

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
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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.

TALKBACK-UK LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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.

TALKBACK-UK LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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 as 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 it's 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 its 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 its 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.

TALKBACK-UK LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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 have 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.

TALKBACK-UK LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) *FOR THE YEAR ENDED 30 SEPTEMBER 2020*

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.

TALKBACK-UK LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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.

TALKBACK-UK LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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

Miss M A Collard

Mr R Collard

(Resigned 10 August 2020)

(Appointed 1 April 2021)

TALKBACK-UK LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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

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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.

TALKBACK-UK LIMITED

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.

TALKBACK-UK LIMITED

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

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

25/06/2021
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**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

		Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
		2020 (12m)	2020 (12m)	2020 (12m)	2019 (18m)	2019 (18m)	2019 (18m)
	Notes	£	£	£	£	£	£
<u>Income and endowments from:</u>							
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
<u>Expenditure on:</u>							
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
			<u>10,463</u>		<u>15,166</u>
Current assets					
Debtors	14	193,198		569,547	
Cash at bank and in hand		478,599		222,512	
		<u>671,797</u>		<u>792,059</u>	
Creditors: amounts falling due within one year	15	(87,227)		(447,892)	
Net current assets			<u>584,570</u>		<u>344,167</u>
Total assets less current liabilities			<u><u>595,033</u></u>		<u><u>359,333</u></u>
Income funds					
Restricted funds	16		47,941		17,821
Unrestricted funds			547,092		341,512
			<u>595,033</u>		<u>359,333</u>

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

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2020

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

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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.

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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.

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

4 Charitable activities

	2020 (12m) £	2019 (18m) £
Grant funding (conditional)	181,015	221,692
Fees	1,761,604	2,145,642
	<u>1,942,619</u>	<u>2,367,334</u>
Analysis by fund		
Unrestricted funds	1,723,712	2,140,164
Restricted funds	218,907	227,170
	<u>1,942,619</u>	<u>2,367,334</u>
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
	<u>181,015</u>	<u>221,692</u>

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	<u>20</u>	<u>90</u>	<u>110</u>	<u>30</u>	<u>17</u>	<u>47</u>

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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.

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

7 Charitable activities

	Direct costs	Support costs	Total	Direct costs	Support costs	Total
	2020 (12m)	2020 (12m)	2020 (12m)	2019 (18m)	2019 (18m)	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
	<u>1,477,126</u>	<u>-</u>	<u>1,477,126</u>	<u>2,105,478</u>	<u>-</u>	<u>2,105,478</u>
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
	<u>1,477,126</u>	<u>316,282</u>	<u>1,793,408</u>	<u>2,105,478</u>	<u>466,318</u>	<u>2,571,796</u>
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
	<u>1,477,126</u>	<u>316,282</u>	<u>1,793,408</u>	<u>2,105,478</u>	<u>466,318</u>	<u>2,571,796</u>

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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	-	-	-
	<u>251,266</u>	<u>65,016</u>	<u>316,282</u>	<u>266,569</u>	<u>199,749</u>	<u>466,318</u>
Analysed between Charitable activities	<u>251,266</u>	<u>65,016</u>	<u>316,282</u>	<u>266,569</u>	<u>199,749</u>	<u>466,318</u>

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
	<u> </u>	<u> </u>

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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
	<u>1,434,796</u>	<u>2,091,267</u>

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).

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

14 Debtors - Consolidated

	2020 (12m) £	2019 (18m) £
Amounts falling due within one year:		
Trade debtors	70,115	557,817
Other debtors	4,483	100
Prepayments and accrued income	118,600	11,630
	<u>193,198</u>	<u>569,547</u>

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
	<u>193,198</u>	<u>614,777</u>

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
	<u>87,227</u>	<u>447,892</u>

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
	<u>87,227</u>	<u>419,870</u>

The variance between 2019 and 2020 Accruals and Deferred income relates to the timing of invoices raised only.

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

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:

	Balance at 1 October 2018	Movement in funds			Transfers 1 October 2019	Balance at 1 October 2019	Movement in funds			Transfers 30 September 2020	Balance at 30 September 2020
		£	Incoming resources	Resources expended			£	Incoming resources	Resources expended		
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)	(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	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		

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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
	<u>547,092</u>	<u>47,941</u>	<u>595,033</u>	<u>341,512</u>	<u>17,821</u>	<u>359,333</u>

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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:

TALKBACK-UK LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 SEPTEMBER 2020

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
		<u>220,999</u>	<u>216,442</u>
		<u><u>220,999</u></u>	<u><u>216,442</u></u>
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	<u>255,977</u>	<u>(180,278)</u>
		<u><u>255,977</u></u>	<u><u>(180,278)</u></u>
23	Analysis of changes in net funds		
	The charity had no debt during the year.		