving force providing fun, inclusive experiences and the opportunity to learn new skills. We have introduced netball and blaze pods alongside our 10 other sports. In addition to our annual sports day this year we premiered a Festival of Fun and Sport at the Stoke Mandeville stadium. This enabled Bucks residents with any form of disability or neuro-diverse condition to try out 12 different sports. We are grateful to Leap and the other expert partners who came, demonstrated and helped people have a go at sports ranging from boxing to dance and football to badminton to tennis, amongst others.

The over 120 people attending were also offered the chance for 4 free follow-up sessions at the sports they liked.

We are so grateful to the financial supporters as well as the excellent and inspirational internal and external sports coaches

Employability - Transitions to Work

We changed our approach to providing support into volunteer opportunities, work experience and paid employment. We also launched our Supported Internship scheme and continue to provide Supported Employment for those in work.

We work with every member to help them achieve their goals and ensure they receive the same opportunities as everyone else.

The great people at Rothschild provided funds to Talkback to deliver job clubs and support for autistic people between the ages of 18 and 25 who have no funding and are unemployed. This is an ongoing initiative, but it has already enabled us to help 6 young people into work.

The employment rate for our members is more than double the national average for autistic individuals and people with learning disabilities. This also includes opening up access to volunteer opportunities and ongoing roles.

Your Voice – Our Professional Services:

Your Voice reaches out to the 5000 people with learning disabilities and autistic people throughout Buckinghamshire and Milton Keynes who are not funded and lack support.

We also work on raising awareness on life and national issues with other organisations like Learning Disability England.

We are engaging in work with councils to help them build lasting solutions to problems that have been around for too long. We do this by helping organisations see the world through the eyes of autistic individuals and people with a learning disability and educating them on providing reasonable adjustments.

We have completed development of new areas where there are gaps in provision for people with learning disabilities and autistic individuals such as Grief and Loss and also support after diagnosis.

Talkback is an active member of Staying Healthy and Safeguarding Boards and involved in a range of Preparing for Adulthood work groups.

We continue to work with MK Council on creating a community that is a best practice example for autistic people.

Financial review

Talkback's plans for the 12 months to 30th September 2023 continued the medium-term plan to build a resilient, sustainable and innovative organisation. Ensuring effective cost control, particularly of overheads, remains paramount.

Financial performance, while positive, was slightly short of that planned due to funding changes on the Education Support work we deliver. Total income for the 12 months was £1,995,222, £34,756 below that planned. Efficient use of member-facing staff and other resources contributed to the small surplus of £41,463 for the year. The major fixed asset investment made by the charity last year (£79,392) was for a software platform to enable more insightful information on our programmes and members' progress. Demand for our services remain high and we have completed the first full year at our second Accessible Workshop, in High Wycombe.

The Finance Committee and Board of Trustees maintained oversight of Talkback's finances and satisfied themselves it continues to operate efficiently and effectively, balancing the immediate need to deliver services and support to its members with due regard to the longer-term financial health of the charity.

We are grateful to Azets, our auditors, for their continuing professional help in moving us forward.

We would like to take this opportunity to thank our principal funders during this last year. We are grateful for the support of each of the Councils and Commissioners. They are under continual pressure to deliver more with less and continue to make a positive impact which is often not recognised.

Funders who we need to thank this year include:

Amersham & Villages Community Board

Autism Berkshire

Buckinghamshire Council

Barclays Community Football Fund

Braywick Heath Nurseries

Bucks Badgers

Community Action MK

Co-op Local Community Fund

Findlay Park Investment Management

Heart of Bucks - Community Foundation for Buckinghamshire

Leap

Milton Keynes Council

Mencap

National Lottery & European Social Fund (ESF)

The Nineveh Charitable Trust

Police & Crime Commissioner Thames Valley Community Fund

The Rothschild Foundation

We received additional funding through one-off pieces of work, donations, and training and by people undertaking events for us. We are humbled by their support.

We would also like to thank several private groups and parents for their continued support.

Reserves Policy

In line with the SORP developed by the Charity Commission, our Trustees ensure reserves are set aside for our long-term financial viability.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

To address the uncertainty in funding streams, from the social care sector, property requirements and the workplace pension scheme, the Trustees feel a general fund reserve of no less than £150k should be always maintained to cover between 15 and 75 days essential expenditure, this excludes rent and the pension commitment as these are covered by separate reserves.

Risk Management

The risks for the organisation are regularly reviewed by the Board, Chief Executive, Finance and Business Managers and include Strategy, Governance, Operations, Staff, Organisational Culture and Finance. These results are scrutinised by the Risk and Audit Committee run by 2 trustees to make sure risk are mitigated or reviewed and actioned each quarter.

The Trustees ensure that there are set policies, procedures, and insurances in place to mitigate risks.

The Finance subcommittee carries responsibility on behalf of, and reports to, the Board regarding the management and review of financial risk

Structure, governance and management

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Ms L Hughes	
Ms K Joslin	
Mr M Togsverd	(Resigned 16 April 2024)
Ms M Collard	(Term of office expired 1 April 2024)
Mr M Sparkes	(Resigned 20 May 2024)
Ms C Daniels	
Ms E Sadler	(Appointed 23 January 2023)
Ms F Watson	(Appointed 18 September 2023)
Ms A Cameron	(Appointed 22 June 2023)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2023

In accordance with the Articles of Association, the management of the charity is carried out by a Management Committee of voluntary directors, who are also Trustees. They are appointed in accordance with the Articles of Association. Talkback is also a Company Limited by Guarantee.

Recruitment is by personal approach/nomination, advertisement and using specialist recruitment services for the voluntary sector. Talkback's induction programme introduces new trustees to the Talkback Team and to the activities of the organisation. As an organisation working for and with people with a learning disability, involvement in the activities is essential to understanding the organisation. This includes being fully involved with the Management Groups.

All Trustees complete an application form and provide a full CV. Before appointment, they attend a Board meeting and where possible a Management Group meeting, where they are invited to discuss their interest in the role.

Before appointing new Trustees, the Board undertakes a review of current and required skills to remain relevant and identify new requirements in response to any development areas and new opportunities. The skills audit, job descriptions and person specification are updated to reflect this.

Organisational structure and how decisions are made:

The Trustees delegate the day-to-day running of the organisation to the Chief Executive, Jeremy "Jay" Hay.

The Management Committee is responsible for taking decisions in the areas of governance, strategic planning, financial and risk management. A subcommittee covers finance.

Each Talkback locality has its own Management Group (people with a learning disability and autistic individuals) to act as a lead on the development and direction of Talkback.

In accordance with the company's articles, a resolution proposing that Azets Audit Services be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.

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Mr M Sparkes
Trustee
Dated: 20/5/24

TALKBACK-UK LTD.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 30 SEPTEMBER 2023

The trustees, who are also the directors of Talkback-UK Ltd. for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

TALKBACK-UK LTD.

INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF TALKBACK-UK LTD.

Opinion

We have audited the financial statements of Talkback-UK Ltd. (the 'charity') for the year ended 30 September 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including 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 30 September 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; 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, the trustees, who are also the directors of the charity for the purpose 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 charity'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 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

Extent to which the audit was considered capable of detecting irregularities, including fraud
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we 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. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. 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.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF TALKBACK-UK LTD.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Christopher Nisbet

Christopher Nisbet BA(Hons) FCA (Senior Statutory Auditor)
for and on behalf of Azets Audit Services

04/06/2024

Chartered Accountants
Statutory Auditor

Suites B & D
Burnham Yard
London End
Beaconsfield
Buckinghamshire
United Kingdom
HP9 2JH

Azets Audit Services is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

TALKBACK-UK LTD.

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 SEPTEMBER 2023

	Notes	Unrestricted funds 2023 £	Designated funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Income from:								
Donations and legacies	2	3,989	8,000	-	11,989	4,310	751	5,061
Charitable activities	3	1,741,626	-	239,440	1,981,066	1,736,420	263,511	1,999,931
Investments	4	2,167	-	-	2,167	29	-	29
Total income		1,747,782	8,000	239,440	1,995,222	1,740,759	264,262	2,005,021
Expenditure on:								
Charitable activities	5	1,701,464	5,235	247,060	1,953,759	1,628,206	290,320	1,918,526
Net incoming/(outgoing) resources before transfers		46,318	2,765	(7,620)	41,463	112,553	(26,058)	86,495
Gross transfers between funds		(30,020)	4,485	25,535	-	(15,583)	15,583	-
Net income for the year/ Net movement in funds		16,298	7,250	17,915	41,463	96,970	(10,475)	86,495
Fund balances at 1 October 2022		817,078	-	58,279	875,357	720,108	68,754	788,862
Fund balances at 30 September 2023		833,376	7,250	76,194	916,820	817,078	58,279	875,357

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.
The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

TALKBACK-UK LTD.

BALANCE SHEET

AS AT 30 SEPTEMBER 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Intangible assets	10		70,157		-
Tangible assets	11		18,549		13,361
			88,706		13,361
Current assets					
Debtors	12	236,555		236,324	
Cash at bank and in hand		675,077		717,110	
		911,632		953,434	
Creditors: amounts falling due within one year	13	(83,518)		(91,438)	
Net current assets			828,114		861,996
Total assets less current liabilities			916,820		875,357
Income funds					
Restricted funds	14		76,194		58,279
Designated funds			7,250		-
Unrestricted funds					
General unrestricted funds		833,376		817,078	
			833,376		817,078
			916,820		875,357

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 September 2023, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 20/5/24

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Mr M Sparkes
Trustee

Company Registration No. 04279266

TALKBACK-UK LTD.

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 SEPTEMBER 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Cash flows from operating activities					
Cash generated from operations	20		46,899		148,736
Investing activities					
Purchase of intangible assets		(79,392)		-	
Purchase of tangible fixed assets		(11,707)		(10,821)	
Investment income received		2,167		29	
Net cash used in investing activities			(88,932)		(10,792)
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(42,033)		137,944
Cash and cash equivalents at beginning of year			717,110		579,167
Cash and cash equivalents at end of year			675,077		717,110

1 Accounting policies

Charity information

Talkback-UK Ltd. is a private company limited by guarantee incorporated in England and Wales. The registered office is Amersham Community Centre, Chiltern Avenue, Amersham, Buckinghamshire, HP6 5AH, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1 Accounting policies **(Continued)**

1.5 Expenditure

Allocation and apportionment of costs
Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources. Administration costs are apportioned to program costs as follows:

	Program	Support
Community services	80%	20%
Postage, printing and stationery	70%	30%
Sundry expenses	80%	20%

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software	33% on cost

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	over the lease term
Plant and equipment	20% on cost
Computers	33% on cost and 25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, and deposits held at call with banks.

1 Accounting policies **(Continued)**

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors, are initially recognised at transaction price. Financial liabilities classified as payable within one year are not amortised.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.12 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Donations and legacies

	Unrestricted funds	Designated funds	Total	Unrestricted funds	Restricted funds	Total
	2023	2023	2023	2022	2022	2022
	£	£	£	£	£	£
Donations and gifts	3,989	8,000	11,989	4,310	751	5,061

3 Charitable activities

	2023	2022
	£	£
Grant funding	238,267	256,567
Fees	1,742,799	1,743,364
	1,981,066	1,999,931
Analysis by fund		
Unrestricted funds	1,741,626	1,736,420
Restricted funds	239,440	263,511
	1,981,066	1,999,931
Performance related grants		
Milton Keynes Council	54,250	48,017
Citizens Advice	-	195
NHS PDF	-	7,573
Reading (Autism)	-	12,166
The Rothschild Foundation	100,000	-
	154,250	67,951

4 Investments

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Interest receivable	2,167	29

5 Charitable activities

	Program Costs 2023 £	Support costs 2023 £	Total 2023 £	Program Costs 2022 £	Support costs 2022 £	Total 2022 £
Staff costs	1,171,577	-	1,171,577	1,224,041	-	1,224,041
Rent and utilities	158,577	-	158,577	122,976	-	122,976
Insurance	4,668	-	4,668	3,786	-	3,786
Communication services	2,730	-	2,730	3,905	-	3,905
Postage, printing and stationery	1,959	-	1,959	4,840	-	4,840
Subscriptions and publications	36,179	-	36,179	35,902	-	35,902
Sundries	3,641	-	3,641	4,680	-	4,680
Recruitment	8,789	-	8,789	9,061	-	9,061
Equipment and office costs	37,449	-	37,449	50,414	-	50,414
Travelling	35,188	-	35,188	39,541	-	39,541
Personal development	22,646	-	22,646	9,489	-	9,489
Consultancy costs	22,452	-	22,452	56,892	-	56,892
IT costs	45,012	-	45,012	44,704	-	44,704
Repairs and renewals	-	-	-	380	-	380
	1,550,867	-	1,550,867	1,610,611	-	1,610,611
Share of support costs (see note 6)	-	317,519	317,519	-	226,985	226,985
Share of governance costs (see note 6)	-	85,373	85,373	-	80,930	80,930
	1,550,867	402,892	1,953,759	1,610,611	307,915	1,918,526
Analysis by fund						
Unrestricted funds	1,298,572	402,892	1,701,464	1,320,291	307,915	1,628,206
Designated funds	5,235	-	5,235	-	-	-
Restricted funds	247,060	-	247,060	290,320	-	290,320
	1,550,867	402,892	1,953,759	1,610,611	307,915	1,918,526

6 Support costs

	Support costs	Governance costs	2023	Support costs	Governance costs	2022
	£	£	£	£	£	£
Staff costs	297,168	71,836	369,004	204,444	63,902	268,346
Depreciation/Amortisation	15,754	-	15,754	4,827	-	4,827
Communication services	684	-	684	976	-	976
Postage, printing and stationery	877	-	877	788	-	788
Sundries	447	-	447	396	-	396
Travelling	555	-	555	307	-	307
Accountancy and payroll	3,353	-	3,353	2,906	-	2,506
Bad debts	(9,609)	-	(9,609)	7,676	-	7,676
Other support costs	8,290	-	8,290	4,665	-	4,665
Audit fees	-	13,313	13,313	-	11,526	11,526
Consultancy costs	-	224	224	-	5,502	5,502
	317,519	85,373	402,892	226,985	80,930	307,915
Analysed between						
Charitable activities	317,519	85,373	402,892	226,985	80,930	307,915

Governance costs includes amounts charged by the auditors of £10,800 (2022: £9,600) for audit fees, and £2,513 (2022: £1,926) for accounting services.

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. No trustees were reimbursed any expenses during the year (2022: £nil).

