

Charity Number: 1125719
Company Number: 06654142

Your Voice Counts
(a company limited by guarantee)

AMENDED
Report of the Trustees and
Financial Statements

For the year ended 31 March 2021

Your Voice Counts
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Report of the Trustees
For the year ended 31 March 2021

The trustees, who act as Directors for the purposes of company law, are pleased to present their annual report together with the audited financial statements for the year ended 31 March 2021.

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), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

Objectives and activities

Your Voice Counts is a registered charitable company limited by guarantee.

The Charity's Object is to relieve the need or disability of persons, particularly those suffering impairment of their learning abilities.

We do this by:

- assisting such persons, in particular those with learning disabilities, to obtain full rights and privileges as citizens;
- promoting social inclusion for the public benefit by preventing such people from becoming socially excluded and assisting them to integrate into society;
- enable and encouraging such persons, in particular those with learning disabilities and/or learning difficulties, to support each other in obtaining full rights and privileges as citizens;
- providing help, support and advocacy to such persons, in particular those with learning disabilities, on a one-to-one basis;
- promoting to society the abilities and potential of such people, in particular those with learning disabilities;
- developing best practice in service provision through consultation, feedback, monitoring and evaluation;
- developing and delivering training;
- publicising, marketing and promoting the work of the organisation.

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PB2)'.

Our main activities and the people we aim to support are described below. All of our charitable activities focus on supporting vulnerable people - particularly those with learning disabilities and are undertaken to further our charitable purposes for the public benefit.

Activities, achievement and performance

Covid 19

The main focus for the organisation in the early part of the year was moving the bulk of our service delivery online and transitioning our staff to remote working. Our initial priority was the wellbeing of our staff, volunteers and the people who use our services. We closed our offices and requested that staff work from home in line with Government guidance. We ensured that staff had the equipment they needed to work from home and shared clear guidance about our expectations, including offering suggestions as to how staff could maintain an effective work life balance. We created online spaces where staff could connect for social as well work reasons, and we introduced a 6 monthly wellbeing survey so that we could better understand how staff were coping. We adapted to the changing guidance throughout the year and made sure that we had appropriate risk assessments in place to cover the emergency face to face activity that needed to take place in order to safeguard the people who used our services.

Communities


Ahead of the first lockdown our Communities team contacted everyone they were currently supporting and undertook an assessment of people's likely ability to cope. We ensured we had a good understanding of their existing support networks, how they would get access to the food and medicines they needed in the coming weeks, and their ability to use online technology. We set up a programme of regular phone contact for all the people we were working with. Those who we felt were more at risk were contacted more often (sometimes daily) and those with better support networks received a lighter touch 'catch up'. Where there were issues or concerns our staff and volunteers dealt with these as they arose. We delivered food parcels when necessary, made safeguarding alerts, undertook door step visits, connected people to the Community Hubs mobilised by local authorities, and delivered activity packs to keep people occupied and entertained. When restrictions eased we set up walking groups so that people could meet together and reconnect safely, and set up support groups and activities in local communities that people could access. Over the winter period we ran Winter Wellness sessions that supported people to stay safe and well during the colder months. The sessions focused on physical and mental health and wellbeing, and offered practical suggestions to help people cope.

While setting up our response to the initial lockdown we connected with other organisations across the region who were in the process of mobilising their own responses. Together we supported each other to develop a consistent approach that could be replicated in different local areas. With the support of local CCGs and using some of the emergency funds we were able to secure, we recruited additional staff to ensure that as many people with learning disabilities and/or autism as possible were supported to stay safe and well. In Gateshead we worked closely with our local authority and health colleagues and contacted over **1,200** people in just under two weeks to understand what support they would need in the coming weeks and months; we provided ongoing support to **292** of these people. In South Tyneside we provided ongoing support to **69** people during this period.

A major challenge for our learning disabled clients was the ability to get online. Many of the people we work with have little or no literacy or computer skills. Some people did not own computers, tablets or phones that would allow them to use the internet, and many couldn't afford the data packages needed to get online. We secured funding that allowed us to buy devices preloaded with data and social media apps that we could give to those who needed them. We also used technology that allowed us to safely access people's devices remotely; this allowed us to support people to set up social media accounts and teach them to learn how use these platform to connect with their peers. We then created a weekly programme of online activity for people to access that allowed them to stay active, to keep occupied and to make and maintain friendships throughout the various lockdowns.

