



SWAN ADVOCACY NETWORK

TRUSTEES' REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31st MARCH 2022

Charity Number: 1125679

Registered Company Number: 06599429

SWAN ADVOCACY NETWORK

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Swan Advocacy Network

Report of the Trustees

The Trustees present their report and financial statements for year ended 31st March 2022.

Reference and Administrative Details

Charity Name	SWAN Advocacy Network	
Charity Number	1125679	
Company Registration Number	06599429	
Trustees	Ms Claire Tough Mr Alan Guyver Mr Ken Howard Mr Peter Curbishley Mr John Leyden Mr Peter Harding Mrs Lynda Corwin	Chair Treasurer (resigned 24 November 2021) (resigned 24 November 2021)
Chief Executive	Vikki Holloway	
Registered Office	Hi Point Thomas Street Taunton Somerset TA2 6HB	
Bankers	CAF Bank Limited 25 Kings Hill Avenue West Malling ME19 4JQ	
Auditors	A C Mole Chartered Accountants and Statutory Auditors Stafford House Blackbrook Park Avenue Taunton Somerset TA1 2PX	

Swan Advocacy Network

Report of the Trustees

Chair's Introduction to the Annual Report and Financial Statements 2022

I have great pleasure in introducing the Annual Report and Financial Statement for the financial year ending on 31st March 2022.

This is my first year as Chair of the Board of Trustees and I am pleased to report SWAN has had another exceptional year. We have all faced personal and organisational challenges this year; post-COVID and wider economic changes. However, as you will see from this report SWAN has responded positively with incredible commitment to remain agile and focussed to deliver exemplary services to our clients. This could not have been done without the commitment of our dedicated Chief Executive, Senior Leadership Group, Staff and Volunteers who have gone above and beyond to secure a future for SWAN in an increasingly competitive environment.

The availability of larger local authority contracts will remain a challenge for us into the future due to local government reorganisation and greater mobility of larger advocacy providers. Despite this, we have successfully secured several new contracts on the Isle of Wight and in Bristol and looked outside our usual service model to provide a successful self-advocacy programme. We have also raised our profile locally and nationally, working with partners and policy makers to ensure human rights are upheld for vulnerable people.

As a Board we have undergone a programme of review to strengthen our governance arrangements and activity to ensure our business is stronger and fit for the future. We have been undergoing active recruitment to increase our Board diversity and effectiveness and look forward to welcoming new Trustees in 2022.

I would like to thank our stakeholders and funders for their support and commitment and the generosity of our volunteers who enrich the quality of the services we are able to provide. Lastly, I would also like to thank my fellow trustees for their invaluable help and support and look forward to our combined endeavours to deliver new opportunities for SWAN in the future.



Claire Tough
Chair of Board of Trustees

Swan Advocacy Network
Report of the Trustees
For the year ended 31st March 2022

SWAN's vision is to provide high quality, independent advocacy to the most marginalised people in society. We believe that everyone has the right to be heard and respected, that everyone has the right to choice in decisions about them and that everyone has the right to be safe. Our core values of independence, empowerment and inclusion run through our Charity and are at the heart of everything we do.

Objectives of the Charity

SWAN Trustees reviewed and updated the Charity objectives in 2021 to ensure they are reflective of SWANs operations and ambitions. They are updated with the Charity Commission and expressed in the governing document, as follows:

The objects for which the Company is established are:

- a) the relief of those in need, by reason of youth, age, ill-health, disability, financial hardship, or other disadvantage in particular but not exclusively by the delivery of advocacy, money management and debt counselling.*
- b) the advancement of education in particular but not exclusively through the delivery of self-advocacy, training and end of life planning.*
- c) the advancement of human rights, conflict resolution or reconciliation or the promotion of religious or racial harmony or equality and diversity, in particular but not exclusively by the provision of statutory advocacy and victim support services.*

Primarily, but not solely, in counties across the South West of England or adjoining the South West.

The purpose of the organisation is primarily delivered through the provision of advocacy. During 2021/22 SWAN provided 31,791 advocacy hours and helped 4,318 individuals to have their voice heard, including:

- Independent Mental Capacity Advocacy (IMCA) which supports people who are deemed under the Mental Capacity Act to lack capacity for particular decisions.
- Independent NHS Complaints Advocacy (IHCA) that can support anyone with making a complaint about a health treatment that was funded by the NHS
- Independent Mental Health Advocacy (IMHA) which mainly supports people who are sectioned under the Mental Health Act.
- Independent Care Act Advocacy (ICAA) which makes sure that the person's rights and wishes are properly respected, and they have a strong involvement in all decisions affecting them.
- Professional, non-statutory advocacy that falls outside of the statutory legislation framework
- Advocacy for people with long term health conditions to have their voice and wishes heard by developing a Living Well Plan
- VOCAS provides an enhanced adult advocacy service along with practical and emotional support to victims of crime and anti-social behaviour (ASB)

Despite the pandemic and economic disruption, SWAN has continued to deliver high quality services to all clients in need of advocacy. As individuals and as an organisation, 2021/22 has been sobering and challenging. It has also however, provided a platform for growth and transformation on many levels and SWAN has, in a short timescale been able to achieve more than could have been anticipated.