The charity's insurance cover includes Trustees' indemnity insurance. The cost associated with this cover forms part of the overall insurance premium paid by the charity and cannot be estimated. (2022: same)

8 Employees

The average monthly number of employees during the year was:

2023 Number	2022 Number
71	71

8 Employees (Continued)

Employment costs	2023 £	2022 £
Wages and salaries	1,400,423	1,371,859
Social security costs	112,179	109,963
Other pension costs	27,979	26,817
	1,540,581	1,508,639

Key Management Personnel remuneration in the year totalled £332,905 (2022: £282,804)

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2023 Number	2022 Number
£60,001 - £70,000	-	1
£70,001 - £80,000	1	-

9 Taxation

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

10 Intangible fixed assets

	Software £
Cost	
At 1 October 2022	8,310
Additions	79,392
At 30 September 2023	87,702
Amortisation and impairment	
At 1 October 2022	8,310
Amortisation charged for the year	9,235
At 30 September 2023	17,545
Carrying amount	
At 30 September 2023	70,157
At 30 September 2022	-

11 Tangible fixed assets

	Leasehold improvements	Plant and equipment	Computers	Total
	£	£	£	£
Cost				
At 1 October 2022	29,719	18,335	3,603	51,657
Additions	10,426	679	602	11,707
Disposals	(23,611)	-	-	(23,611)
At 30 September 2023	16,534	19,014	4,205	39,753
Depreciation and impairment				
At 1 October 2022	29,719	6,536	2,041	38,296
Depreciation charged in the year	538	5,060	921	6,519
Eliminated in respect of disposals	(23,611)	-	-	(23,611)
At 30 September 2023	6,646	11,596	2,962	21,204
Carrying amount				
At 30 September 2023	9,888	7,418	1,243	18,549
At 30 September 2022	-	11,799	1,562	13,361

12 Debtors

	2023	2022
Amounts falling due within one year:	£	£
Trade debtors	62,937	38,285
Other debtors	4,678	5,639
Prepayments and accrued income	168,940	192,400
	236,555	236,324

13 Creditors: amounts falling due within one year

	2023	2022
	£	£
Other taxation and social security	23,910	24,029
Trade creditors	16,048	12,906
Other creditors	8,254	11,150
Accruals and deferred income	35,306	43,353
	83,518	91,438

14 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds					Movement in funds			
	Balance at 1 October 2021	Incoming resources	Resources expended	Transfers	Balance at 1 October 2022	Incoming resources	Resources expended	Transfers	Balance at 30 September 2023
	£	£	£	£	£	£	£	£	£
Reading (Autism)	3,803	13,000	(13,847)	(2,639)	317	-	(317)	-	-
Milton Keynes 22	11,220	57,750	(44,385)	-	24,585	24,750	(49,335)	-	-
Milton Keynes 23	2,464	14,509	(35,922)	18,949	-	29,500	(12,395)	-	17,105
Community Safety TVP	-	1,963	(767)	-	1,196	3,037	(3,151)	-	1,082
Domestic Abuse Project	-	3,900	(8,598)	4,698	-	1,157	(462)	-	695
NHS PDF	17,696	7,573	(10,288)	(14,982)	-	-	-	-	-
Bucks Autism Strategy	-	29,415	(23,965)	-	5,450	-	(5,712)	262	-
Support into Employment (BBO)	3,935	64,754	(96,730)	28,042	-	48,972	(67,692)	18,719	-
Sue Ryder	-	7,593	(5,071)	-	2,522	(3,668)	(178)	1,323	-
Citizens Advice	4,218	22,516	(26,318)	-	416	2,600	(8,124)	5,109	-
Care and Treatment Reviews	6,190	-	(3,428)	(2,762)	-	-	-	-	-
Reading Care Act Advocacy	1,688	2,021	(6,553)	2,844	-	-	-	-	-
PDS	17,540	3,668	(2,641)	(18,567)	-	7,940	(5,952)	12	2,000
TVP Autism Training	-	4,537	(1,744)	-	2,792	603	(5,453)	2,057	-
No Fear (Bucks)	-	9,760	-	-	9,760	-	(6,255)	-	3,505
Loan Sharks	-	7,540	(3,861)	-	3,679	-	(3,361)	(319)	-
Mankind (Bucks Cameo)	-	9,764	(3,908)	-	5,856	7,200	(11,835)	-	1,222
Sexual Abuse (Carol Older)	-	4,000	(2,294)	-	1,706	-	(77)	(1,629)	-
Back to Nature	-	-	-	-	-	3,122	(1,117)	-	2,005
No Fear MK	-	-	-	-	-	4,975	(3,029)	-	1,946
TVP Film Project	-	-	-	-	-	4,250	(1,535)	-	2,715
Braywick	-	-	-	-	-	2,960	(356)	-	2,604

14 Restricted funds **(Continued)**

Rothschild	-	-	-	-	-	100,000	(58,237)	-	41,763
Youth Club	-	-	-	-	-	2,042	(2,488)	-	(446)
	68,754	264,262	(290,320)	15,583	58,279	239,440	(247,060)	25,535	76,194

14 Restricted funds **(Continued)**

Reading
Self Advocacy project with the local council for people with learning disability.

Milton Keynes
Project to raise opportunities and better services for autistic people.

Health Project (Energise)
Weight loss project for people with learning disabilities in Bucks

NHS PDF (BWCCG)
Development fund for the health care in care homes in and around Reading.

BBO
Finding job opportunities for autistic people – diagnosed and undiagnosed in MK and North Bucks.

Reading (Autism)
Supporting people living in poverty, excluded from communities or affected by long term health conditions.

Community Safety (TVP)
Producing films and roadshows to prevent cyber crime, modern slavery and other abuse areas against people with learning disability.

Bucks Autism Strategy
To produce all the foundations for the Bucks Council's autistic strategy.

Citizens Advice (TAB)
Providing weekly support to anyone who needs help in the community who has a learning disability or is an autistic person.

PDS (Restricted)
To provide IT tablets so people who are isolated can access online services and Talkback TV resource library.

Loan Sharks
To educate young in schools and colleges in Bucks and Berks and Milton Keynes at how loan sharks operate and how to lessen the risk and deal with them.

Mankind (Bucks Cameo)
To work with people with learning disability who need help with depression and suicidal thoughts.

14 Restricted funds **(Continued)**

Sue Ryder - EoL
To train nurses on how to communicate and deal with people with learning disability who are in hospices and are at end of life.

Domestic Abuse
Identification of the lack of reporting on domestic violence against people with learning disabilities in Bucks and working with Bucks Council to build an easy read Stay Safe website for launch in 2023.

Sexual Abuse
Developing training around how to support people who teach aspects of work around sex abuse on how to make it more inclusive to autistic people and people with learning disabilities.

Thames Valley Police (Autism)
Delivering over 50 courses to train 500+ police in Bucks and Oxfordshire in understanding autism and how to work better with people.

No Fear
To work with employers and a group of autistic people and looking at the barriers they both face to create solutions that end up with people employing more autistic people.

Back to Nature
A project working with the Parks Trust in milton keynes where we take a group of people out for a walk with a theme- eg birds and trees. With autistic people finding a place where they can manage their anxiety is important and nature is one of those areas.

Braywick
A project where we are working with people with a variety of learning disabilities and neuro diverse conditions who all volunteer at Braywick. Our role is to create a training scheme for them so they learn more in a structured way.

Rothschild
This is a transition to work project focused on 24 young autistic people who have no funding or support and need help to find work. It lasts until July 2024.

Youth Club
Targeted at young autistic people to help build social confidence and is a traditional youth club run once a month

15 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds		Movement in funds			
	Incoming resources1	Balance at October 2022	Incoming resources	Resources expended	Transfers	Balance at 30 September 2023
	£	£	£	£	£	£
Bereavement	-		-	(3,190)	4,485	1,295
MK Thrive (Findlay Park)	-	-	8,000	(2,044)	-	5,956
	-		8,000	(5,235)	4,485	7,250

Bereavement
Research into the lack of provision of bereavement support and how it is approached in the UK and development of solutions.

MK Thrive (Findlay Park)
Providing support for an employment project for a group of individuals who are not funded by any other agency to recieve support to help secure work.

16 Analysis of net assets between funds

	Unrestricted funds 2023	Designated funds 2023	Restricted funds 2023	Total 2023	Unrestricted funds 2022	Restricted funds 2022	Total 2022
	£	£	£	£	£	£	£
Fund balances at 30 September 2023 are represented by:							
Intangible fixed assets	70,157	-	-	70,157	-	-	-
Tangible assets	18,549	-	-	18,549	13,361	-	13,361
Current assets/(liabilities)	744,670	7,250	76,194	828,114	803,717	58,279	861,996
	833,376	7,250	76,194	916,820	817,078	58,279	875,357

17 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023 £	2022 £
Within one year	56,574	87,991
Between two and five years	131,082	159,736
In over five years	-	13,500
	187,656	261,227

18 Events after the reporting date

Talkback UK Limited recently entered into a 4-year licence to occupy agreement with St Mary and St George's Church. The licence to occupy was signed after the year end on 8th April 2024, and it involves an annual commitment of £18,000 (excluding service costs)

The total committed cost to Talkback is £72,000.

Under this agreement Talkback UK Limited have access to the assigned land and buildings known as the Church and Churchyard of St Mary and St George, Rutland Avenue, High Wycombe HP12 3XA for designated time period.

The Charity will benefit from savings of £48,400 per annum in rental costs at two other local venues which will no longer be required. Overall annual savings (after service charges) from the move will be approximately £25,400.

19 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

20 Cash generated from operations

	2023 £	2022 £
Surplus for the year	41,463	86,495
Adjustments for:		
Investment income recognised in statement of financial activities	(2,167)	(29)
Amortisation and impairment of intangible assets	9,235	1,385
Depreciation and impairment of tangible fixed assets	6,519	3,442
Movements in working capital:		
(Increase)/decrease in debtors	(231)	66,406
(Decrease) in creditors	(7,920)	(8,963)
Cash generated from operations	46,899	148,736

21 Analysis of changes in net funds

The charity had no debt during the year.

TALKBACK-UK LTD

England & Wales - Charity number 1093732

Accounts

Charity registration number 1093732

Company registration number 04279266 (England and Wales)

TALKBACK-UK LTD.

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 SEPTEMBER 2022

TALKBACK-UK LTD.

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Ms L Hughes	
	Ms K Joslin	
	Mr M Togsverd	
	Ms M Collard	
	Mr M Sparkes	(Appointed 8 November 2021)
	Ms C Daniels	(Appointed 7 February 2022)
	Ms E Sadler	(Appointed 23 January 2023)
	Ms. J Campbell	
	Mr. D Gerard	
Secretary	Mr J Hay	
Charity number	1093732	
Company number	04279266	
Registered office	Amersham Community Centre Chiltern Avenue Amersham Buckinghamshire United Kingdom HP6 5AH	
Auditor	Azets Audit Services Suites B & D Burnham Yard Beaconsfield Bucks United Kingdom HP9 2JH	

TALKBACK-UK LTD.

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TALKBACK-UK LTD.

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 30 SEPTEMBER 2022

We present the Annual Financial Report for the year to 30th September 2022. Our Annual Impact Review, available on our website, is full of great stories of our members to enhance this report.

The environment in which Talkback operated during this period remained challenging. The impact of the pandemic continued to affect staff and members alike. However, the remarkable work done by the leadership team and staff over the past 2 years stood us in good stead and there are many lasting positives. Many of the initiatives developed during Covid to maintain personal contact with our members and to develop digital services have become core to our operations.

We are grateful for the support of funders, who have provided grants for running projects and the purchase of equipment. We are particularly proud of 'The Accessible Workshop' where our members develop practical woodworking and employment skills. This would not have been possible without funding support. We do recognize that the pressures on funding bodies are increasing, and we have been actively looking for ways to deliver our services more efficiently, including through volunteer support. We have also continued to look for new ways to raise income to improve our services and increase our reach.

Mr M Sparkes

Dated: 15 May 2023

TALKBACK-UK LTD.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 SEPTEMBER 2022

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the 12 months ended 30 September 2022. The Trustees comply with the charity's Constitution, the Companies Act 2006 and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102 (update bulletin 2)).

The financial statements have been prepared in accordance with the accounting policies set out in note to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)".

Objectives and activities
The charity's objectives and principal activities are:

- To provide opportunities for autistic individuals and people with a learning disability to have their say on local services in the community. To enable them to obtain their full rights and privileges as citizens through embedding the skills of self-advocacy.

These are achieved by:

- supporting and developing self-advocacy skills, providing opportunities for people to engage meaningfully and participate, feeding into the planning, development, and delivery of services.
- training and consultation with a range of professionals and agencies, the wider community, and families to educate and raise awareness. To increase the quality of life experienced by people with a learning disability and/or autism, plus other disability groups.
- providing education support, personal development services, life skills and employment support.

Talkback - Our Passion

Our purpose and passion lie in “Developing a World of Possibilities” for all our members. Our values are applied to each person, never assuming, always listening, and forever exploring possibilities.

Our vision

“To help autistic people and people with a learning disability embrace new opportunities, lead the fulfilling lives they want and actively contribute to their community.”

The Trustees have referred to the guidance contained in the Charities Commission general guidance on public benefit when reviewing the organisation’s aims and objectives and are confident that Talkback is complying. We also follow the Code of Practice on Fundraising and are audited by Ofsted, Bucks County Council, and the Bucks College Group for the quality of our work. We have our own monthly quality assessments as well as those done annually by experts by experience- a trained group of people with lived experience who independently assess our services, as part of our quality improvement.

Achievements and performance

Safeguarding and Quality

All our staff have been fully safeguarding trained including around FGM, Prevent, Suicide, First Aid, Child Exploitation and Online Protection Awareness, Equality, Diversity and Inclusivity. Our staff were also trained by the Terence Higgins Trust on Sex, Relationships and Gender.

We achieved Excellence as a provider for our adult and operation support. We also maintained our outstanding grade from Bucks County Council for our systems and processes around college provision and staff development.

Our Programmes:

Young People (16-25 years old):

The Equip Education Programme continues to deliver exciting and innovative life skills sessions to young people. We work closely with the colleges and our thanks go to the management and staff of Bucks College Group and BCA for the way they have supported Talkback and our members. Our results this year included: -

Community/College

- Our Summer Activities programme has supported young people to successfully transition from school to college, ensuring they are able to cope with the first term and reducing drop-out rate.
- 64 students completed the academic year in July 2022.
- 45 students returned in September 2021.
- 28 new students joined in September 2021.
- Equip currently runs 19 community groups.

Transitions to Work

- 30 students have participated in weekly work experience placements – we thank all employers involved.
- “The Accessible Workshop” has created new work experience opportunities in High Wycombe and Aylesbury. The work experience is based around creative woodwork skills and now has 22 members. It is producing great results and we are very grateful for the support to our skilled volunteers.

Adults (25 years +)

Personal Development and Skills for Life (PDS) :

PDS gained 12 new members, reflecting the quality of our services and we have 100 people with us every week in 20 programmes. This includes 18 members who access work experience opportunities at 5 different venues.

We are extremely grateful to these organisations who have welcomed us and our members with open arms.