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Report of the Trustees (Continued)
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Monday	Tuesday	Wednesday	Thursday	Friday
<p>12:00-2:00: Cooking with Confidence A cooking group with step by step instructions and group support to cook tasty meals at home. Every 2 weeks Contact: Naomi or Danielle</p> <p>1:00 - 2:00 - FANE Online Safety Workshops Every 2 weeks Contact: Danielle or Amy</p>	<p>2:00-3:00: Quiet Group A small group for those who prefer to have a quieter get together with others. Limited spaces Contact: Hannah</p>	<p>2:00-3:30: Self-Advocacy Meetings Meetings are chaired by self-advocates and support members to speak up and have their voices heard on issues that affect their lives in their communities and beyond. Open to people with learning disabilities and/or autism. Contact: Amy, Joanne or Terri</p>	<p>1:00 - 2:30 Staying Well - Mental Health Group A course to explore low level mental health issues, what it means and ways that we can get help if needed. Contact: Danielle</p>	<p>10:30-12:00: Mindfulness Practice Sessions To support course members to continue using mindfulness in their daily lives. The sessions include guided meditations and discussions. Open to people with learning disabilities and/or autism who have attended a Mindfulness for Life course or similar. Contact: Terri or Jane</p>
<p>3:00-4:00: The Creative Crew. A peer-led group for those with a creative flare. This will include a mixture of arts and crafts using basic things around the home and learning new art/drawing techniques. Contact: Hannah</p>	 <p>If you want to join any of the groups just call us on 0191 4786472</p>	<p>10:00-11:00: Accessible Fitness (Starting 16th Sep 2020) A fitness class run by energetic instructor Sarah to help us keep fit to music. Open to anyone - introductory chat needed with a YVC member of staff first to ensure accessibility. Contact: Hannah</p>	<p>3:00-4:30: Digital Voice Project and other activities Activities are decided by attendees, alongside activities and short film making. Open to people with learning disabilities and/or autism. Contact: Amy, Joanne or Terri</p>	<p>2:00-3:00: Catch up and a Cuppa An online group chat where people chat in small groups about what they are interested in whilst enjoying a cup of tea. Open to anyone - introductory chat needed with a YVC member of staff first to ensure accessibility. Contact: Naomi or Danielle</p>

In South Tyneside we supported the CCG and local authority to ensure that people with learning disabilities could get access to the Covid Vaccine. In just 4 days we contacted **958** people with learning disabilities to help them understand the importance of the vaccine, to answer any questions they had and to help them to make a plan to get the vaccine. Our team were able to book appointments for **132** people and their unpaid carers.

We continued to support Self-Advocacy in Gateshead and South Tyneside. This year the two independent Self Advocacy groups we work with, Gateshead People and Talk 2 Us, took the decisions to merge to form a new group called Speaking Up Together. We've been supporting them to become registered as a charity and to secure funding so that they can continue to support each other to speak up about what is important to them, and to campaign for the rights of all people with learning disabilities.

Advocacy

Despite the pandemic we continued to provide Statutory Advocacy services in Newcastle and South Tyneside including the IMHA, IMCA, Care Act and paid RPR roles alongside our learning disability Case Advocacy service in South Tyneside. We continued to visit clients where we could, but moved to phone calls and video calls where this wasn't possible. Our advocates provided valuable contact with the outside world to clients who were very isolated during lockdown as well providing necessary scrutiny around care and treatment in settings that such as Care Homes and secure hospital wards.

We undertook a pilot in Roselodge Assessment and Treatment Unit in South Tyneside where we increased the advocacy presence on the ward and broadened the scope of our advocate roles in order to share intelligence which highlighted good practice and offer a challenge where we felt improvements could be made. We are working closely with the ward staff and commissioners to help ensure that clients who are being detained without the need for clinical treatment are supported to be discharged in a timely manner.

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Report of the Trustees (Continued)
For the year ended 31 March 2021

This year we provided advocacy to **989** people, including:

Service User Group

Acquired Brain Damage	15
Autism Spectrum Condition	1
Cognitive Impairment	88
Combination	7
Dementia	107
Learning Disability	347
Mental Health	409
Other	8
Serious Physical Illness	4
Unconsciousness	1
Unknown	2
Grand Total	989

- We supported almost **100** people with change of accommodation decisions
- We supported **75** adults with safeguarding issues
- We provided advocates for **36** serious medical treatment decisions
- We worked with **337** people subject to the Mental Health Act
- We helped over **100** people under the Care Act with assessment of need, planning support and reviewing services.
- We continue to support and work with almost **500** people living within the framework of Deprivation of Liberty Safeguards
- We made **5,225** contacts with the people we work with, including over **1,000** video calls and over **550** face to face visits to people in hospital, their own homes, and in residential settings.
- Advocates attended **358** decision making meetings, **39** SG meetings and made over **5,000** calls to staff, had **13,000** contacts with professionals and wrote over **100** reports.

