

Our Year in Review



Annual Report (including
the Directors' Report)
and Accounts
for the year ended
31 March 2025

Charity registration number 1125719
Company registration number 06654142 (England and Wales)



Making a difference



"Your Voice Counts has changed my life and I can't thank you all enough."

Emma, supported by the Communities team

"I can't ever thank you enough for being on this terrible journey with me. I would have just given up if I didn't have your support. Thank you for the honest, respectful conversations."



Chase, supported by the Financial Wellbeing Service

"I just wanted to say what a great experience and pleasure we had yesterday whilst meeting with Denise who was supporting a person to feedback to us on their experience of our services. Denise was a huge support to this person, and it was clear she had built up a really strong and positive relationship with her. It was a real pleasure to see, and her support helped to obtain really positive outcomes to the meeting for everyone involved."

Practice and Safeguarding Service Manager

"I can't thank Sarah enough because the work she does with me has really massively changed my life. With my learning disability and them using posh words in the meetings, it's hard, but Sarah breaks it down for me. Without her help, I wouldn't have known what to do."

Becky, supported by a Voice for Families advocate



"I never thought I would get the chance to move homes. I really didn't. When the housing team said to me they couldn't help because of staff shortages, Paula just said 'Carol, we've got some work to do.' I knew then we could do it. Honestly, it really has been priceless."

Carol, supported by the Communities team

"My advocate Emer was wonderful - well-informed, highly experienced, honest, caring and genuinely concerned with getting me the very best outcomes. Nothing was too much trouble, she always returned telephone calls and treated me like a genuine human being. She was clearly passionate about her role and constantly encouraged me to be more assertive when faced with delays and poor service. I cannot recommend their advocacy service highly enough."

Suzanne, supported by the Advocacy service



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Welcome from Christina Gates and David Taylor



As Co-Chairs of the Your Voice Counts Board, we are pleased to introduce this year's annual report which reflects not only the achievements of the past twelve months but also the strong governance foundations that will guide Your Voice Counts into the future.

This has been a significant year for our Board. We were delighted to welcome new trustees who have a wide range of expertise and lived experience, bringing skills and insight that strengthen our ability to oversee the charity's work. Ensuring our governance reflects the diversity of the communities we serve is our priority and the balance of lived and learned experience on our Board continues to shape both our discussions and our decisions.

We are proud to have been involved in the development of the new five-year business strategy for Your Voice Counts. The process gave Board members the opportunity to reflect on what was achieved under our previous plan, identify emerging challenges and set a clear direction for the future. We're confident that our new strategic goals will ensure that Your Voice Counts continues to be an organisation that is resilient, ambitious and committed to making a meaningful impact in the lives of the people we support.

Looking ahead, next year will bring changes in Board leadership as we step down from our roles – Christina after six years as Co-Chair, and David after ten years as a Trustee, including the past year as Co-Chair. A thorough recruitment process to appoint our successors will begin. We will also continue reviewing the Board's skills and capacity to ensure development needs are identified and addressed.

We're confident the organisation is well placed to build on its successes and navigate the opportunities and challenges ahead. Our thanks go to our fellow trustees, colleagues, volunteers, funders, partners and, most importantly, the people whose voices continue to inspire and drive our work.

David Taylor
Co-Chair

Christina Gates
Co-Chair

Welcome from David Woolley



This has been a year of both reflection and renewal for Your Voice Counts, as we close one strategic chapter and embark on a new five-year business strategy for our organisation.

As always, at the heart of everything we do are the voices of the people we support. Their experiences continue to shape our services, challenge us to improve and inspire us to keep pushing for change. This year, we have seen countless examples of courage and resilience — people stepping out of their comfort zones to influence decisions about their lives, to support their peers, to develop their skills and confidence and to challenge systems that don't always work in their favour. You can see snapshots of this in action throughout this annual report.

We have also laid important foundations for the future by developing our new five-year business strategy. This really was a team effort, as we worked with our colleagues and the people we support to reflect on our previous strategic plan and identify and analyse the strengths, challenges and aims that shape our strategy for the next five years.

Financially, we have managed a challenging environment with care and foresight, making sure our resources are used where they are most needed. We are grateful to our funders and partners who share our belief in the power of advocacy and community-led support.