Sports Academy

The Talkback Sports Academy includes our hugely successful Virtual Dance and Wake Up Shake Up Sessions and YouTube channel which, to date, has had over 27,000 visits. The academy provides fun, inclusive experiences and the opportunity to learn new skills. We have introduced netball alongside our much-loved badminton and cricket. We hosted our annual sports day, with 50 people taking part over 2 days.

We are so grateful to the financial supporters as well as the excellent, inspirational internal and external sports coaches.

Employability - Transitions to Work

We are revolutionising our approach to providing support into volunteer opportunities, work experience and paid employment. We work with each member to help them achieve their goal and ensure they receive the same opportunities as everyone else.

The employment rate for our members is more than double the national average for autistic individuals and people with learning disabilities. This includes opening up volunteer opportunities.

Employability - Building Better Opportunities (BBO)

This project brings together funding from the Big Lottery Fund and the European Social Fund (ESF) to tackle the poverty and social exclusion faced by the most disadvantaged people in England.

Since 2017, we have supported 72 autistic individuals in Milton Keynes and Aylesbury in moving a step closer to employment. We are achieving employment rates of 31% against the national average of 21%.

Our proactive working relationship with the DWP continues and we are part of a consortium of providers in Milton Keynes who share best practice, employer leads, participant engagement and referrals. We are grateful for all the support.

Employability - Supported Employment

This project is a result of what autistic individuals and people with a learning disability have told us they need. We support them into successful, meaningful, paid employment of their choice. We want all individuals to develop, thrive and to feel valued and respected in the workplace. This is achieved by providing both the individual and their employer with realistic and ongoing support mechanisms.

- 7 participants are in paid employment and 10 are undertaking work experience placements.
- 4 new people joined us for supported employment in the last quarter.

Your Voice – Our Professional Services:

Talkback uses Your Voice to reach out to the 5000 people with learning disabilities and autistic people who are not paid members and lack support throughout Buckinghamshire, Milton Keynes and Berkshire and we also work on raising awareness on life and national issues with other organisations like Learning Disability England.

We are engaging in work with councils to help them build lasting solutions to problems that have been around for too long. We do this by helping organisations see the world through the eyes of autistic individuals and people with a learning disability and educating them on providing reasonable adjustments.

We are also doing research work on area where there are gaps in provision for people with learning disabilities and autistic individuals such as bereavement. We have delivered some innovative work with Sue Ryder on end-of-life care, training nurses and volunteers.

Talkback is an active member of Staying Healthy and Safeguarding Boards and involved in a range of Preparing for Adulthood work groups.

Autism Insight Training

Our aim is to help people experience the world through the eyes of an autistic person. Our team of trained people with lived experience give a whole new perspective on the world. We have just completed a contract with Thames Valley Police, who do amazing work.

Your Voice in Milton Keynes

In Milton Keynes, we hosted a Mental Health Conference for over 175 professionals. Autistic individuals shared their stories and experiences, discussing what needs to change.

We continue to work with MK Council on creating a community that is a best practice example for autistic people.

Your Voice in Buckinghamshire

We launched our Talkback Advice Bureau drop-in service in High Wycombe. This provides support and advice to many individuals to aid them in living independently. We'd like to thank the Front Room Café who host us every Monday afternoon.

We gathered the voices of autistic individuals to inform the Bucks Council All Age Autism Strategy. The report was well received and is currently being embedded into the Councils work for 2023-5.

Your Voice in Reading

After 15 years, our work in Reading came to an end. We are proud of our achievements in the past year, including teaching healthy living to people in 25 care homes.

Financial review

Talkback's plans for the 12 months to 30th September 2022 built on the excellent previous year and continued the medium-term plan to build a resilient, sustainable and innovative organisation. Ensuring effective cost control, particularly of overheads, remains paramount.

The charity operated normally, either face to face or virtually, following the government and local authority guidelines. Financial performance was slightly below plan as increases in member numbers in our Personal Development and Skills in Adult Services were offset by a very late change to funding for our Education Equip work. A long-term service investment was considered by the Board of Trustees and the costs of due diligence have been included in overheads

Investment in renting and kitting out the second Accessible Workshop, in High Wycombe, will enable us to expand the delivery of our high quality and highly regarded services.

The Finance Committee and Board of Trustees maintained oversight of Talkback's finances and satisfied themselves it continues to operate efficiently and effectively, balancing the immediate need to deliver services and support to its members with due regard to the longer-term financial health of the charity.

We are grateful to Azets, our auditors, for their continuing professional help in moving us forward.

We would like to take this opportunity to thank our principal funders during this last year. We are grateful for the support of each of the Councils and Commissioners. They are under continual pressure to deliver more with less and continue to make a positive impact which is often not recognised.

Funders to thank this year include:.

- Amersham Rotary Club
- Arnold Clark
- Buckinghamshire Council
- Co op
- Dan Maskell Foundation
- Findlay Park Investments
- Heart of Bucks
- Partnership work around Domestic Abuse and Sexual violence including with AVMKSAASS and Women's Aid
- Leap
- Milton Keynes Council
- Mencap,
- National Lottery
- National Lottery & European Social Fund (ESF)
- NHS Partnership Development Fund, Berkshire West Clinical Commissioning Group
- Occado
- Paradigm Housing
- Thames Valley Police Community Fund
- Reading Borough Council
- Red Kite
- Shanly Foundation
- The Hedley Foundation

Thomas Chettle of Bucks Council embarked on a fundraising challenge by hiking the Yorkshire 3 Peaks, raising a total £6390.59 in honour of his colleague Andy Leach who sadly died in 2021. We'd like to thank Thomas and his team for their efforts in raising this money which has gone towards The Accessible Workshop

We received additional funding through one-off pieces of work, donations, and training. Our thanks also go to several private groups and parents for their continued support.

Reserves Policy

In line with the SORP developed by the Charity Commission, our Trustees ensure reserves are set aside for our long-term financial viability.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

To address the uncertainty in funding streams, the social care sector, property requirements and workplace pension scheme, the Trustees feel a general fund reserve of no less than £150k should be always maintained to cover between 15 and 75 days essential expenditure, this excludes rent as this is covered by a separate building reserve, as is the pension commitment.

Risk Management:

The risks for the organisation are regularly reviewed by the Board, Chief Executive, Finance and Business Managers and include Strategy, Governance, Operations, Staff, Organisational Culture and Finance.

There is an updated risk register which is reviewed quarterly and an ongoing plan for the risks to be reduced or eliminated.

The Trustees ensure that there are set policies, procedures, and insurances in place to mitigate risks.

The Finance subcommittee carries responsibility on behalf of, and reports to, the Board regarding the management and review of financial risk.

Structure, governance and management

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Ms L Hughes	
Ms K Joslin	
Mr M Togsverd	
Ms M Collard	
Mr M Sparkes	(Appointed 8 November 2021)
Ms C Daniels	(Appointed 7 February 2022)
Ms E Sadler	(Appointed 23 January 2023)
Ms. J Campbell	
Mr. D Gerard	

In accordance with the Articles of Association, the management of the charity is carried out by a Management Committee of voluntary directors, who are also Trustees. They are appointed in accordance with the Articles of Association. Talkback is also a Company Limited by Guarantee.

Recruitment is by personal approach/nomination, advertisement and using specialist recruitment services for the voluntary sector. Talkback's induction programme introduces new trustees to the Talkback Team and to the activities of the organisation. As an organisation working for and with people with a learning disability, involvement in the activities is essential to understanding the organisation. This includes being fully involved with the Management Groups.

All Trustees complete an application form and provide a full CV. Before appointment, they attend a Board meeting and a Management Group meeting, where they are invited to discuss their interest in the role.

Before appointing new Trustees, the Board undertakes a review of current and required skills to remain relevant and identify new requirements in response to any development areas and new opportunities. The skills audit, job descriptions and person specification are updated to reflect this.

Organisational structure and how decisions are made:

The Trustees delegate the day-to-day running of the organisation to the Chief Executive, Jeremy “Jay” Hay.

The Management Committee is responsible for taking decisions in the areas of governance, strategic planning, financial and risk management. A subcommittee covers finance.

Each Talkback locality has its own Management Group (people with a learning disability and autistic individuals) to act as a lead on the development and direction of Talkback.

In accordance with the company's articles, a resolution proposing that Azets Audit Services be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.

Mr M Sparkes
Trustee
Dated: 15 May 2023

TALKBACK-UK LTD.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 30 SEPTEMBER 2022

The trustees, who are also the directors of Talkback-UK Ltd. for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

TALKBACK-UK LTD.

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF TALKBACK-UK LTD.

Opinion

We have audited the financial statements of Talkback-UK Ltd. (the 'charity') for the year ended 30 September 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including 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 30 September 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; 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, the trustees, who are also the directors of the charity for the purpose 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 charity'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 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we 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. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. 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.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF TALKBACK-UK LTD.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Christopher Nisbet

Christopher Nisbet BA(Hons) FCA (Senior Statutory Auditor)
for and on behalf of Azets Audit Services

24 May 2023

Chartered Accountants
Statutory Auditor

Suites B & D
Burnham Yard
Beaconsfield
Bucks
United Kingdom
HP9 2JH

Azets Audit Services is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

TALKBACK-UK LTD.

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 SEPTEMBER 2022

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Income and endowments from:							
Donations and legacies	**2**	4,310	751	5,061	9,992	7,179	17,171
Charitable activities	**3**	1,736,420	263,511	1,999,931	1,844,052	135,250	1,979,302
Investments	**4**	29	-	29	36	2	38
Other income	**5**	-	-	-	28,033	-	28,033
Total income		1,740,759	264,262	2,005,021	1,882,113	142,431	2,024,544
Expenditure on:							
Charitable activities	**6**	1,628,206	290,320	1,918,526	1,616,480	214,236	1,830,716
Net incoming/(outgoing) resources before transfers		112,553	(26,058)	86,495	265,633	(71,805)	193,828
Gross transfers between funds		(15,583)	15,583	-	(92,618)	92,618	-
Net income/(expenditure) for the year/ Net movement in funds		96,970	(10,475)	86,495	173,015	20,813	193,828
Fund balances at 1 October 2021		720,108	68,754	788,862	547,093	47,941	595,034
Fund balances at 30 September 2022		817,078	58,279	875,357	720,108	68,754	788,862

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

TALKBACK-UK LTD.

BALANCE SHEET

AS AT 30 SEPTEMBER 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Fixed assets					
Intangible assets	**10**		-		1,385
Tangible assets	**11**		13,361		5,981
			13,361		7,366
Current assets					
Debtors	**12**	236,324		302,730	
Cash at bank and in hand		717,110		579,167	
		953,434		881,897	
Creditors: amounts falling due within one year	**13**	(91,438)		(100,401)	
Net current assets			861,996		781,496
Total assets less current liabilities			875,357		788,862
Income funds					
Restricted funds	**14**		58,279		68,754
Unrestricted funds			817,078		720,108
			875,357		788,862

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 September 2022, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The financial statements were approved by the Trustees on 15 May 2023

Mr M Sparkes
Trustee

Company Registration No. 04279266

TALKBACK-UK LTD.

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 SEPTEMBER 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Cash flows from operating activities					
Cash generated from operations	**19**		148,736		102,583
Investing activities					
Purchase of tangible fixed assets		(10,821)		(2,054)	
Investment income received		29		38	
Net cash used in investing activities			(10,792)		(2,015)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			137,944		100,568
Cash and cash equivalents at beginning of year			579,167		478,599
Cash and cash equivalents at end of year			717,110		579,167

1 Accounting policies

Charity information

Talkback-UK Ltd. is a private company limited by guarantee incorporated in England and Wales. The registered office is Amersham Community Centre, Chiltern Avenue, Amersham, Buckinghamshire, HP6 5AH, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1 Accounting policies **(Continued)**

1.5 Expenditure

Allocation and apportionment of costs
Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources. Administration costs are apportioned to program costs as follows:

	Program	Support
Community services	80%	20%
Postage, printing and stationery	70%	30%
Sundry expenses	80%	20%

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software	33% on cost

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	over the lease term
Plant and equipment	20% on cost
Computers	33% on cost and 25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, and deposits held at call with banks.

1 Accounting policies **(Continued)**

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors, are initially recognised at transaction price. Financial liabilities classified as payable within one year are not amortised.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.12 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Donations and legacies

	Unrestricted funds	**Restricted funds**	**Total**	Unrestricted funds	Restricted funds	Total
	2022	**2022**	**2022**	2021	2021	2021
	£	**£**	**£**	£	£	£
Donations and gifts	4,310	751	5,061	9,992	7,179	17,171

3 Charitable activities

	2022	2021
	£	£
Grant funding	256,567	258,444
Fees	1,743,364	1,720,858
	1,999,931	1,979,302
Analysis by fund		
Unrestricted funds	1,736,420	1,844,052
Restricted funds	263,511	135,250
	1,999,931	1,979,302
Performance related grants		
Milton Keynes Council	48,017	47,570
Citizens Advice	195	4,235
NHS PDF	7,573	9,972
Reading (Autism)	12,166	10,000
	67,951	71,777

4 Investments

	Unrestricted funds	Unrestricted funds	Restricted funds	Total
	2022	2021	2021	2021
	£	£	£	£
Interest receivable	29	36	2	38

5 Other income

	Total	Unrestricted funds
	2022	2021
	£	£
Job retention scheme and other income	-	28,033

Other income represents the grant provided by HMRC under the Coronavirus Job Retention Scheme.

6 Charitable activities

	Program costs 2022	Support costs 2022	Total 2022	Program costs 2021	Support costs 2021	Total 2021
	£	£	£	£	£	£
Staff costs	1,224,041	-	1,224,041	1,151,495	-	1,151,495
Rent and utilities	122,976	-	122,976	113,104	-	113,104
Insurance	3,786	-	3,786	3,204	-	3,204
Communication services	3,905	-	3,905	3,603	-	3,603
Postage, printing and stationery	4,840	-	4,840	2,379	-	2,379
Subscriptions and publications	35,902	-	35,902	22,602	-	22,602
Sundries	4,680	-	4,680	1,250	-	1,250
Recruitment	9,061	-	9,061	3,682	-	3,682
Equipment and office costs	50,414	-	50,414	51,896	-	51,896
Travelling	39,541	-	39,541	25,170	-	25,170
Personal development	9,489	-	9,489	14,788	-	14,788
Consultancy costs	56,892	-	56,892	46,204	-	46,204
IT costs	44,704	-	44,704	40,111	-	40,111
Repairs and renewals	380	-	380	595	-	595
	1,610,611	-	1,610,611	1,480,083	-	1,480,083
Share of support costs (see note 7)	-	226,985	226,985	-	278,155	278,155
Share of governance costs (see note 7)	-	80,930	80,930	-	72,478	72,478
	1,610,611	307,915	1,918,526	1,480,083	350,633	1,830,716
Analysis by fund						
Unrestricted funds	1,320,291	307,915	1,628,206	1,272,336	343,744	1,616,480
Restricted funds	290,320	-	290,320	207,346	6,890	214,236
	1,610,611	307,915	1,918,526	1,480,083	350,633	1,830,716

7 Support costs

	Support costs	**Governance costs**	**2022**	Support costs	Governance costs	2021
	£	**£**	**£**	£	£	£
Staff costs	204,444	63,902	268,346	255,286	57,675	312,961
Depreciation/Amortisation	4,827	-	4,827	5,150	-	5,150
Communication services	976	-	976	901	-	901
Postage, printing and stationery	788	-	788	1,264	-	1,264
Sundries	396	-	396	316	-	316
Travelling	307	-	307	178	-	178
Accountancy and payroll	2,906	-	2,906	1,388	-	1,388
Bad debts	7,676	-	7,676	2,288	-	2,288
Other support costs	4,665	-	4,665	11,385	-	11,385
Audit fees	-	11,526	11,526	-	10,750	10,750
Consultancy costs	-	5,502	5,502	-	4,053	4,053
	226,985	80,930	307,915	278,155	72,478	350,633
Analysed between						
Charitable activities	226,985	80,930	307,915	278,155	72,478	350,633

Governance costs includes amounts charged by the auditors of £9,600 (2021: £8,760) for audit fees, and £1,926 (2021: £1,990) for accounting services.