Governance

This year after consultation with our staff and the people who use our service, we developed a new 5 year strategy for the organisation. We refreshed our Vision and Mission and identified the following key objectives:

- To support the people we work with:
 - to have a voice,
 - to be connected to their local communities
 - to have choice and control in their lives.

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Report of the Trustees (Continued)
For the year ended 31 March 2021

- To ensure that people with lived experience of our services are at the heart of designing and delivering the solutions that meet their needs.
- To support people with lived experience to be leaders who can affect change within our organisation and in the wider health and social care system.
- To be a be an inclusive and accessible organisation that reflects the communities we serve.

We agreed 6 strategic priorities that we will be focusing on the next 5 years:

1. Design services that make a difference to people
2. Learn from what we're doing so that we get better at helping people
3. Improve how the Board works
4. Help our staff and volunteers be great at their jobs
5. Ensure the organisation is financially resilient
6. Make sure people know who we are, what we do and the difference we make to the people we support.

Review of financial position

Your Voice Counts aims to maintain a robust financial position in the face of increasing economic uncertainty in order to continue to deliver much needed services to our clients.

The charity receives the majority of its funding from statutory sources and grants from foundations and charitable trusts. Our internal structure comprises Advocacy, Communities and Operations and is aligned to our funding sources. We seek to recover our full costs from all projects.

This year, we have been pleased to exceed a million pounds of income for the first time with income for the year being £1,063,540 (2020 - £907,912). We are extremely grateful to our funders, both those who have continued to support us and to those funders who have provided us with additional support this year due to the difficult conditions occasioned by Covid-19.

Exceeding the one million income threshold has given us the opportunity to undergo our first full audit rather than an independent examination. This process has been extremely positive and has demonstrated that the measures we put in place last year to strengthen financial control and reporting are robust.

We have continued to control our costs and are reporting expenditure of £993,006 (2020 - £973,771).

We have continued to build on our improved financial controls. This year we have further developed our financial forecasting with the preparation of a full three-year budget. We have also developed a Fundraising Strategy and Donations Policy and have invested in our Business Development function in order to meet the challenges that lie ahead. YVC undertakes minimal public fundraising as most of our funding comes from statutory sources and grant funders.

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Report of the Trustees (Continued)
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Due to additional grant funding and to controlling costs, we have produced a surplus of £70,534 (2020 - deficit of £65,859). This leaves us with overall reserves of £501,684 (2020 - £431,150). Trustees take a forward-looking and proactive approach to financial management and so have taken the decision to designate funds this year. These funds are for projects we are undertaking over the next two years to improve the infrastructure and capacity of the organisation for the benefit of our clients. The areas in which we are investing are: business development (£50,949), finance development (£15,476), communities team (£23,268), marketing & communications (£7,500), and IT infrastructure (£6,000).

Historically, the organisation has taken a cautious approach to classification of reserves and this has meant we have classified monies from both advocacy contracts and grant funders as restricted. The first full audit this year has meant we have revisited these decisions and in discussion with our auditors have reclassified a number of funds as unrestricted. This has led to a prior year adjustment.

We have also taken this opportunity to revisit our reserves policy and going forward we will hold between three and six months operating expenses as a minimum reserve. Based on the accounts for the year to 31 March 2021, three months reserves would equate to £118,544 and six months to £237,088. Our free reserves (unrestricted general funds not invested in tangible fixed assets) stand at £253,757 (2020 - £361,723). Our reserves policy is reviewed annually by the Finance Committee.

Preparation of the accounts on a going concern basis

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment. In particular, the effects of the COVID-19 pandemic have been considered. Based on these assessments, the Trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

Plans for the future

Our focus in the coming months will be to continue to support our beneficiaries, staff and volunteers to adapt to the changing environment in the wake of the pandemic. We will continue increase the safe delivery of services in local communities while offering an online alternative where this is valuable. We will continue to tackle social isolation and digital exclusion, two of the key issues that have affected the people we support. Following the success of our Help Through Crisis project, which delivered in excess of £1.5 million in benefits income over the life of the project, we will look to develop further ways of ensuring our beneficiaries' financial wellbeing.

We will look to grow our offer of support in Gateshead and to continue to develop our approach to integrated working with our statutory colleagues in South Tyneside. We will look to develop more opportunities for people with lived experience to be involved in designing and delivering this work.

Our contracts were extended this year due to the pandemic and we expect these contracts to go out to tender in the coming year. We will look to maintain our existing advocacy provision and where we see unmet need to grow this beyond the statutory services that make up the bulk of our work.

We will explore the potential for hybrid working with our staff team and will review how best to have a presence in the communities we serve.

We will embed a Business Development function within the organisation with a view to diversifying potential sources of income and ensuring the ongoing financial resilience of the organisation.

We will look to strengthen our Board by recruiting a trustee with a background in Human Resources and a trustee with lived experience of Mental Health services.