Thank you to everyone who has contributed to our journey this year. Together, we are creating communities where people are connected, included and empowered to live the lives they choose. I hope you enjoy seeing examples of this in action throughout this annual report.

David Woolley,
Chief Executive, Your Voice Counts



STRUCTURE, GOVERNANCE AND MANAGEMENT

Advisors

Auditors:

Azets Audit Services,
Bulman House,
Regent Centre,
Gosforth,
Newcastle upon Tyne,
NE3 3LS

Main

Bankers:

Lloyds Bank,
17 Ellison Walk,
Gateshead,
NE8 1BF

Savings:

Hampshire Trust Bank,
55 Bishopsgate, London,
EC2N 3AS

Aldermore Savings, 1st Floor,
Block B, Western House,
Lynch Wood, Peterborough
PE2 6FZ

Redwood Bank
The Nexus Building, Broadway,
Letchworth Garden City,
Hertfordshire, SG6 3TA

Our Board

Your Voice Counts is a registered charity and limited company governed by a Memorandum and Articles of Association. Our Governance Handbook sets out how we ensure our governance is effective and inclusive.

Our Articles

Our Articles set out that at least 50% of our Board need to have lived experience of our services, which includes family carers of people who have used our services. We call the Directors with lived experience of our services Lived Experience Trustees. We call Directors who don't have experience of our services Learned Experience Trustees.

Our Articles also set out that we should have a Chair and Co-Chair and that one should be someone with a learning disability and the other someone without a learning disability.

Our Directors

Our Directors serve for a term of four years and are eligible for re-appointment by the Directors. There are no restrictions on the number of terms a Director can serve.

There are arrangements for induction, training and support of Board members, which are reviewed by our Operations Committee. Each new Board member is given an induction pack and attends an induction session with the Senior Leadership team and meets the Co-Chairs. The Operations Committee reviews the training needs of the Board members and arranges training as required.

Our Co-Chairs hold an annual appraisal of the Board and of individual Directors to ensure that the skills and time provided by Directors are used to best effect. Additionally, Board skills are kept under review to inform Board member recruitment, engagement and support.

Board meetings

Our Board meets six times a year. Our Lived Experience Trustees also hold a pre-meeting before each Board meeting to give them additional time to prepare for the meeting. Our Lived Experience Trustees and Learned Experience Trustees also meet separately six times a year in order to explore themes and key subject areas in more detail.

The Board holds an annual plan which includes:

- Agreeing the operating budget
- Reviewing monthly management accounts
- Reviewing the organisation's strategic priorities
- Monitoring performance within agreed targets
- Considering risk and ways to mitigate these risks
- Considering strategic issues; and
- Receiving reports and minutes from our sub-committees.

Our sub-committees include:

- People Committee
- Operations Committee
- Finance and Governance

Directors during 2024/2025

	APPOINTMENT DATE
Lived Experience Trustees	
Preddi Bononge	16/02/2023
Gary Devlin	22/10/2024
Jessica Fielding	16/02/2023
Jason Roche	22/10/2024
David Taylor	17/06/2015
Learned Experience Trustees	
Rebekah Coombes	19/08/2021
Christina Gates	15/08/2019
Matthew Ife	18/01/2018
Kirsty McNally	05/01/2025
Carl Newbrook	05/01/2025
Tom Relph	13/03/2018
Shona Crooks	03/03/2025

OBJECTIVE AND ACTIVITIES

Our new organisational strategy

This year we developed a new organisational strategy to refine our priorities and identify the factors that will support us to make progress in these areas.

We worked with our staff team, stakeholders and people who use our services to write the strategy, carrying out a number of in-person sessions with these groups to discuss our current position and get their views on how we move forward. This included an all staff away day which we held in February to ensure colleagues from all our service areas contributed to the planning process.

These consultation activities provided valuable insights and suggestions which the Board and Senior Leadership team reviewed at a special away day before finalising the five-year strategic goals that underpin the strategy.