Swan Advocacy Network
Report of the Trustees
For the year ended 31st March 2022

Governing Documents

SWAN is a company limited by guarantee and is governed by a Memorandum and Articles of Association that determine its legal framework. The company was incorporated on 21 May 2008 and registered as a charity on 1 September 2008. Throughout this report the company is referred to as "Swan Advocacy". Prior to September 2008, Swan Advocacy was an unincorporated charity operating under the name South Wiltshire Advocacy Network. The work of this charity has since continued under the incorporated body.

Responsibilities of the Board

SWAN Board of Trustees, who are directors of the company, set the strategic direction of the organisation. It is their responsibility to safeguard the assets of the Charity and ensure the financial statements comply with the relevant acts and legislation. Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity.

The Board meet regularly to consider organisational policies, risk and monitor significant issues concerning the work of the Charity. Four full board meetings took place during 2021/22. The Chair of the Board and Chief Executive Officer met on a regular basis between Board meetings and the Treasurer and Director of Finance met on a quarterly basis to monitor financial performance at a detailed level.

Risk Management

A comprehensive Board Assurance Framework and Strategic Risk Register is in place and is agreed on an annual basis. Trustees review the major risks to the organisation on a quarterly basis at Board meetings. Systems are in place to monitor and control identified risks to mitigate the impact they may have on the Charity. The Senior Leadership Group review the operational and strategic risks on a systematic basis by way of standing agenda items to ensure that current and emerging risks are considered regularly and raised to the Board if required.

Organisational structure

The operation of the organisation is delegated to a full-time Chief Executive who is supported by a Senior Leadership Group including Director of Business Development and Marketing and a Director of Finance and Central Support; two Head of Services who lead on day to day operations, a Volunteer Manager and a Training Manager. The operational area has a head office in Taunton and two hub offices, one in Bristol and one on the Isle of Wight.

Staffing

During 2021/22 SWAN employed on average 64 staff, equivalent to 40 full time positions and the work of the Charity has been enhanced by 17 volunteers. SWAN staff and volunteers have a wide array of skills and experience and all complete the required level of training in Independent Advocacy.

Remuneration Policy for Staff

Employee salaries including the senior team is set at a specific scale and level which is reflective of similar organisations pay. An incremental rise is considered every April following the completion of a positive appraisal review. Any substantial changes to remuneration are agreed by the Board as required.

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Review of Charity Activities

Purpose and Impact

The organisation was set up in 1999 as South-Wiltshire Advocacy Network, an independent advocacy charity working in Wiltshire. The charity has since evolved and grown to deliver services across the South West of England and beyond providing a model of advocacy for the purposes of furthering the charity objects. Our Vision is for everyone to have access to high quality, independent advocacy; our Purpose is to support and empower people to have a voice and our Mission is to be a high quality, influential advocacy provider and model of best practice. We have developed a model of advocacy which ensures everyone, including the most vulnerable members of our communities have the same rights and opportunities as their fellow citizens. Our services are free at the point of delivery, confidential and non-judgemental. We work with people from all walks of life and have supported thousands of the most disadvantaged and marginalised people to have their voices heard and their choices respected by those that are making decisions about their future.

Victim of Crime Advocacy Service (VOCAS)

VOCAS provides enhanced adult advocacy alongside practical and emotional support to victims of crime and anti-social behaviour across Avon and Somerset. VOCAS empowers and enables individuals to cope and recover from their experience as a victim of crime. Victim Advocates speak up for people who, for whatever reason, feel unable to do so for themselves. Over 35% of referrals to the service are self-referrals and two thirds of our cases support people with mental health issues. We deal with referrals for violence against the person and anti-social behaviour as the most common issues reported.

Independent Mental Capacity Advocacy (IMCA)

Our IMCA service provides independent advocacy for people who are deemed to lack capacity and have no-one else to support or represent them in decisions being made about their life. This may include where they live, what medical treatment they receive, what care and support they need or as part of 'protective measures' to ensure they are safe from harm or neglect. IMCA advocates also work with people who are subject to a Deprivation of Liberty Order (DoLS) to ensure that restrictions are purely necessary, and that mental capacity and best interest decisions have been fairly made, or whether an application to the court of protection is necessary. During 2021/22 we delivered IMCA services throughout the South West and supported 545 individuals providing 3,295 hours of Mental Capacity Advocacy and with 1,664 people subject to a DoLS, providing 13,202 hours of Advocacy.

Independent Mental Health Advocacy (IMHA)

IMHA supports people detained under a mental health section, a Community Treatment Order or Guardianship, an informal inpatient at a mental health hospital or a Carer of a qualifying patient. Advocates help people to understand their rights in relation to their legal situation, their medication, and their right (or not) to leave the place of detention, either permanently or temporarily. Advocates help individuals to communicate with professionals and raise their own issues or complaints and assist them to access health or local authority records and legal support. Advocates offer support at ward rounds, care plan meetings, appeals and tribunals. In the year we provided IMHA services throughout the operating areas and supported 721 individuals by providing 4,566 hours of Advocacy.

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Independent Care Act Advocacy (ICAA) (continued)

Local Authorities have a legal responsibility under the Care Act of 2014 to arrange for an independent advocate to represent and support a person who has a 'substantial difficulty' in understanding the Care Act process & has no other appropriate person to support them. 'Substantial difficulty' may be as a result of a learning disability, or a physical or mental health condition. The aim is to enable people to be involved in the relevant Care Act process and to be supported as fully as possible in understanding what is happening, why and what it may mean for them, with their wishes and feelings at the heart of the process. During the year we provided 4,596 hours of Advocacy to 661 people.