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Report of the Trustees (Continued)
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REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity Number	1125719
Company Number	06654142
Registered Office	Unit 12 Interchange Centre, West Street, Gateshead, NE8 1BH, England

Trustees

The trustees who served the charity during the period were as follows;

Ms R Coombes	(Appointed 19 August 2021)
Ms C D Gates	
Mr N Herron	
Mr M Ife	
Ms L J Kelly	
Mr A W Lane	
Mr B McCelland	
Mr D Peters	
Mr T Relph	
Ms L Scott	
Mr D Taylor	
Ms A Groundwater	(Resigned 2 December 2020)

Key Management Personnel

David Woolley	Chief Executive
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Our advisors

Auditors	Haines Watts	17 Queens Lane, Newcastle upon Tyne, NE1 1RN
Bankers	Lloyds Bank plc	17 Ellison Walk, Gateshead, Tyne and Wear, NE8 1BF

Structure, governance and management

Governing document

The charitable company is controlled by its governing documents and a deed of trust. The charitable company is limited by guarantee and therefore has no share capital. In the event of a winding up, every member (who is a trustee) undertakes to contribute to the payment of liabilities such amount as may be required not exceeding the total of £1.

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Report of the Trustees (Continued)
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Recruitment and appointment of new trustees

The charity may by ordinary resolution appoint a person who is willing to act as trustee and determine the rotation in which any additional trustees are to retire. No person other than a trustee retiring by rotation may be appointed a trustee at any general meeting unless:

- He or she is recommended for re-election by the trustees or
- Not less than fourteen nor more than thirty five clear days before the date of the meeting, the charity is given notice that:
 - i. Is signed by two members entitled to vote at the meeting.
 - ii. States the members' intention to propose the appointment of a person as a trustee.
 - iii. Contains the details that, if the person were to be appointed, the charity would have to file at Companies House,
 - iv. including the names and details of two referees who have not proposed their election; and
 - v. Is signed by the person who is to be proposed to show his or her consent - full election to the board will be at the
 - vi. end of a six month probationary period and will be at the discretion of the Board of Directors.

Organisational structure

The board of trustees administer the charity, where they meet regularly. A Chief Executive is appointed by the trustees to manage day to day operations of the charity. To facilitate effective operation, the Chief Executive has delegated authority, within terms of delegation approved by the trustees, for operational matters including finance, employment and advocacy related activities.

Induction and training of new trustees

New trustees undergo an induction to brief them on:

- their legal obligations under charity and company law;
- the Charity Commission on public benefit;
- inform them of the content of the memorandum and articles of association;
- the committee and decision making processes;
- the business plan; and
- recent financial performance of the charitable company.

During the induction they meet key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Key management remuneration

The charitable company's Trustees, consider that they, and the senior management team, comprise the key management personnel of the charitable company, in charge of controlling, running and operating the charity. All trustees give their time freely and no trustee received remuneration in the year.

The pay of the senior management team is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the charitable company, the trustees benchmark against pay levels in the voluntary sector of similar organisations.

Related parties

During the prior year the subsidiary company, YVC Training Limited, ceased trading. The board took the decision to strike the company off during 2020-21 resulting in the disposal of the share.

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Report of the Trustees (Continued)
For the year ended 31 March 2021

Risk management

The trustees have a risk management strategy which comprises:

- an annual review of the principal risks and uncertainties that the charitable company face;
- the establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- the implementation of procedures designed to minimise or manage any potential impact on the charitable company should those risks materialise.

This work has identified that financial sustainability is the major financial risk for the charitable company. A key element in the management of financial risk is a regular review of available liquid funds to settle debts as they fall due, regular liaison with the bank, and active management of debtor and creditor balances to ensure sufficient working capital by the charitable company.

Attention has also been focussed on non-financial risks from fire, health and safety and management. These risks are managed by ensuring accreditation is up to date, having robust policies in place, and regular awareness training for staff in operational areas.

Planned changes in DoLS legislation have the potential to significantly change how statutory advocacy contracts are delivered. We are closely following how this legislation is being developed and are proactively engaging with Newcastle and South Tyneside Local Authorities around this.

TRUSTEES' RESPONSIBILITIES STATEMENT

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

The law applicable to charities in England & Wales 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 charity. 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 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in 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 Charities Act 2011. 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.