Our five-year strategic goals

Goal 1. Our Approach We build resilience and purpose, co-producing solutions and enabling connection.	Enablers: <ul style="list-style-type: none"> • Robust self-help toolkit. • Flexible support.
Goal 2: Our Growth We creatively address unmet need by using our expertise.	Enablers: <ul style="list-style-type: none"> • Technology to improve service efficiency and reach. • Clear and compelling brand identity.
Goal 3: Our People We are an inclusive and sought-after employer.	Enablers: <ul style="list-style-type: none"> • Dynamic and adaptable workforce. • Accessible and collaborative workspaces. • Living our organisational values. • Developing our people.
Goal 4. Our Influence We create impactful change through our positive activism.	Enablers: <ul style="list-style-type: none"> • Effective communications strategy. • Utilising market opportunities. • Strong strategic leadership.

To ensure we move forward and build momentum, we identified five key actions for us to work towards during the first year of our strategy – read more about these on page 26.

Public Benefit Statement

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 in this report. 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.

Communities team highlights



North East & North Cumbria

Tackling health inequalities

Our Health and Wellbeing Facilitator team provides a specialist service in South Tyneside to help people with a learning disability and autistic people engage with health services and take positive steps to manage their health. This includes 1 to 1 support as well as delivering accessible health education and awareness raising linked to health pathways such as vaccinations, smoking cessation, cancer screening, weight management and mental health support.

We established our men's health group this year, launching it with a special session during Men's Health Awareness Month in November. We also delivered winter wellness workshops covering topics such as eating well, staying warm and combatting loneliness.

We held two pop-up vaccination clinics which saw 14 clients and 4 colleagues receive covid/flu vaccinations while two other clients were supported to attend their local pharmacies for vaccination.

This year we were also pleased to take part in a consultation with Skills for People and the North East and Cumbria Learning Disability Network to refresh the materials for the Structured Diabetes Education Course, ensuring the information was accurate, accessible and up to date.



World Mental Health Day mindfulness session for colleagues and people we support



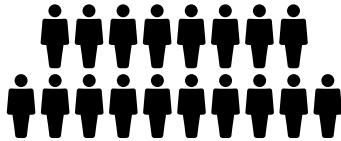
Just Play Football!

We launched Just Play Football following feedback that some of the people we support would like the chance to do more sports. Sophie was keen to be involved so attended our planning meetings and co-designed the programme with us. We've since supported her to complete an Introduction to Coaching course with England Football so she can lead our sessions.

Sophie said: "I felt proud when I completed the course. Coaching is a big responsibility and people look to me as a role model. I am determined to succeed and doing the football makes me feel like I'm doing something worthwhile. I won't let my learning disability get in the way."

Care and Treatment Reviews (CTRs)

This year we coordinated 18 Care and Treatment Reviews (CTRs) and held panel meetings for 15 people. CTRs provide a person-centred, independent review of a person's care and treatment to ensure it is given in the least restrictive way. Panels are made up of Clinical Experts and Experts by Experience (EBEs) and we were pleased to recruit three new EBEs to the team - Ricky, Jodie and Chloe - and thank Ross who left this year.



18 Care and Treatment Reviews during 2024/2025

Helping people stay well

7 people supported to get annual health check	12 people received help to complete their hospital passport	143 health appointments made with our help	16 people received weight management support
2 people supported with smoking cessation	18 participants in Dry January mocktail class	18 pieces of Easy Read health info created	2 x 6 week health awareness sessions delivered
4 people supported with cancer screening appointments	232 interventions in total		

ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

Helping people manage their money

Our Financial Health team provides training and 1 to 1 casework to help people with a learning disability manage their money and overcome any financial challenges and barriers they may face. Our service is delivered with a specialist case worker and peer support worker and includes helping with benefits applications and appeals, budgeting tools, managing debt and understanding bills and housing costs.

The Henry Smith Charity
founded in 1628

1 to 1 support delivered this year:



48 people in Gateshead



59 people in South Tyneside



107 people in total

SUPPORT PROVIDED	NUMBER OF INTERVENTIONS
Benefit appeals, reviews, queries and support	53
Budgeting exercises	7
Debt issues	6
General bills support	33
Housing issues including Housing Benefit and rent arrears	3
JobCentre Plus appointments	5
PIP and Capability for Work claims, assessment meetings, appeals, tribunals and support	27
Universal Credit claims	25
TOTAL	159

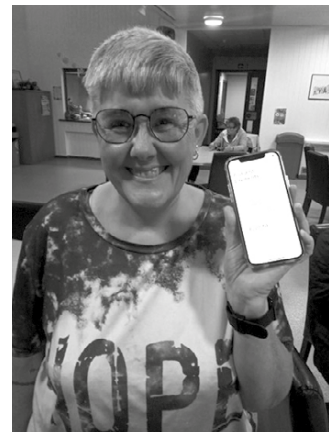
Managing your Money

Our Managing Your Money course was co-developed and co-delivered with a worker with lived experience. We designed the course to simply, practically and directly address the issues that the people we support bring to us, such as:

- Managing and understanding benefits
- Saying NO to direct debits and mate crime
- Online spending, banking and scams
- Budgeting.