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. No trustees were reimbursed any expenses during the year (2021: £nil).

The charity's insurance cover includes Trustees' indemnity insurance. The cost associated with this cover forms part of the overall insurance premium paid by the charity and cannot be estimated. (2021: same)

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
	71	79

Employment costs	2022 £	2021 £
Wages and salaries	1,371,859	1,339,238
Social security costs	109,963	100,300
Other pension costs	26,817	24,918
	1,508,639	1,464,456

Key Management Personnel remuneration in the year totalled £282,804 (2021: £245,655)

One employees received annual remuneration over £60,000 (2021: 1).

10 Intangible fixed assets

	Software £
Cost	
At 1 October 2021 and 30 September 2022	8,310
Amortisation and impairment	
At 1 October 2021	6,925
Amortisation charged for the year	1,385
At 30 September 2022	8,310
Carrying amount	
At 30 September 2022	-
At 30 September 2021	1,385

11 Tangible fixed assets

	Leasehold improvements	Plant and equipment	Computers	Total
	£	£	£	£
Cost				
At 1 October 2021	29,719	8,174	8,730	46,623
Additions	-	10,161	660	10,821
Disposals	-	-	(5,787)	(5,787)
At 30 September 2022	29,719	18,335	3,603	51,657
Depreciation and impairment				
At 1 October 2021	29,719	3,822	7,100	40,641
Depreciation charged in the year	-	2,714	728	3,442
Eliminated in respect of disposals	-	-	(5,787)	(5,787)
At 30 September 2022	29,719	6,536	2,041	38,296
Carrying amount				
At 30 September 2022	-	11,799	1,562	13,361
At 30 September 2021	-	4,352	1,629	5,981

12 Debtors

	2022	2021
Amounts falling due within one year:	£	£
Trade debtors	38,285	116,493
Other debtors	5,639	2,434
Prepayments and accrued income	192,400	183,803
	236,324	302,730

13 Creditors: amounts falling due within one year

	2022	2021
	£	£
Other taxation and social security	24,029	22,952
Trade creditors	12,906	14,277
Other creditors	11,150	4,920
Accruals and deferred income	43,353	58,252
	91,438	100,401

14 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds				Movement in funds			
	Balance at 1 October 2020	Incoming resources	Resources expended	Transfers	Balance at 1 October 2021	Incoming resources	Resources expended	Transfers	Balance at 30 September 2022
	£	£	£	£	£	£	£	£	£
Bereavement	5,634	-	(5,634)	-	-	-	-	-	-
Reading (Autism)	6,007	10,000	(12,204)	-	3,803	13,000	(13,847)	(2,638)	317
Milton Keynes	11,655	52,484	(52,919)	-	11,220	57,750	(44,385)	-	24,585
Health Project	-	2,500	(36)	-	2,464	14,509	(35,922)	18,949	-
Community Safety TVP	-	-	-	-	-	1,963	(767)	-	1,196
Domestic Abuse Project	-	-	-	-	-	3,900	(8,598)	4,698	-
NHS PDF	20,713	9,972	(12,989)	-	17,696	7,573	(10,288)	(14,982)	
Bucks Autism Strategy	-	25,627	(118,246)	92,618	-	29,415	(23,965)	-	5,450
Redkite	(3)	-	3	-	-	-	-	-	
Support into Employment (BBO)	3,935	-	-	-	3,935	64,754	(96,730)	28,042	-
Sue Ryder	-	-	-	-	-	7,593	(5,071)	-	2,522
Citizens Advice	-	4,235	(17)	-	4,218	22,516	(26,318)	-	416
Care and Treatment Reviews	-	6,269	(79)	-	6,190	-	(3,428)	(2,762)	-
Reading Care Act Advocacy	-	1,763	(75)	-	1,688	2,021	(6,553)	2,844	-
PDS	-	29,581	(12,040)	-	17,540	3,668	(2,641)	(18,567)	-
Loan Sharks	-	-	-	-	-	7,540	(3,861)	-	3,679
Mankind (Bucks Cameo)	-	-	-	-	-	9,764	(3,908)	-	5,856
Sexual Abuse (Carol Older)	-	-	-	-	-	4,000	(2,294)	-	1,706
TVP Autism Training		-	-	-	-	4,537	(1,744)	-	2,792
No Fear (Bucks)						9,760			9,760
	47,941	142,432	(214,236)	92,616	68,754	264,262	(290,320)	15,583	58,279

15 Analysis of net assets between funds

	Unrestricted funds 2022 £	**Restricted funds 2022 £**	**Total 2022 £**	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Fund balances at 30 September 2022 are represented by:						
Intangible fixed assets	-	-	-	1,385	-	1,385
Tangible assets	13,361	-	13,361	5,981	-	5,981
Current assets/(liabilities)	803,717	58,279	861,996	712,742	68,754	781,496
	817,078	58,279	875,357	720,108	68,754	788,862

16 Restricted Funds

Reading
Self Advocacy project with the local council for people with learning disability.

Milton Keynes
Project to raise opportunities and better services for autistic people.

Health Project (Energise)
Weight loss project for people with learning disabilities in Bucks

NHS PDF (BWCCG)
Development fund for the health care in care homes in and around Reading.

BBO
Finding job opportunities for autistic people – diagnosed and undiagnosed in MK and North Bucks.

Reading (Autism)
Supporting people living in poverty, excluded from communities or affected by long term health conditions.

Community Safety (TVP)
Producing films and roadshows to prevent cyber crime, modern slavery and other abuse areas against people with learning disability.

Bucks Autism Strategy
To produce all the foundations for the Bucks Council's autistic strategy.

Citizens Advice (TAB)
Providing weekly support to anyone who needs help in the community who has a learning disability or is an autistic person.

16 Restricted Funds **(Continued)**

Care and Treatment reviews (Link Transitions & CTR)
Support as expert witness in medical assessment cases in the UK.

Reading Care Act Advocacy
Supporting people in legal cases to help them self- advocate in complaint areas or to advocate on their behalf.

PDS (Restricted)
To provide IT tablets so people who are isolated can access online services and Talkback TV resource library.

Loan Sharks
To educate young in schools and colleges in Bucks and Berks and Milton Keynes at how loan sharks operate and how to lessen the risk and deal with them.

Mankind (Bucks Cameo)
To work with people with learning disability who need help with depression and suicidal thoughts.

Sue Ryder - EoL
To train nurses on how to communicate and deal with people with learning disability who are in hospices and are at end of life.

Bereavement
Research into the lack of provision of bereavement support and how it is approached in the UK and development of solutions.

Domestic Abuse
Identification of the lack of reporting on domestic violence against people with learning disabilities in Bucks and working with Bucks Council to build an easy read Stay Safe website for launch in 2023.

Sexual Abuse
Developing training around how to support people who teach aspects of work around sex abuse on how to make it more inclusive to autistic people and people with learning disabilities.

Thames Valley Police (Autism)
Delivering over 50 courses to train 500+ police in Bucks and Oxfordshire in understanding autism and how to work better with people.

No Fear
To work with employers and a group of autistic people and looking at the barriers they both face to create solutions that end up with people employing more autistic people.

16 Restricted Funds **(Continued)**

Thomas Chettle 3 Peaks Challenge Designated Fund
To raise money for The Accessible Workshop a team of friends did this in memory of a colleague who had died Andy Leach.

17 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022	2021
	£	£
Within one year	87,991	18,000
Between two and five years	159,736	54,000
In over five years	13,500	31,742
	261,227	103,742

18 Related party transactions

There were no disclosable related party transactions during the year (2021 - none).

19 Cash generated from operations	2022	2021
	£	£
Surplus for the year	86,495	193,828
Adjustments for:		
Investment income recognised in statement of financial activities	(29)	(38)
Amortisation and impairment of intangible assets	1,385	2,770
Depreciation and impairment of tangible fixed assets	3,442	2,380
Movements in working capital:		
Decrease/(increase) in debtors	66,406	(109,532)
(Decrease)/increase in creditors	(8,963)	13,174
Cash generated from operations	148,736	102,582

20 Analysis of changes in net funds

The charity had no debt during the year.

TALKBACK-UK LTD

England & Wales - Charity number 1093732

Accounts

Charity Registration No. 1093732

Company Registration No. 04279266 (England and Wales)

TALKBACK-UK LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 SEPTEMBER 2021

TALKBACK-UK LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Ms L Hughes	
	Ms K Joslin	
	Mr M Togsverd	
	Ms M Collard	(Appointed 1 April 2021)
	Mr M Sparkes	(Appointed 8 November 2021)
	Ms C Daniels	(Appointed 7 February 2022)
Secretary	Mr J Hay	
Charity number	1093732	
Company number	04279266	
Registered office	Amersham Community Centre Chiltern Avenue Amersham Buckinghamshire United Kingdom HP6 5AH	
Auditor	Azets Audit Services Suites B & D Burnham Yard Beaconsfield Bucks HP9 2JH	

TALKBACK-UK LIMITED

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TALKBACK-UK LIMITED

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 30 SEPTEMBER 2021

Welcome to the Annual Financial Report for the year to 30th September 2021.

It is only right to start with a tribute to our former Chair, Janice Campbell, who sadly died this year. She served the charity as a trustee and as Chair for over 19 years and made a huge difference to so many lives. We hold her family in our thoughts and are so grateful for the time, expertise, and effort she has given Talkback.

Every financial report in the UK mentions the pandemic. We now see this as the way it is and, yet again, we saw many positives from a hard situation. For many of our members being isolated and unable to get around is a way of life. So perhaps the pandemic helped us see the world a bit more through their eyes.

Key for us is maintaining personal contact with our members, digitally or by telephone, and this has been excellently handled by all our staff. We are grateful for their continuing creativity, patience, and engagement with all our members.
None of this could have been achieved without the continuing support of our existing funders as well as some welcome new funding to meet additional costs and develop new ways of working. We greatly appreciate the support we have received this year.

As we go into the new financial year we continue to adapt our ways of working. We are using what people have told us, plus our learning from this period, to develop what we do, with the aim of ensuring our long-term capability to meet the needs of people with learning disability and autistic people.



Jeremy Hay
CEO

Dated: 23 May 2022

TALKBACK-UK LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 SEPTEMBER 2021

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the 12 months ended 30 September 2021. The Trustees comply with the charity's Constitution, the Companies Act 2006 and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102 (update bulletin 2)).

The financial statements have been prepared in accordance with the accounting policies set out in note to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)".

Objectives and activities

The charity's objectives and principal activities are:

- To provide opportunities for people with a learning disability and/or autism to speak up and have their say on local services and community life and enable them to obtain their full rights and privileges as citizens through embedding the skills of self-advocacy.

These are achieved by:

- supporting and developing self-advocacy skills, providing opportunities for people to engage meaningfully and participate, feeding into the planning, development, and delivery of services.
- training and consultation with a range of professionals and agencies, the wider community, and families to educate and raise awareness, to increase the quality of life experienced by people with a learning disability and/or autism, plus other disability groups.
- providing education support and personal development services as well as life skills and employment support.

Talkback - Our Passion

Our overwhelming passion and drive is to see the slogan "Developing a World of Possibilities" lived out in the lives of all our members. We positively look at each person uniquely, never assuming, always listening, and forever exploring possibilities. Our Annual Impact Review is full of great stories and is available on our website.

Our vision

"To help autistic people and people with a learning disability embrace new opportunities, lead the fulfilling lives they want and actively contribute to their community."

The Trustees confirm that they have referred to the guidance contained in the Charities Commission general guidance on public benefit when reviewing the organisation's aims and objectives and are confident that Talkback is complying in this area. We also follow the Code of Practice on Fundraising and are audited by Ofsted, Bucks County Council, and the Bucks College Group amongst others for the quality of our work as well as having our own monthly observations and those annually done by experts by experience- a trained group of people with lived experience who look at our services as part of our quality improvement.

Achievements and performance

Our Programmes:

Equip for Learning:

The Equip Education Programme continues to deliver exciting and innovative life skills sessions for young people aged 16-25 with a learning disability and autistic individuals.

We work closely with the colleges, and they have been exemplary in the way they have dealt with the crisis that 2020-1 presented. Our thanks go to the management and staff of Bucks College Group and BCA for the way they have supported us and all our members.

Our results this year have included: -

Community/College

- Running our first Summer Activities programme to help young people successfully make the transition from school to college, ensuring they can cope with the first term and reduce the possibility of dropping out.
- 67 students completed the academic year in July 2021
- 40 students returned in September 2021
- 37 new students joined in September 2021
- Equip currently run 19 community groups across the week

Transitions to Work

- We doubled the number of work experience employers to six. We are most grateful to them for the 25 + students who have weekly experience of work.
- Creation of a new Talkback work experience at in “The Accessible Workshop” in Aylesbury. The woodwork group now has 22 members weekly and is producing great results.

Adult Services - Personal Development and Skills for Life:

Our member base continues to grow and the 2020-21 period saw many exciting developments. We started 3 new work experience groups and have 18 members accessing work experience opportunities through Adult Services:

- Lady Ryder Memorial Garden in Frieth. Garden Project started on 29th July 2021. 11 people access this opportunity
- Healthy Living Centre Aylesbury. Roles include working in the reception and shop. Started 8th September 2021. 4 people access this opportunity
- All Saints Church, High Wycombe. Assisting in running Coffee Shop. Started 7th September 2021. 3 people access this opportunity

We are extremely grateful to those three organisations who have embraced us with open arms.

Personal Development and Skils gained 17 new members over the period, reflecting the quality of our services.