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Report of the Trustees (Continued)
For the year ended 31 March 2021

So far as each of the trustees is aware at the time the report is approved:

- there is no relevant audit information of which the charities auditors are unaware, and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This report was approved by the trustees on 12.1.22 2021 and signed on its behalf, by:



C D Gates
Trustee

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Independent Auditors' Report
For the year ended 31 March 2021

Opinion

We have audited the financial statements of Your Voice Counts for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charities affairs as at 31 March 2021, 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 Charities Act 2011

Basis for opinion

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

Conclusions relating to going concern

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

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

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

However, not all future events or conditions can be predicted. The Covid-19 viral pandemic is one of the most significant economic events for the UK with unprecedented levels of uncertainty of outcomes. It is therefore difficult to evaluate all of the potential implications on the charitable company's activities, customers, suppliers and wider economy. The trustees' view on the impact of Covid-19 is disclosed on within the trustees report on page 6 and accounting policies note 1.2.

Independent Auditors' Report (Continued)
For the year ended 31 March 2021

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charities and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees report.

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 requires us to report to you if, in our opinion:

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

Independent Auditors' Report (Continued)
For the year ended 31 March 2021

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 9, the trustees 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 charities 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

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.

We obtained an understanding of the legal and regulatory framework applicable to both the charity itself and the industry in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the trustees and other management. The most significant were identified as the Charities Act 2011, UK GAAP (FRS102) and relevant tax legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- making enquires of trustees and management as to where they consider there to be a susceptibility to fraud and whether they have any knowledge or suspicion of fraud;
- obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- reviewing the minutes of meetings of those charged with governance;
- assessing the risk of management override including identifying and testing journal entries;
- confirmation received directly from the banks to verify the balance at 31 March 2021; and
- challenging the assumptions and judgements made by management in its significant accounting estimates.

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Independent Auditors' Report (Continued)
For the year ended 31 March 2021

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

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

Other Matter

In the previous accounting period the trustees of the charity took advantage of audit exemption the Charities Act. Therefore the prior period financial statements were not subject to an audit.

Use of Our Report

This report is made solely to the charities trustees, as a body, in accordance with Part 4 of the Charities Regulations 2008. 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 charity and the charities trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Donna Bulmer BA (Hons) ACA (Senior Statutory Auditor)
For and on behalf of Haines Watts

20 January 2022

**Chartered Accountants and
Statutory Auditors**

17 Queens Lane
Newcastle upon Tyne
NE1 1RN

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Statement of Financial Activities (Incorporating the Income and Expenditure Account)
For the year ended 31 March 2021

		Unrestricted funds	Designated funds	Restricted funds	Total 2021	Total 2020 As restated
	Notes	£	£	£	£	£
Income from:						
Donations	4	11,703	-	-	11,703	19,156
Charitable activities	5	731,716	-	316,976	1,048,692	883,949
Investment income	6	2,723	-	-	2,723	3,461
Other trading activities	7	-	-	-	-	1,346
Other income		422	-	-	422	-
Total income		<u>746,564</u>	<u>-</u>	<u>316,976</u>	<u>1,063,540</u>	<u>907,912</u>
Expenditure on:						
Charitable activities	8	731,659	-	261,347	993,006	973,771
Total expenditure		<u>731,659</u>	<u>-</u>	<u>261,347</u>	<u>993,006</u>	<u>973,771</u>
Net movement before transfers		14,905	-	55,629	70,534	(65,859)
Transfers between funds	20	(119,501)	103,193	16,308	-	-
Net movement in funds		<u>(104,596)</u>	<u>103,193</u>	<u>71,937</u>	<u>70,534</u>	<u>(65,859)</u>
Reconciliation of funds						
Total funds brought forward		370,203	-	60,947	431,150	497,009
Total funds carried forward		<u>265,607</u>	<u>103,193</u>	<u>132,884</u>	<u>501,684</u>	<u>431,150</u>

The results for the year derive from continuing activities and there are no gains or losses other than those shown above.

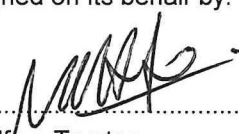
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Balance Sheet
As at 31 March 2021

			2021	2020
	Notes	£	£	As restated £
Fixed assets				
Tangible assets	14,15		11,850	8,480
Current assets				
Debtors	16	71,566		89,312
Current asset investments	17	79,287		78,466
Cash at bank and in hand		391,514		327,479
		<u>542,367</u>		<u>495,257</u>
Liabilities				
Creditors: amounts falling due within one year	18	(52,533)		(72,587)
Net current assets			<u>489,834</u>	<u>422,670</u>
Net assets			<u>501,684</u>	<u>431,150</u>
The funds of the charity				
Unrestricted funds			265,607	370,203
Designated funds			103,193	-
			<u>368,800</u>	<u>370,203</u>
Restricted funds			132,884	60,947
Total funds	20		<u>501,684</u>	<u>431,150</u>

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

The financial statements were approved by the Board of Trustees on 12/1/22 2021 and were signed on its behalf by:


.....
M Ite – Trustee

Company Number 06654142

The notes on pages 17 to 32 form part of these financial statements.