Independent Health Complaints Advocacy (IHCA)

This service is provided to anyone over the age of 18 who has a complaint about any NHS funded service within the previous year. We support people to consider the outcome they would like from making the complaint and we adapt the level of advocacy support required during the complaint process to suit the person who is making the complaint. We also provide a range of self-advocacy tools for people to pursue their own complaint if they feel able to do so. Health complaints can be long and complicated with many cases staying active for more than 12 months. During the year we provided support to 223 individuals through 1,801 hours of support, despite the NHS complaints process being on hold at times during the pandemic.

Community or Generic Advocacy

Community advocates work with individuals who have difficulties being involved in decisions that affect them due to learning difficulties, physical health or mental health issues, acquired brain injury and dementia, to be afforded fair and equal treatment through knowledge of all available options and access to relevant information and professional advice. Community advocates can support people with benefits assessments, medical appointments, employment issues, gaining access to care and support, working with their care provider and to have their views heard by others, including making complaints. Throughout Somerset and South Gloucestershire we supported 451 individuals providing 3,401 hours of Community Advocacy during 2021/22.

Living Well Advocacy Service

The Living Well Advocacy Service entered its final year of delivery, working with people affected by dementia, sensory impairments, ageing, MS, Parkinson's, physical disabilities, brain injuries, mental health issues, autism, learning disabilities, cancer, stroke. The service was delivered by a team of staff and volunteers. Over the life of the project the team supported 230 people to develop a Living Well Plan. The value of the plan to clients, their families and the people that support them was evident through the feedback received.

Achievements

In 2021 we were awarded the Statutory Advocacy Service for Vulnerable Adults on the Isle of Wight. This service delivers IMCA, IMCA DOLS, Paid Rep, IMHA and Care Act Advocacy. During mobilization we established our new office base at the Riverside Centre in Newport. We recruited a new team of advocates, who live and work on the island. More recently SWAN was successful in winning the Isle of Wight Independent Health Complaints Advocacy Service and this launched in April 2022.

SWAN were awarded a new contract in Bristol to provide IMCA, IMHA and Inpatient Advocacy which was launched January 2021. This is in addition to the ICAA advocacy we have delivered in the city since 2020. We committed to providing exceptional social value in Bristol and work is well underway to deliver on this, including

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Achievements (continued)

providing an advocacy drop-in for people who use inHope's Wild Goose service and to developing a self-advocacy programme for people with Autism.

Following engagement with the Leaders in Advocacy network, SWAN sat in an advisory capacity for the NICE Guidelines for 1) Adult Advocacy Services and for the Guidelines for 2) Social Work for Adults with Complex Needs. SWAN is now consistently engaged with national decision makers, providing a view on national policy making including contribution to a wider sector response for the Mental Health Act consultation and the unfolding Liberty protection safeguards.

During the year we qualified 10 members of the workforce in advocacy including 3 Certificates in Independent Advocacy; 2 IMCA qualifications; 4 Diplomas in independent Advocacy and 1 in Managing Advocacy Services. We also trained 5 supervisors and manager to deliver the BeHeard Projects; worked with an external provider to create a bespoke and ILM accredited programme for managers and worked with our Local Authority partners to create their training packages for social service staff.

Whizz Kidz, a charity supporting young wheelchair users to become confident and independent through sourcing suitable work placements, approached SWAN to host a placement opportunity. Phoenix chose SWAN and following assessments to ensure we could safely accommodate wheelchair users, Phoenix spent two successful and inspiring weeks in the workplace. During this time they completed the induction to volunteering, introduction to Advocacy Training and worked with our Supervising Advocate to explore how SWAN could improve the services for younger adults.

Volunteering

Volunteers bring skills, expertise, time, and passion to our cause and help us to diversify the thinking, skills and experiences that underpin our activities and connect that activity to the external world in a way that is real, meaningful, and informative. Volunteers have their 'own' experience whilst engaging in their volunteering activities and a positive experience for them is a positive outcome for SWAN. Volunteer roles in 2021 included Advocate, Advocacy Coach, Relevant Person's Representative and Victim Advocate. SWAN recruited the first volunteer who is also an Expert by Experience, bringing their expertise to our Be Heard Project and ensuring that it has the appropriate structure and focus to reach and engage those who have poor mental health. In 2021, 17 active volunteers contributed 587 hours of advocacy and volunteers accessed approximately 952 hours of training and development. Additionally, 5 students joined us on placements and contributed 808 hours to our services.

Training

Throughout the year, SWAN continued to work closely with our Training Centre Partner, Crescent Training Limited to deliver in house assessment for the accredited City and Guild, Level 3 Diploma and Level 4 Independent Advocacy Practice qualification. The Training Manager is both vocationally qualified in advocacy and TAQA qualified to provide assessments for candidates undertaking the qualifications. As the pandemic restrictions relaxed, we returned to in-person style training blended with online to meet the needs of the business and individuals. We found that the workforce really value in person training and workshops, often providing intangible benefits particularly for new or less experienced team members. During the year, 7 new candidates were registered and a further 5 scheduled to be registered and 6 members of staff achieved their Independent Advocacy Qualification. Furthermore, SWAN runs in-house practice-based workshops on a broad array of topics and takes CPD seriously by promoting a culture of self-reflection for advocacy practice. SWAN also works with external providers to ensure that advocates are up to date with legislative changes and continue to build their knowledge and skills for the finer details of more complex practice.