We used simple and memorable golden rules (such as 'Say NO when you don't feel right' and 'Nobody gives anything away for free') and discussed financial abuse and mate crime which are reoccurring issues for the people we support. Our sessions give people a space to practice saying no so they have the words and confidence to do this in a real-world situation.

Managing a household budget can be an incredibly complex task, particularly when a learning disability might limit a person's ability to do basic sums, so we also help people work out their budget and provide practical tools such as multi-pocket folders to help keep bills and documents safe.



Mel shared with us that she was in credit with her energy bills for the first time

“ I found it helpful – especially talking about boundaries with family members and direct debits. ”

“ I found it helpful – especially talking about lending money to friends and who to trust. I had a friend about four years ago who took my bank card from me and started using it and ran up debts. ”

Case Study: Falling through the gaps

Alan has a learning disability and lives in 24-hour supported housing. He was referred to us by a Your Voice Counts advocate who noticed Alan was in financial hardship, receiving only £104 per month in benefits. Alan has a significant learning disability, lives in housing for people with high support needs and is clearly unable to work but had received no support to apply for Universal Credit since moving in a number of years ago. As soon as he was referred to us, we arranged a Universal Credit application and secured Limited Capability for Work-Related Activity without the need for assessment. Within six weeks, Alan's income rose to £913 per month, giving him the security, stability and financial support he was entitled to.

Developing skills, confidence and connections

Drop-in sessions

Our popular weekly drop-in sessions in Boldon, Gateshead and Jarrow are a key part of our community-based offer for people with a learning disability and autistic people.

The sessions provide opportunities for people to connect, develop friendships and take part in activities while also providing a space where our community connectors and peer support workers can engage with people around the How Am I Doing framework, identify issues and plan how further support can be accessed.

The sessions are informal to provide a relaxed and safe space for people to develop relationships with their peers and our staff but we also include structured activities so people can learn new skills and access information and services relevant to them.



The Your Voice Counts Oscars



During this year's Learning Disability Week we organised the first ever YVC Oscars to recognise the contribution people we support have made to challenging stigma and stereotypes around learning disabilities and autism.

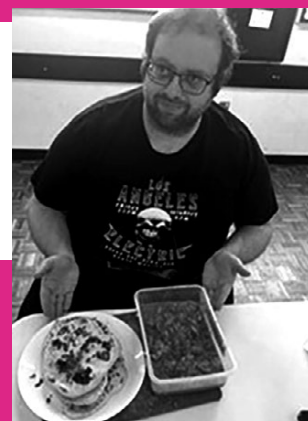
We presented people who had featured in our awareness-raising films with a YVC Oscar and celebrated our achievements as a group.



Cooking with Confidence

With funding from Persimmons Homes, Heart Research UK and the Oliver Ford Foundation, our Cooking with Confidence programme has continued to be popular this year. We run fortnightly sessions which are supported by a community connector and designed to help people develop skills and confidence to cook healthy meals independently.

Scott was referred to the Health and Wellbeing Facilitator team for support with his mental health and weight management. He wanted to become more active so we worked with Scott to make a plan for going back to the gym. We also introduced Scott to Cooking with Confidence – he had basic cooking skills and wasn't sure about taking part but with support he came along and has become a regular participant. His social skills have grown, he has developed friendships and is now much more confident about cooking healthy meals for himself.



43
Cooking with
Confidence
participants

ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

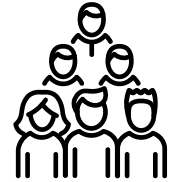
The YVC Young People's Club

Young autistic people and people with learning disabilities can be at an increased risk of loneliness and social isolation so our young people's club, supported by the Morrisons Foundation, provides opportunities for young people to get together and build their skills and confidence.