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Statement of Cash Flows
For the year ended 31 March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities:			
Cash generated from operations	25	69,269	(16,219)
<i>Net cash provided by (used in) operating activities</i>		<u>69,269</u>	<u>(16,219)</u>
Cash flows from investing activities:			
Purchase of tangible fixed assets		(7,957)	(4,207)
Interest received		2,723	3,461
<i>Net cash provided by (used in) investing activities</i>		<u>(5,234)</u>	<u>(746)</u>
Change in cash and cash equivalents in the year		<u>64,035</u>	<u>(16,965)</u>
Cash and cash equivalents at the beginning of the year		327,479	344,444
Cash and cash equivalents at the end of the year		<u>391,514</u>	<u>327,479</u>
Cash and cash equivalents consist of:			
Cash at bank and in hand		<u>391,514</u>	<u>327,479</u>

1. Accounting policies

1.1 Basis of preparation of financial statements

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 in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011 and UK Generally Accepted Accounting Practice.

Your Voice Counts meets the definition of a public benefit under FRS 102. The financial statements are prepared under the historical cost convention or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are prepared in Sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Going concern

The financial statements have been prepared on a going concern basis. The trustees have reviewed and considered relevant information, including the annual budgets in making their assessment. In particular, in response to the COVID-19 pandemic, the trustees have reviewed their projections to take into account the impact on the charity for possible scenarios brought on by the impact of COVID-19, along with measures they can take to mitigate any risks identified. Based on these assessments, the increased level of demand for the services and the additional funding available the trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

1.3 Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds can only be used for particular restricted purposes specified by the donor or when funds are raised for particular restricted purposes. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Notes to the financial statements (Continued)
for the year ended 31 March 2021

1.4 Income

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions and is recognised as earned. Grant income included in this category provides funding to support performance activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with reasonable certainty. Income received to deliver services over a specific period covering more than one financial year is accounted for over the specific period; related expenditure is accounted when incurred.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing.

Fixed asset gifts in kind are recognised when receivable and are included at fair value. They are not deferred over the life of the asset.

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

1.5 Expenditure and irrecoverable VAT

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is possible 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.

Irrecoverable VAT is charged against the cost against the expenditure was incurred.

1.6 Allocation and apportionment of costs

Support costs are those functions which assist the work of the charity but do not directly undertake charitable activities. Support costs include office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities.

1.7 Tangible fixed assets

All assets costing more the £1,000 are capitalised.

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% on reducing balance
Computer Equipment	- 33% on cost

Notes to the financial statements (Continued)
for the year ended 31 March 2021

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Debtors

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

1.10 Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments which are instantly accessible from the opening of the deposit or similar account.

1.11 Creditors and provisions

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

1.12 Financial instruments

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

1.13 Pensions

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

2. Judgements in applying accounting policies and key sources of estimation uncertainty

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.

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Notes to the financial statements (Continued)
for the year ended 31 March 2021

3. Statement of Financial Activities for the prior year

		Unrestricted Funds	Restricted Funds	Designated Funds	Total funds 2020 As restated
	Notes	£	£	£	£
Income from:					
Donations	4	19,156	-	-	19,156
Charitable activities	5	749,906	134,043	-	883,949
Investment income	7	3,461	-	-	3,461
Other trading activities	8	580	766	-	1,346
Total income		<u>773,103</u>	<u>134,809</u>	<u>-</u>	<u>907,912</u>
Expenditure on:					
Charitable activities	10	802,280	171,491	-	973,771
Total expenditure		<u>802,280</u>	<u>171,491</u>	<u>-</u>	<u>973,771</u>
Net income/(expenditure) before transfers		<u>(29,177)</u>	<u>(36,682)</u>	<u>-</u>	<u>(65,859)</u>
Transfers	19	-	-	-	-
Net movement		<u>(29,177)</u>	<u>(36,682)</u>	<u>-</u>	<u>(65,859)</u>
Reconciliation of funds					
Total funds brought forward		399,380	97,629	-	497,009
Total funds carried forward		<u>370,203</u>	<u>60,947</u>	<u>-</u>	<u>431,150</u>

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Notes to the financial statements (Continued)
for the year ended 31 March 2021

4. Donations

	2021	2020
	£	£
Donations	4,748	19,156
Government grants – HMRC furlough claims	6,955	-
	<u>11,703</u>	<u>19,156</u>

5. Income from charitable activities

	2021	2020
	£	£
Advocacy	703,999	699,289
Grants	344,693	184,660
	<u>1,048,692</u>	<u>883,949</u>

6. Investment income

All of the charitable company's investment income arises from money held in interest bearing deposit accounts.