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What people say about us

- “The IMCA report was really, really helpful. It was interesting, broad and with a good understanding of everyone’s viewpoints. I really took from the report that the person does not want to move. Reading the report made me confirm that a change in accommodation would not be the right decision.” **Social Worker, South Gloucestershire Council**
- “I could not recommend the advocate or SWAN enough. I simply could not have gotten through to the council without the advocate's support and persistence.” **Feedback from a client who was supported to access services**
- “We have found your Living Well Advocacy Service invaluable. It has really helped our patients to reflect and take control of their future. We feel your work helps us empower our patients and their families.” **Living Well Service**
- “Can I just take this opportunity to say what a wonderful asset the advocate is to your organisation. She has really helped me so much at a very hard time in my life. She always updates me without any prompting, she is very empathetic and knowledgeable, and I know that without her support I would have really struggled.” **IHCA client in Somerset**
- “Very prompt feedback after each meeting. Flexible and creative in supporting the service user during lockdown.” **Social Worker, Bristol City Council**
- “Paul has been in hospital for nearly eight weeks now, and the Living Well Plan has been invaluable. The doctor and staff have found it to be so useful, but most of all it is a comfort for Paul. I haven't been able to see him for nearly five weeks, but in the plan he has photographs of all his family. It also gives an insight to the staff of the sort of person Paul is, and the interesting life he lived before dementia.” **Living Well Service**
- “Every day we watch the news and see people being hailed as heroes, then through two lockdowns we experience a different side of our care system. To us, you will always be our personal hero. Without your hard work and dedication, we would be finding ourselves in the darkest of all places, with no hope for the future.” **IMHA client and family member in Somerset**
- “Thanks for this workshop, it's been really interesting.” **IMCA workshop**
- “Thank you, brilliant session.” **Safeguarding Practice workshop**
- “Thank you for this session, been very interesting to just listen in and learn.” **Safeguarding Practice workshop – social work placement student**
- “I really appreciate you giving me the opportunity to come and learn about SWAN and what being an advocate means.” **Phoenix, Whizz Kidz Placement Volunteer**

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Report of the Trustees
For the year ended 31st March 2022

Public Benefit

The trustees consider that they have complied with their duty under the Charities Act 2011 to have regard to the public benefit guidance issued by the Charity Commission.

The advocacy services provided by Swan Advocacy directly benefit those in society who are at their most vulnerable, due to age, illness, disability, in poverty or are socially excluded or a situation that they find themselves in e.g. bereavement, victim of crime.

Swan works within its charitable objectives to support people to have a voice, to uphold their rights, to prevent discrimination and to gain the support and care that they need and are entitled too as well as resolve complaints, concerns and difficulties. As well as our direct beneficiaries a wide range of others in society in general benefit, including those who come into contact with and care for our direct beneficiaries.

Often the role the advocate has undertaken will influence and change working practice with statutory or other care providers thus benefiting the wider society and communities we work in.

We work with our commissioners to identify gaps in provision and any barriers to people receiving the support and care they are entitled too. We believe that it is important to promote the benefits of non-statutory services with our commissioners, in terms of early intervention, preventative support and building personal and community resilience.

In addition to supporting clients to find resolutions to issues, clients tell us that receiving advocacy support enables them to feel more empowered, take control of their lives and the learning of self-advocacy skills and approaches assists them in their future lives.

Financial Review, Reserves and Investment Policy

Details of Swan Advocacy's activities in 2021/22 is shown in the statement of financial activities on page 14.

We continue to win new business and retain existing business by providing high quality, effective, efficient and value for money services.

The Board have examined the charity's requirement for reserves considering the main risks facing the organisation, such as cover of costs that might arise from sudden end of contract and to ensure sufficient cash flow to finance current operation. Our continual regular forecasting will ensure we monitor income, expenditure and our reserves to ensure we meet changing obligations.

Swan Advocacy holds cash in excess of working capital required within our CAF gold account. The amounts of interest earned during the year was £80 (2021 - £125). Our investment policy is such that we ensure that our excess working capital is available for use at all time

Future Plans

We believe the need for advocacy is important to protect and promote the rights of those least heard in society today and our current services and future plans are to further our service provision in the South West of England by building on the successes of 2021/22.

The operating environment does not stand still, and neither will SWAN. The pandemic, although challenging, has provided the opportunity for us to think differently and to become more creative with our ideas. By embracing new ways of doing things and being bold in our vision we aim to reach more people that we would have previously anticipated. We will work with clients and stakeholders to evaluate the current provision and co-produce new models of service delivery in readiness for contracts that are due for retender and ensure that we are well placed to bid for new services throughout the operating area. We also recognise that opportunities are often better sought collaboratively, and we will be pursuing new partnerships with like-minded organisations to meet the needs of more people in a variety of different ways.

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Future Plans (continued)

We have plans in place to ensure that the workforce continues to receive the best possible training from our Human Resource partners who will deliver a new ILM accredited management training programme for our middle managers later in 2021. Our SWAN Training Manager will continue to assess and train the workforce to ensure that SWAN is able to meet the requirements of the new Level 4 Independent Advocacy Qualification. To understand the impact of our services we will be developing more ways to assess our outcomes so that the services we deliver are informed by those that use them and for us to demonstrate the impact that our services have.