Sports Academy (PDS STATS)

The Talkback Sports Academy has been a driving Force behind the hugely successful Virtual Dance and Wake Up Shake Up Sessions and YouTube channel which has had over 12,000 visits. We have an aim of providing new inclusive fun experiences and the opportunity to learn new skills. We have introduced netball alongside our much-loved badminton and 12 other sports.

We are so grateful to the financial supporters and the excellent coaches like Alistair Jones at Wycombe Badminton Centre who have been inspirational.

Employability - Transitions to Work

We are revolutionising our approach in providing support into volunteer opportunities, work experience and full-time employment. We want to give every person with autism or a learning disability the same opportunities as everyone else. We will work with every member to understand what they want to do and help them achieve their realistic aims.

Our success rate is more than double the national average, based on the support we give each person as they settle into their jobs.

Building Better Opportunities (BBO) – Support into Employment

This project brings together funding from the Big Lottery Fund and the European Social Fund (ESF) to help tackle the poverty and social exclusion faced by the most disadvantaged people in England.

Since 2017, we have engaged with 50 people with a learning disability and/or autism throughout Milton Keynes and Aylesbury in supporting them to move a step closer to employment. We are achieving employment rates, even in these unique times, of 25% against the national average of 6%.

We continue our proactive working relationship with the DWP and are part of a consortium of providers in Milton Keynes who work together in sharing best practice, sharing employer leads, participant engagement and referrals. We are grateful for all the support.

Supported Employment:

The Supported Employment project is a result of what people with a learning disability and/or autism have told us they need. The aim of Supported Employment is to work closely with members in supporting them into successful, meaningful, paid employment of their choice. We want people with a learning disability and/or autism to feel valued and respected in the workplace. This is achieved by providing both the individual and the employer with realistic and ongoing support mechanisms within the workplace.
We currently have:

- 7 participants in paid employment and 10 undertaking work experience placements.
- 4 new people joined us for supported employment in last quarter.
- We have 3 participants volunteering with the gardening team at Cliveden National Trust. We hope opportunities may arise in their new café when it opens in Easter 2022. We would like to replicate this "small group set up" at other NT properties, such as Waddesdon and Hughenden.
- We developed a closer working relationship with Aylesbury DWP, which enabled us to refer Supported Employment participants onto the government Kickstart scheme. This has resulted in one of our participants gaining a full-time paid job with a local furniture company.

We strive to achieve choice, opportunity, independence, and respect for all people with a learning disability and/or autism.

Your Voice – Our Professional Services:

Talkback reaches people throughout Buckinghamshire, Milton Keynes and Berkshire and is also working nationally on issues.

We are engaging in work with various Councils to help them build new and lasting solutions to problems that have been around for too long. The intent, from many parties, has always been to fix these issues and our focus is to help other organisations embed better ways of seeing the world through the eyes of people with learning disability and/ or autism and making reasonable adjustments to make sure there is no exclusion.

In Reading, our work supports people with autism to overcome loneliness and isolation by offering a community "Drop In" service and outreach programme which has doubled in size. We also run a programme to support people with learning disability and mental health needs to support and promote wellbeing, self-advocacy, and social inclusion; this includes a self-advocacy programme within Campion Unit (specialist hospital).

In Milton Keynes, we continue to support people with a learning disability and/or autism and provide a community advocacy service. We also coordinate and facilitate the new People's Partnership Board- the two we had before Covid restrictions attracting over 80 people.
In Buckinghamshire we launched an advisory service as well as other "come and meet each other" groups around healthy living and relationships.

Our work continues to thrive, with our team actively supporting people to grow in confidence and self-esteem and lead a more independent life.

Talkback is an active member of Staying Healthy and Safeguarding Boards and involved in the range of the Preparing for Adulthood work groups.

Safeguarding and Quality

All our staff have been trained on Safeguarding, FGM, Prevent and Suicide First Aid. Our specialist training programmes include staff trained on Child Exploitation and Online Protection Awareness, and staff Trained by Terence Higgins Trust on Sex, Relationships and Gender.

We maintained our outstanding grade from Bucks County Council for our systems and processes around college provision and development of staff.

In Buckinghamshire we have launched an advisory service as well as other come and meet each other groups around healthy living and relationships.

Our work continues to thrive, with our team actively supporting people to grow in confidence and self-esteem and lead a more independent life.

Talkback is an active member of Staying Healthy and Safeguarding Boards and involved in the range of the Preparing for Adulthood work groups.

Financial review

These accounts are the second since the year end date was moved to September 30th from March 31st to improve phasing of financial plans.

Talkback's plans for the 12 months to 30th September 2021 built on the excellent previous 12 months and continued the five year plan to build a resilient, sustainable and innovative organisation. The focus on effective cost control, particularly of overheads, was maintained.

The charity operated normally, either face to face or virtually, following the government and local authority guidelines. Financial performance tracked slightly above plan, due to an increase in member numbers in our Personal Development and Skills for Adult Services. This rise comes from 3 years of hard work to design and deliver our high quality and highly-regarded services.

Some costs were lower than planned due to the stop-gap delivery of services online or by phone and from coronavirus-related government rebates and grants. Additional short-term venue rental costs in the past 12 months, needed for the covid safety of our members, were closely monitored and adjusted.

The Finance Committee and Board of Trustees maintained oversight of Talkback's finances and satisfied themselves it continues to operate efficiently and effectively, balancing the immediate need to deliver services and support to its members with due regard to the longer-term financial health of the charity.

Azets undertook their first audit of our accounts last year. They gave us an unqualified opinion and provided useful feedback in their report to management. We are grateful for their professional help in moving us forward.

We would like to take this opportunity to thank our principal funders during this period. We are grateful for the support of each of the Councils and Commissioners. They are under continual pressure to deliver more with less and continue to make a positive impact which is often not recognised.

They are:

- Buckinghamshire County Council
- Milton Keynes Council
- Reading Borough Council
- NHS Partnership Development Fund, Berkshire West Clinical Commissioning Group
- National Lottery & European Social Fund (ESF)
- Trusts including Rothschilds, Baily Thomas
- Partnership work with some key partners around the area of Domestic Abuse and Sexual violence including AVMKSAASS and Women's Aid

We received additional funding through one-off pieces of work, donations, and training.

We would also like to thank Amersham & District Community Association, MPLC Ltd, Mencap, Amersham Rotary Club, Findlay Park Investments, and several groups and parents for their continued support.

Reserves Policy

In line with the SORP developed by the Charity Commission, our Trustees ensure reserves are set aside for our long-term financial viability.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

To address the uncertainty in funding streams, the social care sector, property requirements and workplace pension scheme, the Trustees feel a general fund reserve of no less than £150k should be maintained at all times to cover between 15 and 75 days essential expenditure, This excludes rent as this is covered by a separate building reserve, as is the pension commitment.

Risk Management:

The risks for the organisation are regularly reviewed by the Board, Chief Executive, Finance and Business Managers and include Strategy, Governance, Operations, Staff, Organisational Culture and Finance.

There is an updated risk register which is reviewed quarterly and there is an ongoing plan for the risks to be reduced or eliminated.

The Trustees ensure that there are set policies, procedures, and insurances in place to mitigate risks.

The Finance subcommittee carries responsibility on behalf of, and reports to, the Board regarding the management and review of financial risk.

Structure, governance and management

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Ms J Campbell	(Deceased 23 August 2021)
Ms L Hughes	
Ms K Joslin	
Mr M Togsverd	
Ms M Collard	(Appointed 1 April 2021)
Mr M Sparkes	(Appointed 8 November 2021)
Ms C Daniels	(Appointed 7 February 2022)

In accordance with the Articles of Association, the management of the charity is carried out by a Management Committee of voluntary directors, who are also Trustees. They are appointed in accordance with the Articles of Association. Talkback is also a Company Limited by Guarantee.

Recruitment is by personal approach/nomination, advertisement and by using specialist recruitment services for the voluntary sector. Talkback's induction programme introduces new/potential trustees to the Talkback Team and to the different activities of the organisation. As an organisation for and with people with a learning disability, involvement in the activities is essential to truly understanding the organisation, its direction and development and gives ongoing opportunity to work alongside people with a learning disability. This includes being fully involved with the Management Groups.

All Trustees complete an application form and provide a full CV. Before appointment they attend a Board meeting as an observer and attend a Management Group meeting where they are invited to discuss their interest in the role and the organisation including how they would like to be involved.

Before appointing new Trustees, the Board undertakes a review of current and required skills to remain relevant and identify new requirements in response to any development areas and new opportunities. The skills audit, job descriptions and person specification are updated to reflect this.

Organisational structure and how decisions are made:

The Trustees delegate the day-to-day running of the organisation to the Chief Executive, Jeremy "Jay" Hay.

The Management Committee is responsible for taking decisions in the areas of governance, strategic planning, financial and risk management. A subcommittee covers finance.

Each Talkback locality has its own Management Group (people with a learning disability or autistic people) to act as a lead on the development and direction of Talkback.

The trustees' report was approved by the Board of Trustees.



Trustee
Dated: 23 May 2022

TALKBACK-UK LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 30 SEPTEMBER 2021

The trustees, who are also the directors of Talkback-UK Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

TALKBACK-UK LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF TALKBACK-UK LIMITED

Opinion

We have audited the financial statements of Talkback-UK Limited (the 'charity') for the year ended 30 September 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 30 September 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF TALKBACK-UK LIMITED

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; 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, the trustees, who are also the directors of the charity for the purpose 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 charity'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 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

Extent to which the audit was considered capable of detecting irregularities, including fraud
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we 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. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. 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.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF TALKBACK-UK LIMITED

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Azets Audit Services

Christopher Nisbet BA(Hons) FCA (Senior Statutory Auditor)
for and on behalf of Azets Audit Services

27.05.2022

Chartered Accountants
Statutory Auditor

Suites B & D
Burnham Yard
Beaconsfield
Bucks
HP9 2JH

Azets Audit Services is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

TALKBACK-UK LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 SEPTEMBER 2021

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Income and endowments from:							
Donations and legacies	**3**	9,992	7,179	17,171	2,360	25	2,385
Charitable activities	**4**	1,844,052	135,250	1,979,302	1,723,712	218,907	1,942,619
Investments	**5**	36	2	38	20	90	110
Other income	**6**	28,033	-	28,033	83,995	-	83,995
Total income		1,882,113	142,431	2,024,544	1,810,087	219,022	2,029,109
Expenditure on:							
Charitable activities	**7**	1,616,480	214,236	1,830,716	1,496,718	296,690	1,793,408
Net incoming/ (outgoing) resources before transfers		265,633	(71,805)	193,828	313,369	(77,668)	235,701
Gross transfers between funds		(92,618)	92,618	-	(107,788)	107,788	-
Net income for the year/ Net movement in funds		173,015	20,813	193,828	205,581	30,120	235,701
Fund balances at 1 October 2020		547,093	47,941	595,034	341,511	17,821	359,332
Fund balances at 30 September 2021		720,108	68,754	788,862	547,092	47,941	595,033

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

TALKBACK-UK LIMITED

BALANCE SHEET

AS AT 30 SEPTEMBER 2021

	Notes	2021 £	2021 £	2020 £	2020 £
Fixed assets					
Intangible assets	**12**		1,385		4,155
Tangible assets	**13**		5,981		6,308
			7,366		10,463
Current assets					
Debtors	**14**	302,730		193,198	
Cash at bank and in hand		579,167		478,599	
		881,897		671,797	
Creditors: amounts falling due within one year	**15**	(100,401)		(87,227)	
Net current assets			781,496		584,570
Total assets less current liabilities			788,862		595,033
Income funds					
Restricted funds	**16**		68,754		47,941
Unrestricted funds			720,108		547,092
			788,862		595,033

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 September 2021, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The financial statements were approved by the Trustees on 23 May 2022

Trustee

Company Registration No. 04279266

TALKBACK-UK LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 SEPTEMBER 2021

	Notes	2021 £	2021 £	2020 £	2020 £
Cash flows from operating activities					
Cash generated from operations	**22**		102,583		255,977
Investing activities					
Purchase of tangible fixed assets		(2,054)		-	
Investment income received		38		110	
Net cash (used in)/generated from investing activities			(2,015)		110
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			100,568		256,087
Cash and cash equivalents at beginning of year			478,599		222,512
Cash and cash equivalents at end of year			579,167		478,599

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 SEPTEMBER 2021

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1 Accounting policies

Charity information

Talkback-UK Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is Amersham Community Centre, Chiltern Avenue, Amersham, Buckinghamshire, HP6 5AH, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. In making this assessment, the trustees have considered the impacts, and expected future impacts, of the Covid-19 pandemic on both the charity and the environment in which it operates.Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1 Accounting policies **(Continued)**

1.5 Expenditure

Allocation and apportionment of costs
Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources. Administration costs are apportioned to program costs as follows:

	Program	Support
Community services	80%	20%
Postage, printing and stationery	70%	30%
Sundry expenses	80%	20%

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably; the intangible asset arises from contractual or other legal rights; and the intangible asset is separable from the entity.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software	33% on cost

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	over the lease term
Plant and equipment	20% on cost
Computers	33% on cost and 25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1 Accounting policies **(Continued)**

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1 Accounting policies **(Continued)**

1.12 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

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

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

3 Donations and legacies

	Unrestricted funds	**Restricted funds**	**Total**	Unrestricted funds	Restricted funds	Total
	2021	**2021**	**2021**	2020	2020	2020
	£	**£**	**£**	£	£	£
Donations and gifts	9,992	7,179	17,171	2,360	25	2,385

4 Charitable activities

	2021	2020
	£	£
Grant funding (conditional)	258,444	181,015
Fees	1,720,858	1,761,604
	1,979,302	1,942,619
Analysis by fund		
Unrestricted funds	1,844,052	1,723,712
Restricted funds	135,250	218,907
	1,979,302	1,942,619
Performance related grants		
Milton Keynes Council	47,570	70,670
Citizens Advice	4,235	-
NHS PDF	9,972	24,423
Reading (Autism)	10,000	14,000
Bucks Community Engagement	-	29,050
Luton Borough Council	-	42,872
	71,777	181,015

5 Investments

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Interest receivable	36	2	38	20	90	110

6 Other income

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Job retention scheme and other income	28,033	83,995

6 Other income **(Continued)**

Other income represents the grant provided by HMRC under the Coronavirus Job Retention Scheme.