7. Other trading activities

	2021	2020
	£	£
Fundraising income	-	1,346
	<u>-</u>	<u>1,346</u>

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Notes to the financial statements (Continued)
for the year ended 31 March 2021

8. Charitable activities expenditure

	Direct costs £	Support costs £	2021 Total £	2020 Total £
Salaries and related costs	776,453	105,343	881,796	828,848
Premises costs	15,727	29,429	45,156	37,004
Insurances	-	2,183	2,183	2,052
Light and heat	-	2,370	2,370	6,205
Telephone and internet	3,098	7,045	10,143	8,756
Postage and stationery	3,291	2,884	6,175	19,489
Bank charges	392	-	392	113
Legal and professional fees	4,348	15,224	19,572	13,699
Training costs	4,421	1,904	6,325	10,062
Subscriptions	85	-	85	14
Room hire	2,998	-	2,998	3,071
Travelling expenses	3,002	33	3,035	24,204
Repairs and maintenance	96	720	816	3,165
Volunteer expenses	686	-	686	4,949
Accountancy/audit fees	-	5,700	5,700	3,540
Depreciation	4,586	-	4,586	4,561
Other costs	336	652	988	4,039
	<u>819,519</u>	<u>173,487</u>	<u>993,006</u>	<u>973,771</u>

9. Support costs

	£
Staff and related costs	105,343
Insurance	2,183
Training	1,904
Travelling	33
Professional fees	15,224
Office costs	43,100
Governance costs (note 10)	5,700
	<u>173,487</u>

10. Governance costs

	2021 £	2020 £
Audit fee	5,700	-
Independent examination fee	-	3,540
	<u></u>	<u></u>

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Notes to the financial statements (Continued)
for the year ended 31 March 2021

11. Auditors/Examiners remuneration

	2021	2020
	£	£
Audit fee	5,700	-
Independent examination fee	-	3,540
	<u> </u>	<u> </u>

12. Net income/(expenditure)

	2021	2020
	£	£
This is stated after charging:		
Depreciation – owned assets	4,586	4,561
	<u> </u>	<u> </u>

13. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2021	2020
	£	£
Wages and salaries	754,534	735,470
Social security costs	60,280	58,738
Other pension costs	36,714	34,640
	<u> </u>	<u> </u>
	851,528	828,848
	<u> </u>	<u> </u>

The average monthly number of employees during the year was as follows:

	2021	2020
	No.	No.
Management	3	2
Finance	1	1
Advocacy, Communities and Operations	42	49
	<u> </u>	<u> </u>
	46	52
	<u> </u>	<u> </u>

There were no employees who received total employee benefits (excluding employer pension costs) of more than £60,000 (2020 – none).

The charity trustees were not paid or received any other benefits from employment in the year (2020 - £nil). No trustee was reimbursed expenses during the year of £nil (2020 - £nil). No charity trustee received payment for professional or other services supplied to the charity (2020 - £nil).

The key management personnel of the charity comprise the trustees and the Chief Executive Officer. The total employee benefits of the key management personnel of the charity were £54,039 (2020 - £49,376).

Included in wages and salaries are redundancy payments of £10,675 (2020 - £5,833).

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Notes to the financial statements (Continued)
for the year ended 31 March 2021

14. Tangible fixed assets

	Fixtures & Fittings £	Computer equipment £	Total £
Cost			
At 1 April 2020	7,879	13,973	21,852
Additions	-	7,957	7,957
At 31 March 2021	7,879	21,930	29,809
Depreciation			
At 1 April 2020	3,673	9,700	13,373
Charge for the year	1,051	3,535	4,586
At 31 March 2021	4,724	13,235	17,959
Net book value			
At 31 March 2021	3,155	8,695	11,850
At 31 March 2020	4,206	4,273	8,479

15. Fixed asset investments

	Shares in group undertakings £
Cost	
At 1 April 2020	1
Disposal	(1)
At 31 March 2021	-
Net book value	
At 31 March 2021	-
At 31 March 2020	1

In the prior year the charity has one wholly owned trading subsidiary which is registered in England and Wales, YVC Training Limited. The company has been struck off in the current year.

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Notes to the financial statements (Continued)
for the year ended 31 March 2021

16. Debtors

	2021	2020
	£	£
Other debtors	70,906	88,812
Prepayments and accrued income	660	500
	<u>71,566</u>	<u>89,312</u>

17. Current asset investments

	2021	2020
	£	£
Short term deposits	79,287	78,466
	<u>79,287</u>	<u>78,466</u>

18. Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	23,184	25,854
Social security and other taxes	14,198	16,672
Accrued expenses	15,151	27,060
Deferred income	-	3,000
Amounts due to group undertakings	-	1
	<u>52,533</u>	<u>72,587</u>

Deferred income

Deferred income relates to income received for future periods.