Trustees' Responsibilities

The trustees (who are also directors of Swan Advocacy Network for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the directors' report) and the financial statements in accordance with 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).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure, of the charitable company for that period.

In preparing those 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 United Kingdom accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable charity will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

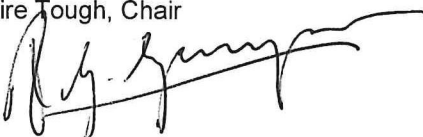
In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the Trustees have taken all the steps they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Signed on behalf of the Trustees



Claire Tough, Chair



Alan Guyver, Treasurer

24th November 2022

Swan Advocacy Network

Independent Auditors' Report to the Trustees of SWAN Advocacy Network For the year ended 31st March 2022

Opinion

We have audited the financial statements of Swan Advocacy Network for the year ended 31 March 2022 which comprise 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 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 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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 Swan Advocacy Network's ability to continue as a going concern for a period of at least 12 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, including the trustees' 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, except to the extent otherwise explicitly stated in our report, 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.

Swan Advocacy Network

Independent Auditors' Report to the Trustees of SWAN Advocacy Network For the year ended 31st March 2022

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made, or
- we have not received all the information and explanations we require for our audit;
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of the Trustees

As explained more fully in the Trustees' Responsibilities Statement, set out on page 10, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Swan Advocacy Network

Independent Auditors Report to the Trustees of SWAN Advocacy Network For the year ended 31st March 2022

Identifying and assessing potential risks of material misstatement due to irregularities

We considered the following when identifying and assessing risks of material misstatement due to irregularities, including fraud and non-compliance with laws and regulations:

- the legal and regulatory framework in which the charitable company operates
- the sector in which the charitable company operates
- the control environment and controls established to mitigate such risks
- the results of our enquiries of management about their identification and assessment of risks of irregularities
- discussions with the audit engagement team about where fraud might occur
- the incentives for fraud.

Laws and regulations which are considered to be significant to the charitable company include those relating to the requirements of financial reporting framework FRS102, the Companies Act 2006, the Charities Act 2011, UK tax legislation, employment law and health and safety. In addition, we consider other laws and regulation which may not directly impact the financial statements but may impact on the operation of the charitable company.

As a result of these procedures we concluded, in accordance with International Auditing Standards, that a risk in relation to the potential for management override of controls existed.

Audit responses to risks identified

We undertook audit procedures to respond to the risks identified, and designed our audit testing to respond to these risks. The additional procedures we undertook included the following:

- gaining an understanding of the charitable company's procedures for ensuring compliance with laws and regulations
- testing the appropriateness of journal entries and other adjustments
- considering whether accounting estimates were indicative of potential bias
- considering whether any transactions arose outside the normal course of business
- making enquiries of management
- corroborating our enquiries through review of Board Minutes and correspondence.

We also communicated relevant laws and regulations and potential fraud risks to all engagement team members and remained alert to any indicators of fraud or non-compliance with laws and regulations throughout the audit.

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Alexandra Shore

Alexandra Shore FCA DChA Senior Statutory Auditor
For and on behalf of A C Mole Chartered Accountants and Statutory Auditor
Stafford House
Blackbrook Park Avenue
Taunton Somerset TA1 2PX

Date: 24th November 2022

Swan Advocacy Network

Statement of Financial Activities (Incorporating the Income and Expenditure Account) for the Year Ended 31 March 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Income from:					
Donations and legacies		994	-	994	779
Charitable activities:					
Revenue contracts and grants	3	1,448,061	99,895	1,547,956	1,362,430
Fee income		186,933	-	186,933	162,678
Investment income	2	80	-	80	125
Other income		3,239	-	3,239	25,348
Total income		1,639,307	99,895	1,739,202	1,551,360
Expenditure on:					
Raising funds	4	903	-	903	551
Charitable activities	4	1,540,115	106,322	1,646,437	1,379,431
Total expenditure		1,541,018	106,322	1,647,340	1,379,982
Net income		98,289	(6,427)	91,862	171,378
Transfers between funds	10	-	-	-	-
Net movement in funds		98,289	(6,427)	91,862	171,378
Reconciliation of funds					
Total funds at 1 April 2021		527,588	6,427	534,015	362,637
Total funds at 31 March 2022	10	625,877	-	625,877	534,015

All of the charity's operations are classed as continuing. The charity has no recognised surpluses or deficits other than the net income for the year. The movement on reserves is shown above.

The notes shown on pages 17 to 26 form part of these financial statements.

Swan Advocacy Network

Registered Company Number: 06599429

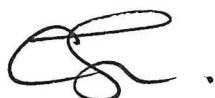
Balance Sheet as at 31 March 2022

	Notes	31 March 2022 £	31 March 2021 £
Fixed Assets			
Tangible assets	6	17,945	10,785
Investments	7	<u>1</u>	<u>1</u>
		17,946	10,786
Current Assets			
Debtors	8	238,077	114,388
Cash at bank and in hand		<u>441,800</u>	<u>472,975</u>
		679,877	587,363
Creditors			
Amounts falling due within one year	9	<u>71,946</u>	<u>64,134</u>
		71,946	64,134
Net Current Assets		<u>607,931</u>	<u>523,229</u>
Total Assets Less Current Liabilities		<u><u>625,877</u></u>	<u><u>534,015</u></u>
The Funds of the Charity:			
Unrestricted Funds	10	625,877	527,588
Restricted Funds	10	<u>-</u>	<u>6,427</u>
Total Charity Funds	10	<u><u>625,877</u></u>	<u><u>534,015</u></u>


These accounts have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and with the Financial Reporting Standard 102.