7 Charitable activities

	Program costs 2021	Support costs 2021	Total 2021	Program costs 2020	Support costs 2020	Total 2020
	£	£	£	£	£	£
Staff costs	1,151,495	-	1,151,495	1,150,325	-	1,150,325
Rent and utilities	113,104	-	113,104	62,915	-	62,915
Insurance	3,204	-	3,204	4,268	-	4,268
Communication services	3,603	-	3,603	16,166	-	16,166
Postage, printing and stationery	2,379	-	2,379	3,459	-	3,459
Subscriptions and publications	22,602	-	22,602	3,220	-	3,220
Sundries	1,250	-	1,250	2,510	-	2,510
Recruitment	3,682	-	3,682	3,816	-	3,816
Equipment and office costs	51,896	-	51,896	39,044	-	39,044
Travelling	25,170	-	25,170	30,856	-	30,856
Personal development	14,788	-	14,788	13,123	-	13,123
Consultancy costs	46,204	-	46,204	60,129	-	60,129
IT costs	40,111	-	40,111	71,462	-	71,462
Repairs and renewals	595	-	595	3,799	-	3,799
Office costs	-	-	-	11,634	-	11,634
	1,480,083	-	1,480,083	1,476,726	-	1,476,726
Share of support costs (see note 8)	-	278,155	278,155	-	251,666	251,666
Share of governance costs (see note 8)	-	72,478	72,478	-	65,016	65,016
	1,480,083	350,633	1,830,716	1,476,726	316,682	1,793,408
Analysis by fund						
Unrestricted funds	1,272,736	343,744	1,616,480	1,180,435	316,283	1,496,718
Restricted funds	207,346	6,890	214,236	296,291	399	296,690
	1,480,083	350,633	1,830,716	1,476,726	316,682	1,793,408

8 Support costs

	Support costs	Governance costs	2021	Support costs	Governance costs	2020
	£	£	£	£	£	£
Staff costs	255,286	57,675	312,961	234,015	50,456	284,471
Depreciation/ Amortisation	5,150	-	5,150	4,702	-	4,702
Communication services	901	-	901	528	-	528
Postage, printing and stationery	1,264	-	1,264	1,695	-	1,695
Sundries	316	-	316	26	-	26
Travelling	178	-	178	2,861	-	2,861
Accountancy and payroll	1,388	-	1,388	6,779	-	6,779
Bad debts	2,288	-	2,288	660	-	660
Other support costs	11,385	-	11,385	-	-	-
Audit fees	-	10,750	10,750	-	8,950	8,950
Consultancy costs	-	4,053	4,053	-	5,610	5,610
	278,155	72,478	350,633	251,266	65,016	316,282
Analysed between						
Charitable activities	278,155	72,478	350,633	251,666	65,016	316,682

Governance costs includes payments to the auditors of £10,750 (2020- £8,950) for audit fees.

9 Auditor's remuneration

The analysis of auditor's remuneration is as follows:

Fees payable to the auditors:	**2021**	**2020**
	£	£
Audit of the annual accounts	10,750	8,950

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. No trustees were reimbursed any expenses during the year (2020: £nil).

The charity's insurance cover includes Trustees' indemnity insurance. The cost associated with this cover forms part of the overall insurance premium paid by the charity and can not be estimated. (2020: same)

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
	79	77

Employment costs	2021 £	2020 £
Wages and salaries	1,339,238	1,314,248
Social security costs	100,300	96,692
Other pension costs	24,918	23,856
	1,464,456	1,434,796

Key Management Personnel remuneration in the year totalled £69,446 (2020: £60,623)

One employee received annual remuneration over £60,000 (2020: 1).

12 Intangible fixed assets

	Software £
Cost	
At 1 October 2020 and 30 September 2021	8,310
Amortisation and impairment	
At 1 October 2020	4,155
Amortisation charged for the year	2,770
At 30 September 2021	6,925
Carrying amount	
At 30 September 2021	1,385
At 30 September 2020	4,155

13 Tangible Fixed Assets

	Leasehold improvements	Plant and equipment	Computers	Total
	£	£	£	£
Cost				
At 1 October 2020	29,719	8,174	6,675	44,568
Additions	-	-	2,054	2,054
At 30 September 2021	29,719	8,174	8,729	46,622
Depreciation and impairment				
At 1 October 2020	29,719	2,187	6,355	38,261
Depreciation charged in the year	-	1,635	745	2,380
At 30 September 2021	29,719	3,822	7,100	40,641
Carrying amount				
At 30 September 2021	-	4,352	1,629	5,981
At 30 September 2020	-	5,986	322	6,308

14 Debtors

Amounts falling due within one year:	2021 £	2020 £
Trade debtors	116,493	70,115
Other debtors	2,434	4,483
Prepayments and accrued income	183,803	118,600
	302,730	193,198

The variance between 2020 and 2021 Trade debtors relates to the timing of invoices raised only.

15 Creditors: amounts falling due within one year

	2021 £	2020 £
Other taxation and social security	22,952	28,698
Trade creditors	14,277	14,943
Other creditors	4,920	-
Accruals and deferred income	58,252	43,586
	100,401	87,227

The variance between 2020 and 2021 Accruals and Deferred income relates to the timing of invoices raised only.

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds				Movement in funds			
	Balance at 1 October 2019	Incoming resources	Resources expended	Transfers	Balance at 1 October 2020	Incoming resources	Resources expended	Transfers	Balance at 30 September 2021
	£	£	£	£	£	£	£	£	£
AMP (Reading College)	-	17,270	(11,636)	-	5,634	-	(5,634)	-	-
Reading (Autism)	4,445	14,000	(12,438)	-	6,007	10,000	(12,204)	-	3,803
Milton Keynes	945	70,670	(59,960)	-	11,655	52,484	(52,919)	-	11,220
Health Project	7	-	-	(7)	-	2,500	(36)	-	2,464
Bucks Community Engagement	-	29,160	(29,157)	(3)	-	-	-	-	-
Bucks Partnership Board	2,392	-	-	(2,392)	-	-	-	-	-
NHS PDF	10,032	24,423	(13,743)	(2)	20,713	9,972	(12,989)	-	17,696
Your Voice (Engage)	-	13,446	(123,631)	110,185	-	25,627	(118,245)	92,618	-
Baby Q	-	7,428	(7,434)	7	(3)	-	3	-	-
Support into Employment (BBO)	-	42,625	(38,690)	-	3,935	-	-	-	3,935
Citizens Advice	-	-	-	-	-	4,235	(17)	-	4,218
Care and Treatment Reviews	-	-	-	-	-	6,269	(79)	-	6,190
Reading Care Act Advocacy	-	-	-	-	-	1,763	(75)	-	1,688
PDS	-	-	-	-	-	29,581	(12,041)	-	17,540
	17,821	219,022	(296,690)	107,788	47,941	142,431	(214,236)	92,618	68,754

17 Analysis of net assets between funds

	Unrestricted funds 2021 £	**Restricted funds 2021 £**	**Total 2021 £**	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Fund balances at 30 September 2021 are represented by:						
Intangible fixed assets	1,385	-	1,385	4,155	-	4,155
Tangible assets	5,981	-	5,981	6,308	-	6,308
Current assets/ (liabilities)	712,742	68,754	781,496	536,629	47,941	584,570
	720,108	68,754	788,862	547,092	47,941	595,033

18 Restricted Funds

Reading and Milton Keynes
Self Advocacy project with the local councils.

Reading Schools
Consultation work within Reading schools with young children.

Health Project
Re-design of the Bucks County Council health passports.

Bucks Partnership Board and Engage
Funding for Talkback learners to sit on board and assist in the development of the best way to help people with learning difficulties.

NHS PDF
Development fund for the health passport in and around Reading.

Support into Employment (BBO)
Finding job opportunities for autistic people.

Bucks Fulfilling Lives
Supporting people with a learning disability and older people, through the change process and transition of the current Day Opportunities consultation process.

Bucks Community Engagement
Through Community Engagement Group forums, working with all client groups, people are encouraged to speak up and share their views and opinions to help develop and support new strategies and services.

Reading (Autism)
Supporting people living in poverty, excluded from communities or affected by by long term health conditions.

Baby Q
A one off production of resources agreed with the Buckinghamshire Safeguarding Children Board.

19 Operating lease commitments
At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

19 Operating lease commitments **(Continued)**

	2021	2020
	£	£
Within one year	18,000	99,257
Between two and five years	54,000	72,000
In over five years	31,742	49,742
	103,742	220,999

20 Related party transactions

During the year the company paid £16,000 (2020: £13,500) to STE Enterprises Limited in respect of the provision of the interim Head of Finance service provided by the company. Simon Evans, the interim Head of Finance, is the owner and director of STE Enterprises Limited.

During the year the company paid £2,421 (2020: £nil) to Patrick van Aalst. Patrick van Aalst is the current interim Head of Finance.

21 Subsidiaries

The trading subsidiary, NClude-UK Limited CIC, was dissolved on 30 March 2021. The activities of the subsidiary were hived up to the Charity with effect from 1 October 2019. The dissolution of NClude-UK Limited CIC has no effect on the figures presented in the financial statements for the year to 30 September 2021.

22	**Cash generated from operations**	**2021**	**2020**
		£	**£**
	Surplus for the year	193,828	235,701
	Adjustments for:		
	Investment income recognised in statement of financial activities	(38)	(110)
	Amortisation and impairment of intangible assets	2,770	2,770
	Depreciation and impairment of tangible fixed assets	2,380	1,932
	Movements in working capital:		
	(Increase)/decrease in debtors	(109,532)	376,349
	Increase/(decrease) in creditors	13,174	(360,665)
	Cash generated from operations	102,582	255,977

23 **Analysis of changes in net funds**

The charity had no debt during the year.

TALKBACK-UK LTD

England & Wales - Charity number 1093732

Accounts

Charity Registration No. 1093732

Company Registration No. 04279266 (England and Wales)

TALKBACK-UK LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 SEPTEMBER 2020

TALKBACK-UK LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Ms J Campbell	
	Ms L Hughes	
	Ms K L Joslin	
	Mr M Togsverd	
	Ms M Collard	(Appointed 1/4/2021)
Secretary	Mr J Hay	
Charity number	1093732	
Company number	04279266	
Registered office	Amersham Community Centre Chiltern Avenue Amersham Buckinghamshire United Kingdom HP6 5AH	
Auditor	Azets Audit Services The Mill House Boundary Road Loudwater High Wycombe Buckinghamshire United Kingdom HP10 9QN	

TALKBACK-UK LIMITED

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TALKBACK-UK LIMITED

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 30 SEPTEMBER 2020

Welcome to the Annual Report for the year to 30th September 2020. For Talkback a year of two halves, with business as usual until mid-March, then the impact of the pandemic.

Our year began with a focus on how we could operate within ever tightening budgets and still continue to develop the services that people with learning disability and autism told us that they wanted and needed. By March however, we were focused on how we could continue to support people in these difficult times. With our managers, staff, people we support and their parents and carers all working together we have continued and indeed developed what we offer. Contact has been maintained with everyone known to us and a wide range of new activities provided using the power of digital technology, or in some cases just the telephone.

There is no doubt that this year has been challenging for everyone, but has brought particular issues for people with learning disability and autism. I wanted therefore to thank everyone who has worked so hard to make 2020 the best it could be, under such difficult circumstances. I want to recognise the exceptional leadership of our CEO Jay, who has been at the forefront throughout this period, inspiring the efforts to continue with our vital work, but always holding onto the longer-term view.

None of this could have been achieved without the continuing support of our usual funders and some welcome new funding to meet additional costs and develop new ways of working. We appreciate all the support we have received this year.

Finally I would like to thank my fellow Trustees who have offered assistance and guidance throughout this time and to thank our two departing Trustees, Malcolm and David, for their hard work throughout their time with Talkback.

As we go into the new financial year, we have adapted our ways of working and are using what people have told us and our learning from this period to develop what we do, with the aim of continuing to meet the needs of people with learning disability and autism.

Janice Campbell

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Janice Campbell
Chairman

Dated: 23/06/2021

TALKBACK-UK LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the 12 months ended 30 September 2020. The Trustees comply with the charity's Constitution, the Companies Act 2006 and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102 (update bulletin 2)).

The financial statements have been prepared in accordance with the accounting policies set out in note to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 2019)".

The company changed its reporting date from 31 March to 30 September last year. As a result the comparative information included in these financial statements cover a period of 18 months. In addition its trading subsidiary Nclude-UK Limited ,a Community Interest Company, was actively trading in the 18 months to 30 September 2019 but remained dormant in the year to 30 September 2020. Due to this change the prior year figures are not entirely comparable.

Objectives and activities

The charity's objectives and principal activities are:

- To provide opportunities for people with a learning disability and/or autism to speak up and have their say on local services and community life and enable them to obtain their full rights and privileges as citizens through embedding the skills of self-advocacy.

These are achieved by:

- Supporting and developing self-advocacy skills, providing opportunities for people to engage meaningfully and participate, feeding into the planning, development and delivery of services;
- Training and consultation with a range of professionals and agencies, the wider community and families to educate and raise awareness, in order to increase the quality of life experienced by people with a learning disability and/or autism, plus other disability groups.
- Providing education support and personal development services as well as life skills and employment support.

Talkback - Our Focus

Our focus is on “Developing a World of Possibilities”. This is about positively looking at everyone uniquely, never assuming, always listening and forever exploring possibilities with each person. We have created a full Annual Review report full of great stories which will be available from our website from February 2021.

Our vision and mission

“To help everyone with a learning disability or autism embrace new opportunities, lead the fulfilling lives they want and actively contribute to their local community.”

Talkback undertook a brand refresh which reflects more of what we are doing and the approach and we have:

- Launched a new Website which showcases the pathways within our organisation and our new values
- A new company logo and strapline
- Newly branded internal documents

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake. The trustees are confident that Talkback is complying in this area

The trustees have also followed the Code of Practice on Fundraising and are audited by Ofsted, Bucks County Council and the Bucks College Group amongst others for the quality of our work.

Achievements and performance

Talkback is recognised for its expertise based on over 22 years of learning and innovation, delivering a wide range of projects and varied programmes for the benefit of our members. We have diversified and developed over the years in response to the changing needs of people with a learning disability/autism, as well as the requirements of local and national government and legislation. We now also run a virtual provision for those who cannot get out of the house.

It has been an interesting and challenging year for the whole of society. Our approach has been to engage positively, provide new services virtually and make sure every person we could reach knew we were there to support them when needed.

With over 12,000 phone calls, emails and interactions with members, over 4,000 hours of virtual sessions in groups or one to ones and with also getting members back into face-to-face work, both at the colleges and in our Personal Development and Skills Centres, we have been living out our vision. Our deep thanks go to the whole team at Talkback, who not only provided such support and enthusiasm and creativity, but also managed their own stresses of home schooling, death and illness, but never lost focus on the members.

Our Programmes:

Equip for Learning:

The Equip Education Programme is now a major part of our organisation, and in its seventh year it continues to deliver exciting and innovative life skills sessions for young people aged 16-25 with a learning disability and those with Autistic Spectrum Disorder.

We have worked closely with the colleges and they have been exemplary in the way they have dealt with the crisis that 2020 presented. Our thanks go to the management and staff of Bucks College Group and BCA for the way they have supported us and all our members.