	£
At 1 April 2020	3,000
Amounts released to income	(3,000)
Additions during the year	-
	<u>-</u>
At 31 March 2021	<u>-</u>

Notes to the financial statements (Continued)
for the year ended 31 March 2021

19. Prior period adjustment

A prior period adjustment has been made in respect of the classification of funds between restricted and unrestricted funds. On review of documentation certain contracts did not fall under the SORP's definition of a restricted fund. The following adjustments has been applied to the brought forward reserve balance.

Change to the balance sheet

	As previously reported £	Adjustment £	As restated at 31 March 2020 £
Funds			
Unrestricted funds	186,920	183,283	370,203
Restricted funds	244,230	(183,283)	60,947
	<u>431,150</u>	<u>-</u>	<u>431,150</u>

Change in Statement of Financial Activities

There has been no change to the Statement of Financial Activities for the previous financial year.

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Notes to the financial statements (Continued)
for the year ended 31 March 2021

20. Statement of funds

For the year ended 31 March 2021

	At 1 April 2020 Aa restated £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Unrestricted fund					
General fund	370,203	746,564	(731,659)	(119,501)	265,607
Designated fund					
Business development	-	-	-	50,949	50,949
Finance development	-	-	-	15,476	15,476
Communities team	-	-	-	23,268	23,268
Marketing and communications	-	-	-	7,500	7,500
IT infrastructure	-	-	-	6,000	6,000
Total unrestricted funds	<u>370,203</u>	<u>746,564</u>	<u>(731,659)</u>	<u>(16,308)</u>	<u>368,800</u>
Restricted funds					
Operations	13,134	-	(13,134)	534	534
Community	47,813	306,976	(242,519)	15,774	128,044
Advocacy	-	10,000	(5,694)	-	4,306
Total restricted funds	<u>60,947</u>	<u>316,976</u>	<u>(261,347)</u>	<u>16,308</u>	<u>132,884</u>
Total funds	<u>431,150</u>	<u>1,063,540</u>	<u>(993,006)</u>	<u>-</u>	<u>501,684</u>

20. Statement of funds (continued)

For the year ended 31 March 2020

	At 1 April 2019 As restated £	Income £	Expenditure £	Transfers £	At 31 March 2020 As restated £
Unrestricted fund					
General fund	399,380	773,103	(802,280)	-	370,203
Restricted funds					
Operations	-	15,000	(1,866)	-	13,134
Community	97,629	119,809	(169,625)	-	47,813
Total restricted funds	97,629	134,809	(171,491)	-	60,947
Total funds	497,009	907,912	(973,771)	-	431,150

Transfers are made due to capital expenditure in the period.

Designated Funds:

YVC has designated funds for Strategic development (£97,193) and IT infrastructure (£6,000).

Restricted Funds:

Restricted funds represent funds received from statutory sources and grant funders where use of the funds has been specified by the funder. YVC classifies these by business area.

- Advocacy reserves are mainly from statutory sources and are predominantly to be used for advocacy in Newcastle and South Tyneside.
- Communities reserves are mainly from grant funders and are to be used in a variety of individual projects in areas such as Gateshead and South Tyneside.
- Operations reserves are predominantly for core costs.

Notes to the financial statements (Continued)
for the year ended 31 March 2021

21. Analysis of net assets by fund

For the year ended 31 March 2021

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fixed assets	11,850	-	11,850
Net current assets	356,950	132,884	489,834
	<u>368,800</u>	<u>132,884</u>	<u>501,684</u>

For the year ended 31 March 2020

	Unrestricted funds	Restricted funds	Total
	£	£	As restated £
Fixed assets	8,480	-	8,480
Net current assets	361,723	60,947	422,670
	<u>370,203</u>	<u>60,947</u>	<u>431,150</u>

22. Leasing arrangements

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021	2020
	£	£
Within one year	37,420	35,352
Between two and five years	62,050	78,750
	<u>99,470</u>	<u>114,102</u>

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Notes to the Financial Statements (Continued)
for the year ended 31 March 2021

23. Pensions

Defined contribution

Pension contributions payable for the year ended 31 March 2021 amounted to £36,853 (2020 - £34,640).

24. Related party transactions

There were no disclosable related party transactions during the year (2020 - £nil).

25. Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2021	2020
	£	£
Net income/(expenditure) for the period	70,534	(65,859)
Adjustments for:		
Depreciation charges	4,586	4,561
Interest received	(2,723)	(3,461)
Current asset investment income	(821)	(854)
(Increase)/decrease in debtors	17,747	35,465
Increase/(decrease) in creditors	(20,054)	13,929
Net cash provided by (used in) operating activities	<u>69,269</u>	<u>(16,219)</u>