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

The financial statements were approved by the Trustees and signed their behalf by:



Claire Tough
Chair of Trustees



Alan Guyver
Treasurer

Date:

The notes shown on pages 17 to 26 form part of these financial statements.

Swan Advocacy Network

Statement of Cash Flows for the Year Ended 31 March 2022

	Notes	31 March 2022 £	31 March 2021 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities	15a	(12,080)	200,835
Cash flows from investing activities			
Interest from investments		80	125
Purchase of equipment		(19,175)	(10,602)
Net cash (used in) investing activities		<u>(19,095)</u>	<u>(10,477)</u>
Change in cash in the reporting period		<u>(31,175)</u>	<u>190,358</u>
Cash at the beginning of the reporting period		472,975	282,617
Cash at the end of the reporting period	15b	<u><u>441,800</u></u>	<u><u>472,975</u></u>

The notes shown on pages 17 to 26 form part of these financial statements.

Swan Advocacy Network

Notes to the Financial Statements for the Year Ended 31 March 2022

1. Accounting Policies

a. Accounting convention

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (issued October 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) and the Charities Act 2011. The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless stated otherwise within these notes.

b. Public benefit entity

Swan Advocacy meets the FRS102 definition of a public benefit entity.

c. Going concern

The financial statements have been prepared on a going concern basis as the trustees consider that the charity has adequate resources to continue in operational existence for the foreseeable future.

d. Income

i) Voluntary income

Voluntary income received by way of donations and gifts is included in full in the Statement of Financial Activities ("SOFA") when received.

ii) Revenue contracts and grants

Revenue grants are recognised in the period in which they are receivable. Contract income is recognised in the period in which it is receivable and when the contract service has been provided. Contract income received in advance is deferred.

e. Expenditure

The charity's cost of operating includes staff costs, rent and other related costs. Such costs are allocated between charitable activities, fundraising and support costs. All costs are accounted for on an accruals basis. Costs include attributable VAT which cannot be recovered.

Costs are allocated to different activities on the basis of staff time spent in each type of activity.

f. Pension costs

The charity contributes amounts between 3% and 6% of salary to individual personal pension arrangements for members of staff. The pension cost represents the employer contributions payable by the charity to these funds.

g. Tangible fixed assets

Fixed assets are capitalised and depreciated over their estimated useful lives. The rates applicable are as follows:

- Office Equipment 20% on cost
- Computer Equipment 33% on cost

Fixed assets are reviewed for impairment if evidence comes to light that the recoverable amount of a functional fixed asset is below its net book value.

h. Leases

Rentals payable under operating leases are taken to the statement of income and expenditure on a straight-line basis over the lease term.

Swan Advocacy Network

Notes to the Financial Statements for the Year Ended 31 March 2022

1. Accounting Policies (Continued)

i. Funds

The charity maintains various types of funds as follows:

- Restricted funds are those which are used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.
- Unrestricted funds are funds which are expendable at the discretion of Trustees in furtherance of the objects of the charity.
- Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

j. Debtors

Debtors are measured at the amounts the charity anticipates it will receive from a debt. Prepayments are valued at the amount prepaid.

k. Cash at bank and in hand

Cash at bank and in hand includes cash and cash on deposit.

l. Creditors

Creditors are recognised when the charity has an obligation to transfer economic benefits to a third party. Creditors are usually recognised at their settlement amount or the amount received as an advance payment for goods or services it must provide.

m. Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

n. Consolidated financial statements

The financial statements are single entity accounts. The charity is exempt from the requirement to prepare group accounts as it qualifies as a small group. The subsidiary company is currently dormant.

2. Investment Income

	Total 2022 £	Total 2021 £
Bank and other interest receivable	80	125

3. Income: Revenue Contracts and Grants

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Contracts	1,448,061	-	1,448,061	1,264,558
Grants	-	99,895	99,895	97,872
	1,448,061	99,895	1,547,956	1,362,430

In 2021 contracts and grants of £97,872 were in Restricted Funds.

Swan Advocacy Network

Notes to the Financial Statements for the Year Ended 31 March 2022

4. Expenditure

	Staff Costs	Other Costs	Depreciation	Total 2022	Total 2021
	£	£	£	£	£
Fundraising and Publicity	-	903	-	903	551
Charitable Activities	1,378,647	255,775	12,015	1,646,437	1,379,431
Total Expenditure	1,378,647	256,678	12,015	1,647,340	1,379,982

In 2021 the analysis was £1,164,039 staff costs, £208,983 other costs and £6,960 depreciation.

Expenditure is stated after charging:

	2022 £	2021 £
Depreciation	12,015	6,960
Trustee indemnity insurance	461	497
Audit fee	6,300	6,300
Operating lease rentals - property	33,641	32,625

Staff costs:

	2022 £	2021 £
Wages and salaries	1,111,731	990,869
Social security costs	79,217	70,395
Pension costs	52,307	50,724
Travel	44,514	14,243
Recruitment and training	67,091	27,808
Redundancy	23,787	10,000
	1,378,647	1,164,039

Analysis of governance and support costs

	Staff costs £	Other costs £	Governance £	Total £
Wages and salaries	1,372,365	-	6,282	1,378,647
General office costs	-	262,393	-	262,393
External audit and accountancy fees	-	-	6,300	6,300
	1,372,365	262,393	12,582	1,647,340

The charity identifies the costs of its support function and governance.