Our results this year have included:

Community/College:

- This year we have expanded our sports offer through work with new community partners. The aim is to get as many students as possible active, improve physical and mental wellbeing and offer sporting experiences that young people can relate to. Equip provide sessions on yoga, body conditioning, Bollywood and Boxercise. 56 students across 14 groups have accessed these sessions.
- Between March and July, the Equip curriculum was delivered virtually to all students which enabled them to keep up with their learning objectives.
- During the first lockdown, 1212 communications with students took place- ranging from phone calls, emails, virtual sessions.
- 69 students completed the academic year in July 2020.
- 47 students returned in September 2020.
- 29 new students joined in September 2020.
- 14 students received in class support in Bucks College Group campuses.
- Equip currently run 20 community groups across the week.
- Creation of a Covid safe workshop at Merlin for DIY group.

Work Experience:

- 21 students access work experience every week.
- We have continued our partnerships with Green Dragon, Missenden Abbey, Sainsburys Chesham and Road Farm.
- Green Dragon Eco Farm offered our students 3 virtual sessions during the lockdown period. These were virtual tours of the farm.
- Although the members have not been into Wycombe Sainsburys for their work experience this year, they have been focusing on expanding their employability skills by learning such things as how to write a cover letter, interview preparation and practicing job applications and having sessions with a job coach.
- Walled Garden group were given their own designated area to work on until the end of the academic year. This project involves a variety of different skills, such a digging, clearing, weeding and also woodwork.

Personal Development and Skills for Life:

With a whole new offering invented this year we have grown our member base and the 2019-20 financial period saw many exciting developments for the 100 members accessing services. We have seen so many people increase their activity levels joining us for our dance, cheerleading, disco and sports sessions. We have helped with mental health through our yoga, mindfulness and art sessions. We have seen great talent develop on our drama and talent shows and overall its been an incredibly stimulating time. We have managed months of face to face using a whole range of buildings to ensure safety of our members and staff.

Engaging during Lockdown (March-July):

On the 23rd March the UK government announced a national lockdown for all non-essential services. As part of this, Talkback closed it's building based services. With over 80 members on its books across South Bucks, High Wycombe and Aylesbury we were acutely aware of the huge impact this would have on the physical and mental health of people with a learning disability and Autism.

Rather than close and take full advantage of the Government's furlough scheme we embarked on a mission to provide a service not only for our paying members but for anyone at risk of isolation and poor health.

As part of our mission to keep people active and engaged, between 23rd March and 21st July 2020 (the date we reopened fully) the Personal Development and skills programme:

- Made 941 phone calls to members.
- Held 44 one to one sessions.
- Facilitated 42 three-way calls.
- Ran 213 Virtual sessions with a total of 1,695 attendances.

Developing services:

Talkback ran a 5 day a week virtual programme with three sessions a day in areas including: Keep fit, Dance, Art, Mindfulness, Drama, Talent Show and Friday Fun sessions.

Talkback created a YouTube Channel (Talkback TV) for it's members to access additional content and keep healthy, informed on developments and keeping safe during the Covid-19 pandemic. Videos uploaded include, Arts, Mindfulness, Dance as well as advice on Social Distancing and meeting up with friends.

Developed downloadable content on our website for members to engage in arts activities.

Getting feedback:

- We conducted reviews with over 80 members during lockdown. Listening to what our members want, discussing their progress throughout the year.
- By sourcing additional venues and ensuring each premises is COVID-19 secure, Personal Development and skill shave been able to open its doors for 79 members across South Bucks, High Wycombe, and Aylesbury. For those unable to attend due to shielding we have provided a range of bespoke virtual service.

Sports Academy (PDS STATS):

The Talkback Sports Academy has been a driving force behind the hugely successful Virtual Dance and Wake Up Shake Up Sessions and YouTube channel. Along with creating opportunities for people to engage with these activities during lockdown, The Sports Academy extended its virtual offer to include sessions run by community partners for a period of six weeks. With an aim of providing new inclusive fun experiences and the opportunity to learn new skills.

Employability:

We are starting to revolutionise our approach to provide support into volunteer opportunities, work experience and full-time employment to give every person with autism or a learning disability the same opportunities as everyone else. We will work with every member to see where they want to go and help them achieve their realistic aims.

This project brings together funding from the Big Lottery Fund and the European Social Fund (ESF) to help tackle the poverty and social exclusion faced by the most disadvantaged people in England.

Over the last four years, we have engaged with 40 people with a learning disability and/or autism throughout Milton Keynes and Aylesbury in supporting them to move a step closer to employment and now 10 people are in forms of work (25% against the national average of 6%).

We continue our proactive working relationship with the DWP, involved in a consortium of providers in Milton Keynes who work together in sharing best practice, supporting each other with employer leads, participant engagement and referrals.

Supported Employment:

The Supported Employment project is a result of what people with a learning disability and/or autism have told us they need. The aim of Supported Employment is to work closely with members in supporting them into successful, meaningful, paid employment of their choice. We want people with a learning disability and/or autism to feel valued and respected in the workplace. This is achieved by providing both the individual and the employer with realistic and ongoing support mechanisms within the workplace.

We currently have:

- 45 young people on work experience placements throughout the county through the Equip/ Independence Unlimited programmes.
- 16 participants on the Supported Employment programme - five in paid employment, three close to paid employment, five in work placements, and three in Job Searching

We strive to achieve choice, opportunity, independence and respect for all people with a learning disability and/or autism.

Your Voice – Our Professional Services:

Talkback reaches people throughout Buckinghamshire, Milton Keynes and Berkshire and is also working nationally on issues.

We are engaging in new work with various Councils to help them build new and lasting solutions to problems that have been around for too long. The intent has always been to fix these issues from many parties but we now see our focus as working with others to embed better ways of seeing the world through the eyes of people with learning disability and/ or autism and making reasonable adjustments to make sure there is no exclusion.

In Reading our work supports people with autism to overcome loneliness and isolation by offering a community "Drop In" service and outreach programme which has doubled in size. We also run a programme to support people with learning disability and mental health needs to support and promote wellbeing, self-advocacy and social inclusion; this includes a self-advocacy programme within Campion Unit (specialist hospital).

In Milton Keynes, we continue to support people with a learning disability and/or autism and provide a community advocacy service. We also coordinate and facilitate the new People's Partnership Board - the two we had before COVID restrictions attracting over 80 people.

Our work continues to thrive, with our team actively supporting people to grow in confidence and self-esteem and lead a more independent life.

Talkback is an active member of Transforming Care and Safeguarding Boards, and of a range of Health-related subgroups.

Safeguarding and Quality

We have invested not only in staff training but also in a CPOMS system which allows us to work more effectively, particularly on wellbeing. To this end we have had effective early interventions to support positive wellbeing and to increase chances of achieving positive outcomes before issues escalate. This is a credit to our staff who are attentive and focused on making sure each individual is treated uniquely.

All our staff have been trained on Safeguarding, FGM, Prevent and Suicide First Aid. Our specialist training programmes include staff trained on Child Exploitation and Online Protection Awareness, and staff trained by Terence Higgins Trust on Sex, Relationships and Gender.

Through successful partnerships with Thames Valley Police, Bucks Fire and Rescue, Safe Places schemes, Youth Offending Services, NatWest Bank, and One Recovery Bucks, we have raised awareness among our members and staff on personal and online safety.

We have maintained our outstanding grade from Bucks County Council for our systems and processes around college provision and development of staff.

Financial review

These accounts are the first since the year end date was moved to September 30th from March 31st to improve phasing of financial plans. It should be noted that the prior period's accounts covered 18 months.

Talkback's plans for the 12 months to 30th September 2020 addressed the issues that resulted in the previous period's deficit. These included a review of the management structure, improvements to back-office processes and the cessation of automatically filling vacant posts.

The charity operated normally for all but the last two weeks of the six months to 31st March 2020 and its financial performance tracked close to plan.

Plans were adjusted swiftly and diligently in response to the pandemic. These plans included furloughing staff, maintaining regular and ongoing communications with all our stakeholders and, where possible, moving services from face to face to online.

Many of our Personal Developments & Skills programmes moved to online service delivery and our Supported Employment staff continued to assist members by phone. The cessation of face-to-face service delivery reduced our travel costs while IT costs were higher than planned as we moved to online service delivery. Additional Coronavirus costs incurred included PPE, cleaning and short-term venue hire as lockdown restrictions were eased and Talkback was able to restart face to face services.

The 12 months to 30th September 2020 delivered a surplus larger than planned. The stop-gap delivery of services online or by phone were lower cost than Talkback's original plan and it benefited from coronavirus-related government rebates and grants.

The Finance Committee and Board of Trustees maintained oversight of Talkback's finances and satisfied themselves it continues to operate efficiently and effectively, balancing the immediate need to deliver services and support to its members with due regard to the longer-term financial health of the charity.

In line with best practice to periodically review audit services, Talkback put its audit contract out to tender. Azets were selected for their charity expertise, pandemic service adaptations and strength of communication.

We would like to take this opportunity to thank those who have been our principal funders during this period. We are grateful for the support of the Councils and the Commissioners in each of these areas. They are under continual pressure to deliver more with less and continue to make a positive impact which is often not recognised.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

In line with the SORP developed by the Charity Commission, our Trustees ensure reserves are set aside for our long-term financial viability.

To address the uncertainty in funding streams, the social care sector, property requirements and workplace pension scheme, the Trustees feel a general fund reserve of no less than £150k should be maintained at all times to cover between 15 and 75 days essential expenditure, This excludes rent as this is covered by a separate building reserve, as is the pension commitment.

Risk Management:

The trustees has assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

The risks for the organisation are regularly reviewed by the Board, Chief Executive, Finance and Business Managers and include Strategy, Governance, Operations, Staff, Organisational Culture and Finance.

The Trustees ensure that there are set policies, procedures and insurances in place to mitigate risks.

There is an updated risk register which is reviewed quarterly and there is an ongoing plan for the risks to be reduced or eliminated.

The finance subcommittee carries responsibility on behalf of, and reports to, the Board regarding the management and review of financial risk.

COVID-19:

The accounts are approved during a period where there is much uncertainty as a result of the emergence and international spread of the COVID-19. The charity's response has been to implement contingency plans for such circumstances to enable staff to work remotely (and/or service the clients remotely) and consideration of other risks.

Structure, governance and management

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Ms J Campbell	
Ms L Hughes	
Ms K L Joslin	
Mr M Togsverd	
Mr D Gerard	(Resigned 10 August 2020)
Miss M A Collard	(Appointed 1 April 2021)
Mr R Collard	

In accordance with the Articles of Association, the management of the charity is carried out by a Management Committee of voluntary directors, who are also Trustees. They are appointed in accordance with the Articles of Association. Talkback is also a Company Limited by Guarantee.

Recruitment is by personal approach/nomination, advertisement and by using specialist recruitment services for the voluntary sector. Talkback's induction programme introduces new/potential trustees to the Talkback Team and to the different activities of the organisation. As an organisation for and with people with a learning disability, involvement in the activities is considered to be essential to truly understanding the organisation, its direction and development and also gives ongoing opportunity to work alongside people with a learning disability. This includes being fully involved with the Management Groups.

All Trustees complete an application form and provide a full CV. Before appointment they attend a Board meeting as an observer and attend a Management Group meeting where they are invited to discuss their interest in the role and the organisation including how they would like to be involved.

Before appointing new Trustees, the Board undertakes a review of current and required skills to remain relevant and identify new requirements in response to any development areas and new opportunities. The skills audit, job descriptions and person specification are updated to reflect this.

None of the trustees has any beneficial interest in the company.

All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

Organisational structure and how decisions are made:

The Trustees delegate the day-to-day running of the organisation to the Chief Executive, Jeremy Hay.

The Management Committee is responsible for taking decisions in the areas of governance, strategic planning, financial and risk management. A subcommittee covers finance.

Each Talkback locality has its own Management Group (people with a learning disability) to act as a lead on the development and direction of Talkback.

The trustees' report was approved by the Board of Trustees.

Janice Campbell

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Ms J Campbell

Trustee

Dated: 23/06/2021

TALKBACK-UK LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 30 SEPTEMBER 2020

The trustees, who are also the directors of Talkback-UK Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

TALKBACK-UK LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF TALKBACK-UK LIMITED

Opinion

We have audited the financial statements of Talkback-UK Limited (the 'charity') for the year ended 30 September 2020 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the 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 FRS 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 30 September 2020 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 charity'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 annual 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 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.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF TALKBACK-UK LIMITED

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; 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, the trustees, who are also the directors of the charity for the purpose 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 charity'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 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF TALKBACK-UK LIMITED

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Christopher Nisbet BA(Hons) FCA (Senior Statutory Auditor)
for and on behalf of Azets Audit Services

25/06/2021

Chartered Accountants
Statutory Auditor

The Mill House
Boundary Road
Loudwater
High Wycombe
Buckinghamshire
United Kingdom
HP10 9QN

Azets Audit Services is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

TALKBACK-UK LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 SEPTEMBER 2020

	Notes	Unrestricted funds 2020 (12m) £	Restricted funds 2020 (12m) £	Total 2020 (12m) £	Unrestricted funds 2019 (18m) £	Restricted funds 2019 (18m) £	Total 2019 (18m) £
Income and endowments from:							
Donations and legacies	**3**	2,360	25	2,385	972	2,180	3,152
Charitable activities	**4**	1,723,712	218,907	1,942,619	2,140,164	227,170	2,367,334
Investments	**5**	20	90	110	30	17	47
Other income	**6**	83,995	-	83,995	-	-	-
Total income		1,810,087	219,022	2,029,109	2,141,166	229,367	2,370,533
Expenditure on:							
Charitable activities	**7**	1,496,718	296,690	1,793,408	2,151,663	420,133	2,571,796
Net incoming/ (outgoing) resources before transfers		313,369	(77,668)	235,701	(10,497)	(190,766)	(201,263)
Gross transfers between funds		(107,788)	107,788	-	(208,233)	208,233	-
Net income/(expenditure) for the year/ Net movement in funds		205,581	30,120	235,701	(218,730)	17,467	(201,263)
Fund balances at 1 October 2019		341,511	17,821	359,332	560,242	354	560,596
Fund balances at 30 September 2020		547,092	47,941	595,033	341,512	17,821	359,333

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

TALKBACK-UK LIMITED

BALANCE SHEET

AS AT 30 SEPTEMBER 2020

	Notes	2020 (12m) £	£	2019 (18m) £	£
Fixed assets					
Intangible assets	**12**		4,155		6,926
Tangible assets	**13**		6,308		8,240
			10,463		15,166
Current assets					
Debtors	**14**	193,198		569,547	
Cash at bank and in hand		478,599		222,512	
		671,797		792,059	
Creditors: amounts falling due within one year	**15**	(87,227)		(447,892)	
Net current assets			584,570		344,167
Total assets less current liabilities			595,033		359,333
Income funds					
Restricted funds	**16**		47,941		17,821
Unrestricted funds			547,092		341,512
			595,033		359,333

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 September 2020, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements were approved by the Trustees on 23/06/2021

Janice Campbell

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Ms J Campbell

Trustee

Company Registration No. 04279266

TALKBACK-UK LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 SEPTEMBER 2020

	Notes	2020 (12m) £	£	2019 (18m) £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	**22**		255,977		(180,278)
Investing activities					
Purchase of intangible assets		-		(8,311)	
Purchase of tangible fixed assets		-		(9,064)	
Investment income received		110		47	
Net cash generated from/(used in) investing activities			110		(17,328)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			256,087		(197,606)
Cash and cash equivalents at beginning of year			222,512		420,118
Cash and cash equivalents at end of year			478,599		222,512

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 SEPTEMBER 2020

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1 Accounting policies

Charity information

Talkback-UK Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is Amersham Community Centre, Chiltern Avenue, Amersham, Buckinghamshire, HP6 5AH, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The company changed its reporting date from 31 March to 30 September last year. As a result the comparative information included in these financial statements cover a period of 18 months. In addition its trading subsidiary Nclude-UK Limited a Community Interest Company was actively trading in the 18 months to 30 September 2019 but remained dormant in the year to 30 September 2020. Due to this change the prior year figures are not entirely comparable.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. In making this assessment, the trustees have considered the impacts, and expected future impacts, of the Covid-19 pandemic on both the charity and the environment in which it operates.Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1.5 Expenditure

1 Accounting policies **(Continued)**

Allocation and apportionment of costs
Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources. Administration costs are apportioned to direct costs as follows:

	Direct	Support
Community services	80%	20%
Postage, printing and stationery	70%	30%
Sundry expenses	80%	20%

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably; the intangible asset arises from contractual or other legal rights; and the intangible asset is separable from the entity.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software	33% on cost

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	over the lease term
Plant and equipment	20% on cost
Computers	33% on cost and 25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1 Accounting policies **(Continued)**

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.12 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

1 Accounting policies **(Continued)**

1.13 Basis of consolidation

The financial statements consolidate the results of the charity and its trading subsidiary Nclude-UK Limited Community Interest Company on a line-by-line basis. Nclude-UK Limited remained dormant in the year to 30 September 2020 and is expected to be dissolved in the future.