Wages and salaries are allocated to specific activities on the basis of time.

General office costs are either allocated directly to specific activities or apportioned on the basis of time.

Support costs and governance activities are ultimately apportioned across the fundraising and publicity activities and charitable activities.

The key management personnel of the charity comprise the trustees, Chief Executive, Director of Operations, Director of Income Generation and Director of Finance and Central service. The total employee benefits of the key management personnel is £164,137 (2021: £176,406).

Swan Advocacy Network

Notes to the Financial Statements for the Year Ended 31 March 2022

4. Expenditure (continued)

The average monthly number of employees (employee head count) during the period was 64 (2021: 60).

Employees are involved in advocacy work, management, administration and fundraising.

No employee earned more than £60,000 (2021: none).

In addition to the employed staff SWAN is dependent on volunteer advocates to provide its service during the year. Volunteers undertake a variety of roles within Swan Advocacy and contribute their time, skills and experience for the benefit of the organisation and its beneficiaries. Primarily volunteers are advocates supporting clients on a 121 basis to resolve their particular issues and ensure their rights are protected and their voices heard. Volunteers also undertake other tasks such as administration, marketing and fundraising. Volunteers add significant value to the services delivered by Swan and enrich the organisation through their diverse skills, experiences and interests.

No Trustee received any remuneration for services as a Trustee (2021: none). Travel and meeting expenses for 3 Trustees of £741 (2021: 1 Trustee - £164) were reimbursed during the year.

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during this period (2021: none).

The charity paid pension contributions to a range of personal pension funds on behalf of staff members. All of these schemes are defined contribution schemes where both the employer and the employee make contributions. At the year end contributions of £7,511 (2021: £6,430) were unpaid.

The charity has total commitments under operating leases expiring as follows:

	2022	Premises 2021
Less than 1 year	£11,000	£25,053
1 to 5 years	£29,333	£2,750

5. Taxation

SWAN Advocacy Network is a registered charity and as such is not liable for taxation on any surplus from its charitable activities.

6. Fixed Assets

	Office Equipment £	Computer Equipment £	Total £
Cost			
At 1 April 2021	12,525	68,378	80,903
Additions	1,619	17,556	19,175
At 31 March 2022	<u>14,144</u>	<u>85,934</u>	<u>100,078</u>
Depreciation			
At 1 April 2021	10,205	59,913	70,118
Charge for year	1,311	10,704	12,015
At 31 March 2022	<u>11,516</u>	<u>70,617</u>	<u>82,133</u>
Net Book Value			
At 31 March 2022	<u>2,628</u>	<u>15,317</u>	<u>17,945</u>
At 31 March 2021	<u>2,320</u>	<u>8,465</u>	<u>10,785</u>

Swan Advocacy Network

Notes to the Financial Statements for the Year Ended 31 March 2022

7. Investments

	2022	2021
	£	£
Investment in subsidiary	1	1
	<u>1</u>	<u>1</u>

The subsidiary company, Swan Training Services Limited, has never traded and is dormant. It has assets of £1, being 1 £1 ordinary share.

8. Debtors

	2022	2021
	£	£
Trade debtors	225,826	101,643
Prepayments and accrued income	12,251	12,745
	<u>238,077</u>	<u>114,388</u>

9a. Creditors: Amounts falling due within one year

	Note	2022	2021
		£	£
Trade creditors		7,133	6,934
Other tax and social security costs (including pensions)		32,910	25,293
Accruals		6,403	6,407
Deferred income	9b	25,500	25,500
		<u>71,946</u>	<u>64,134</u>

9b. Deferred Income

	At 1 April 2021	Deferred in year	Released in year	At 31 March 2022
	£	£	£	£
Somerset Contract	25,500	25,500	(25,500)	25,500
	<u>25,500</u>	<u>25,500</u>	<u>(25,500)</u>	<u>25,500</u>

Contract income received in advance is deferred.

Swan Advocacy Network

Notes to the Financial Statements for the Year Ended 31 March 2022

10. Description of Funds

	As at 1 April 2021 £	Income £	Expenditure £	Transfers £	As at 31 March 2022 £
Restricted Funds					
National Lottery Fund (LWAS)	1,572	99,895	(101,467)	-	-
Wiltshire Community Foundation (CMA)	4,855	-	(4,855)	-	-
Total Restricted Funds	6,427	99,895	(106,322)	-	-
Unrestricted Funds	527,588	1,639,307	(1,541,018)	-	625,877
Total Unrestricted Funds	527,588	1,639,307	(1,541,018)	-	625,877
Total Funds	534,015	1,739,202	(1,647,340)	-	625,877

Restricted Funds

The National Lottery Reaching Communities Fund – Living Well Advocacy Service

SWAN received funding from The National Lottery Reaching Communities funding programme. This will fund the "Living Well Advocacy Service" project, this project helped Swan extend and enhance its service to people with long term health conditions.

The grant will fully fund the project, including salaries costs as well as training, equipment, and overheads.

Wiltshire Community Foundation – Community Money Advice

SWAN received funding from Wiltshire Community Foundations, Coronavirus Response & Recovery Grant. This partially funded a pilot of the Community Money Advice South Wiltshire project, the project provides free, non-judgemental support for people who are struggling with money or are in debt.

Unrestricted Funds

The unrestricted funds comprises the accumulated surpluses and deficits which have neither been restricted by conditions imposed by donors, nor have been designated by the trustees for specific purposes.

Swan Advocacy Network

Notes to the Financial Statements for the Year Ended 31 March 2022

11. Description of Funds - Comparative year ended 31 March 2021

	As at 1 April 2020 £	Income £	Expenditure £	Transfers £	As at 31 March 2021 £
Restricted Funds					
National Lottery Fund (LWAS)	-	97,872	(96,300)	-	1,572
National Lottery Fund (CMA)	-	26,014	(26,014)	-	-
Wiltshire Community Foundation (CMA)	-	9,710	(4,855)	-	4,855
Total Restricted Funds	-	133,596	(127,169)	-	6,427
Unrestricted Funds	362,637	1,417,764	(1,252,813)	-	527,588
Total Unrestricted Funds	362,637	1,417,764	(1,252,813)	-	527,588
Total Funds	362,637	1,551,360	(1,379,982)	-	534,015

Restricted Funds

The National Lottery Reaching Communities Fund – Living Well Advocacy Service

SWAN received funding from The National Lottery Reaching Communities funding programme. This will fund the "Living Well Advocacy Service" project, this project helped Swan extend and enhance its service to people with long term health conditions.

The grant will fully fund the project, including salaries costs as well as training, equipment and overheads.

The National lottery COVID response fund – Community Money Advice

SWAN received funding from The National Lottery COVID response fund. This partially funded a pilot of the Community Money Advice South Wiltshire project, the project provides free, non-judgemental support for people who are struggling with money or are in debt.

Wiltshire Community Foundation – Community Money Advice

SWAN received funding from Wiltshire Community Foundations, Coronavirus Response & Recovery Grant. This partially funded a pilot of the Community Money Advice South Wiltshire project, the project provides free, non-judgemental support for people who are struggling with money or are in debt.

Unrestricted Funds

The unrestricted funds comprises the accumulated surpluses and deficits which have neither been restricted by conditions imposed by donors, nor have been designated by the trustees for specific purposes.

Swan Advocacy Network

Notes to the Financial Statements for the Year Ended 31 March 2022

12. Analysis of Net Assets between Funds

Fund balances as at 31 March 2022 are represented by:

	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Fixed Assets	17,946	-	17,946
Current Assets	679,877	-	679,877
Creditors: amounts falling due within one year	(71,946)	-	(71,946)
	<u>625,877</u>	<u>-</u>	<u>625,877</u>

Fund balances as at 31 March 2021 are represented by:

	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Fixed Assets	10,786	-	10,786
Current Assets	580,936	6,427	587,363
Creditors: amounts falling due within one year	(64,134)	-	(64,134)
	<u>527,588</u>	<u>6,427</u>	<u>534,015</u>

13. Capital Commitments

The Charity had no capital commitments at 31 March 2022 (2021: Nil).

Swan Advocacy Network

Notes to the Financial Statements for the Year Ended 31 March 2022

14. Statement of Financial Activities - Comparative year ended 31 March 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Income from:					
Donations and legacies		779	-	779	222
Charitable activities:					
Revenue contracts and grants		1,228,834	133,596	1,362,430	1,380,390
Fee income		162,678	-	162,678	156,509
Investment income		125	-	125	473
Other income		25,348	-	25,348	21,661
Total income		1,417,764	133,596	1,551,360	1,559,255
Expenditure on:					
Raising funds		551	-	551	3,271
Charitable activities		1,252,262	127,169	1,379,431	1,513,066
Total expenditure		1,252,813	127,169	1,379,982	1,516,337
Net income		164,951	6,427	171,378	42,918
Transfers between funds		-	-	-	-
Net movement in funds		164,951	6,427	171,378	42,918
Reconciliation of funds					
Total funds at 1 April 2020		362,637	-	362,637	319,719
Total funds at 31 March 2021		527,588	6,427	534,015	362,637

Swan Advocacy Network

Notes to the Financial Statements for the Year Ended 31 March 2022

15. Notes to the cash flow statement

a. Reconciliation of net income to net cash flow from operating activities

	31 March 2022	31 March 2021
Net income for the reporting period as per the Statement of Financial Activities	91,862	171,378
Adjustments for:		
Depreciation	12,015	6,960
Interest from investments	(80)	(125)
(Increase) / Decrease in debtors	(123,689)	21,914
Increase in creditors	7,812	708
Net cash (used in) / generated by operating activities	<u>(12,080)</u>	<u>200,835</u>

b. Reconciliation of net cashflow to movement in net funds

	31 March 2022	31 March 2021
(Decrease) / Increase in cash in the period	(31,175)	190,358
Cash and cash equivalents at 1 April 2021	472,975	282,617
Cash and cash equivalents at 31 March 2022	<u>441,800</u>	<u>472,975</u>

c. Analysis of net funds

	Balance 1 April 2021	Cash flow	Balance 31 March 2022
Cash at bank and in hand	472,975	(31,175)	441,800
	<u>472,975</u>	<u>(31,175)</u>	<u>441,800</u>