A separate Statement of Financial Activities and income and expenditure account for the charity has not been presented because the charity has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

2 Critical accounting estimates and judgements

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

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

3 Donations and legacies

	Unrestricted funds	**Restricted funds**	**Total**	Unrestricted funds	Restricted funds	Total
	2020 (12m)	**2020 (12m)**	**2020 (12m)**	2019 (18m)	2019 (18m)	2019 (18m)
	£	**£**	**£**	£	£	£
Donations and gifts	2,360	25	2,385	972	2,180	3,152

4 Charitable activities

	2020 (12m) £	2019 (18m) £
Grant funding (conditional)	181,015	221,692
Fees	1,761,604	2,145,642
	1,942,619	2,367,334
Analysis by fund		
Unrestricted funds	1,723,712	2,140,164
Restricted funds	218,907	227,170
	1,942,619	2,367,334
Performance related grants		
Reading Council	-	4,833
Milton Keynes Council	70,670	61,041
Bucks Partnership Board	-	21,569
NHS PDF	24,423	48,847
Reading (Autism)	14,000	16,000
Bucks Community Engagement	29,050	53,258
Luton Borough Council	42,872	6,595
Be and Belong	-	2,000
Mencap	-	7,549
	181,015	221,692

5 Investments

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2020 (12m) £	2020 (12m) £	2020 (12m) £	2019 (18m) £	2019 (18m) £	2019 (18m) £
Interest receivable	20	90	110	30	17	47

6 Other income

	Unrestricted funds	Total
	2020 (12m)	2019 (18m)
	£	£
Other income	83,995	-

Other income represents the grant provided by HMRC under the Coronavirus Job Retention Scheme.

7 Charitable activities

	Direct costs 2020 (12m)	Support costs 2020 (12m)	Total 2020 (12m)	Direct costs 2019 (18m)	Support costs 2019 (18m)	Total 2019 (18m)
	£	£	£	£	£	£
Staff costs	1,150,325	-	1,150,325	1,660,891	-	1,660,891
Rent and utilities	62,915	-	62,915	97,237	-	97,237
Insurance	4,268	-	4,268	9,332	-	9,332
Communication services	16,166	-	16,166	15,480	-	15,480
Postage, printing and stationery	3,459	-	3,459	10,894	-	10,894
Subscriptions and publications	3,220	-	3,220	2,832	-	2,832
Sundries	2,510	-	2,510	1,970	-	1,970
Recruitment	3,816	-	3,816	8,920	-	8,920
Equipment and office costs	50,678	-	50,678	90,989	-	90,989
Travelling	30,856	-	30,856	86,456	-	86,456
Personal development	13,123	-	13,123	17,040	-	17,040
Consultancy costs	60,529	-	60,529	57,736	-	57,736
IT costs	71,462	-	71,462	36,848	-	36,848
Repairs and renewals	3,799	-	3,799	8,853	-	8,853
	1,477,126	-	1,477,126	2,105,478	-	2,105,478
Share of support costs (see note 8)	-	251,266	251,266	-	266,569	266,569
Share of governance costs (see note 8)	-	65,016	65,016	-	199,749	199,749
	1,477,126	316,282	1,793,408	2,105,478	466,318	2,571,796
Analysis by fund						
Unrestricted funds	1,187,724	308,994	1,496,718	1,697,860	453,803	2,151,663
Restricted funds	289,401	7,289	296,690	407,618	12,515	420,133
	1,477,126	316,282	1,793,408	2,105,478	466,318	2,571,796

8 Support costs

	Support costs	Governance costs	2020 (12m)	Support costs	Governance costs	2019 (18m)
	£	£	£	£	£	£
Staff costs	234,015	50,456	284,471	249,767	180,609	430,376
Depreciation/ Amortisation	4,702	-	4,702	12,146	-	12,146
Communication services	528	-	528	580	-	580
Postage, printing and stationery	1,695	-	1,695	2,072	-	2,072
Sundries	26	-	26	898	-	898
Travelling	2,861	-	2,861	3,113	-	3,113
Accountancy and payroll	6,779	-	6,779	3,873	-	3,873
Bad debts	660	-	660	(5,913)	-	(5,913)
Bank charges	-	-	-	33	-	33
Audit fees	-	8,950	8,950	-	19,140	19,140
Consultancy costs	-	5,610	5,610	-	-	-
	251,266	65,016	316,282	266,569	199,749	466,318
Analysed between						
Charitable activities	251,266	65,016	316,282	266,569	199,749	466,318

Governance costs includes payments to the auditors of £8,950 (2019 (18m)- £19,140) for audit fees.

9 Auditor's remuneration

The analysis of auditor's remuneration is as follows:

Fees payable to the auditors:	2020 (12m)	2019 (18m)
	£	£
Audit of the annual accounts	8,950	19,140

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2020 (12m) Number	2019 (18m) Number
	77	73

Employment costs	2020 (12m) £	2019 (18m) £
Wages and salaries	1,314,248	1,887,840
Social security costs	96,692	144,617
Other pension costs	23,856	58,810
	1,434,796	2,091,267

Key Management Personnel remuneration in the year totalled £60,623 (2019: £100,377)

The 2020 and 2019 Key Management data are not directly comparable as 2020 is the 12 months to 30 September 2020, whereas 2019 is the 18 months to 30 September 2019. In addition, the structure of Talkback changed at 30 September 2019, with the subsidiary community interest company, Nclude-UK Limited, being absorbed back into Talkback.

No employees received annual remuneration over £60,000 (2019: none).

12 Intangible fixed assets - Consolidated

	Software £
Cost	
At 1 October 2019 and 30 September 2020	8,310
Amortisation and impairment	
At 1 October 2019	1,385
Amortisation charged for the year	2,770
At 30 September 2020	4,155
Carrying amount	
At 30 September 2020	4,155
At 30 September 2019	6,926

Intangible fixed assets - Charity

	Software £
Cost	
At 1 October 2019	1,247
Intangible assets transferred	7,063
At 30 September 2020	8,310
Amortisation and impairment	
At 1 October 2019	208
Amortisation transferred	1,177
Amortisation charged for the year	2,770
At 30 September 2020	4,155
Carrying amount	
At 30 September 2020	4,155
At 30 September 2019	1,039

13 Tangible Fixed Assets - Consolidated

	Leasehold improvements	Plant and equipment	Computers	Total
	£	£	£	£
Cost				
At 1 October 2019	29,719	8,174	6,677	44,570
At 30 September 2020	29,719	8,174	6,677	44,570
Depreciation and impairment				
At 1 October 2019	29,719	553	6,058	36,330
Depreciation charged in the year	-	1,635	297	1,932
At 30 September 2020	29,719	2,188	6,355	38,262
Carrying amount				
At 30 September 2020	-	5,986	322	6,308
At 30 September 2019	-	7,621	619	8,240

Tangible Fixed Assets - Charity

	Leasehold improvements	Plant and equipment	Computers	Total
	£	£	£	£
Cost				
At 1 October 2019	29,719	-	6,677	36,396
Additions transferred	-	8,174	-	8,174
At 30 September 2020	29,719	8,174	6,677	44,570
Depreciation and impairment				
At 1 October 2019	29,719	-	6,058	35,777
Depreciation transferred	-	553	-	553
Depreciation charged in the year	-	1,635	297	1,932
At 30 September 2020	29,719	2,188	6,355	38,262
Carrying amount				
At 30 September 2020	-	5,986	322	6,308
At 30 September 2019	-	-	619	619

14 Debtors - Consolidated

Amounts falling due within one year:	2020 (12m) £	2019 (18m) £
Trade debtors	70,115	557,817
Other debtors	4,483	100
Prepayments and accrued income	118,600	11,630
	193,198	569,547

Debtors - Charity

	2020 (12m) £	2019 (18m) £
Trade debtors	70,115	491,156
Amounts owed by subsidiary undertakings	-	113,555
Other debtors	4,483	-
Prepayments and accrued income	118,600	10,066
	193,198	614,777

The variance between 2019 and 2020 Trade debtors relates to the timing of invoices raised only.

15 Creditors: amounts falling due within one year - Consolidated

	2020 (12m) £	2019 (18m) £
Other taxation and social security	28,698	24,976
Trade creditors	14,943	26,448
Accruals and deferred income	43,586	396,468
	87,227	447,892

Creditors: amounts falling due within one year - Charity

Other taxation and social security	28,698	19,572
Trade creditors	14,943	24,976
Accruals and deferred income	43,586	375,322
	87,227	419,870

The variance between 2019 and 2020 Accruals and Deferred income relates to the timing of invoices raised only.

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds				Movement in funds			
	Balance at 1 October 2018	Incoming resources	Resources expended	Transfers	Balance at 1 October 2019	Incoming resources	Resources expended	Transfers	Balance at 30 September 2020
	£	£	£	£	£	£	£	£	£
AMP (Reading College)	-	4,833	(6,057)	1,224	-	17,270	(11,636)	-	5,634
Reading (Autism)	-	16,000	(11,555)	-	4,445	14,000	(12,438)	-	6,007
Milton Keynes	-	61,041	(60,096)	-	945	70,670	(59,960)	-	11,655
Health Project	7	-	-	-	7	-	-	(7)	-
Bucks Community Engagement	-	54,592	(61,886)	7,294	-	29,160	(29,157)	(3)	-
Bucks Partnership Board	279	21,569	(19,456)	-	2,392	-	-	(2,392)	-
NHS PDF	-	48,846	(38,814)	-	10,032	24,423	(13,743)	(2)	20,713
Your Voice (Engage)	-	8,342	(193,127)	184,785	-	13,446	(123,631)	110,185	-
Baby Q	-	-	-	-	-	7,428	(7,434)	7	(3)
Support into Employment (BBO)	68	6,595	(20,774)	14,111	-	42,625	(38,690)	-	3,935
Bucks Fulfilling Lives	-	7,549	(8,368)	819	-	-	-	-	-
	354	229,367	(420,133)	208,233	17,821	219,022	(296,690)	107,788	47,941

17 Analysis of net assets between funds

	Unrestricted funds 2020 (12m) £	**Restricted funds 2020 (12m) £**	**Total 2020 (12m) £**	Unrestricted funds 2019 (18m) £	Restricted funds 2019 (18m) £	Total 2019 (18m) £
Fund balances at 30 September 2020 are represented by:						
Intangible fixed assets	4,155	-	4,155	6,926	-	6,926
Tangible assets	6,308	-	6,308	8,240	-	8,240
Current assets/ (liabilities)	536,629	47,941	584,570	326,346	17,821	344,167
	547,092	47,941	595,033	341,512	17,821	359,333

18 Restricted Funds

Reading and Milton Keynes
Self Advocacy project with the local councils.

Reading Schools
Consultation work within Reading schools with young children.

Health Project
Re-design of the Bucks County Council health passports.

Bucks Partnership Board and Engage
Funding for Talkback learners to sit on board and assist in the development of the best way to help people with learning difficulties.

NHS PDF
Development fund for the health passport in and around Reading.

Support into Employment (BBO)
Creating job opportunities for people with learning difficulties.

Bucks Fulfilling Lives
Supporting people with a learning disability and older people, through the change process and transition of the current Day Opportunities consultation process.

Bucks Community Engagement
Through Community Engagement Group forums, working with all client groups, people are encouraged to speak up and share their views and opinions to help develop and support new strategies and services.

Reading (Autism)
Supporting people living in poverty, excluded from communities or affected by by long term health conditions.

Baby Q
A one off production of resources agreed with the Buckinghamshire Safeguarding Children Board.

19 Operating lease commitments
At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

19 Operating lease commitments **(Continued)**

	2020 (12m) £	2019 (18m) £
Within one year	99,257	54,555
Between two and five years	72,000	94,387
In over five years	49,742	67,500
	220,999	216,442

20 Events after the reporting date

The trading subsidiary, NClude-UK Limited CIC, was dissolved on 30 March 2021. The activities of the subsidiary were hived up to the Charity with effect from 1 October 2019. The dissolution of NClude-UK Limited CIC has no effect on the figures presented in the financial statements for the year to 30 September 2020.

21 Related party transactions

There were related party transactions during the year of £13,500 with STE Enterprises Ltd. Talkback-UK Limited's interim Head of Finance is a director of STE Enterprises Ltd. There were no related party transactions in 2019.

22 Cash generated from operations

	2020 (12m) £	2019 (18m) £
Surplus/(deficit) for the year	235,701	(201,263)
Adjustments for:		
Investment income recognised in statement of financial activities	(110)	(47)
Amortisation and impairment of intangible assets	2,770	1,385
Depreciation and impairment of tangible fixed assets	1,932	10,761
Movements in working capital:		
Decrease/(increase) in debtors	376,349	(334,852)
(Decrease)/increase in creditors	(360,665)	343,738
Cash generated from/(absorbed by) operations	255,977	(180,278)

23 **Analysis of changes in net funds**

The charity had no debt during the year.