The group meets every other week, supported by our community connectors and health and wellbeing facilitators.

During the sessions, we have access to a sports hall where the young people play games and football. We also invite guest speakers and have enjoyed hearing from the North East Autism Society, Foundation of Light and Northumbria Police this year.



Ten pin bowling and pizza nights continue to be popular but this year we also supported the group to go nightclubbing in Newcastle which for many was the first time they had experienced such an environment. It was a huge success which we hope to repeat in the coming year.

17 people aged 18 to 25 in our young people's group

Case study: Liam

Liam attended his first session with his dad for support. He sometimes struggled to leave the house due to anxiety but was keen to make new friends and become more independent. Liam soon became one of our group regulars, developing friendships with other members and taking part in special events and activities. Since joining the group, Liam has told us that his mental health has improved, he feels less isolated and is more confident. He now volunteers at Tailored Leisure, Kayaks and the Queen Elizabeth Hospital when he is not at college and is spending more time out of the house.



Know Your Neighbourhood

Funded by the South Tyneside Know Your Neighbourhood Fund at Community Foundation Tyne & Wear and Northumberland, this project helped people develop their skills and confidence around how to plan and take part in social activities with peers.

Volunteers were at the heart of Know Your Neighbourhood, with people with learning disabilities and autistic people supported to take a proactive role in organising activities and running special interest groups such as our photography club, cinema group and women's wellbeing group.

Twenty-one people who had been identified as at risk of loneliness took part, with six going on to become lived experienced volunteers (read more on page 21).

100% of participants reported that the sessions had helped to increase their understanding of different ways to manage their wellbeing, improving their quality of life, emotional wellbeing, mental health and confidence.





Community Voice

Our Community Voice project was funded by the National Lottery Community Fund and delivered in partnership with Sense-Ability Matters and Bliss-Ability.

The project was aimed at people who have learning disabilities, autistic people and people who are at risk of exclusion due to disability, sight loss or who are Deaf or hard of hearing. Over the year, we organised regular sessions to give people the chance to develop supportive friendships while learning new skills and accessing information and guidance from partner organisations.

Sessions were varied and designed to respond to specific issues and concerns relevant to the group, including grief awareness, communication skills and online safety. Special Black History Month and voting awareness sessions were also popular.

This year we also established a Trans Support Group to provide a safe space for the trans people we support, which included social and wellbeing activities as well as support around reporting hate crime which included a visit from a Community Engagement Police Officer who provided advice and reassurance around making a report.

"I enjoyed the session it stopped me from feeling sad."

"It was good doing different things it was nice thinking about the things that make me happy."

Well Connected

Funded by the National Lottery Community Fund, this is a partnership with ACTS, Age UK Gateshead and Sense-Ability Matters that is designed to help the people we work with in Gateshead and South Tyneside use technology to reduce social isolation and manage their day to day lives more effectively.

Well Connected provides personalised support to help people overcome the specific challenges they face and achieve goals that matter to them. This includes learning how to set up and use email and online calendars, gaining confidence to join video calls and online meetings and using the internet to stay in touch with friends and family. We have also provided support to help people learn about online shopping, how to access training and learning resources and digital tools to take part in hobbies and activities that boost skills, confidence and wellbeing.



Stephen joined the Your Voice Counts photography group and was keen to learn how to share the pictures he takes. With our support, he learned how to take and share photos digitally, going on to become the official photographer for South Tyneside Libraries during Learning Disability Week which had a huge impact on him:

"I was well over the moon. I felt emotional when they gave me the official photographer badge."

Stephen now regularly photographs our group activities for use on our website and social media channels.

ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

The power of lived experience

Coaching health and social care colleagues in South Tyneside

During International Coaching Week we attended the Yes We Can 'Coaching... Making a Difference' conference in Newcastle to talk about our coaching project that trains people with lived experience of learning disability and autism to be coaches for people working in the health and social care sector in South Tyneside.

The project is funded by the North East and North Cumbria Integrated Care Board in South Tyneside and directly supports South Tyneside's Learning Disability Alliance strategy that ensures the voices and views of people with a learning disability are at the centre of how services are planned and delivered in the area.

We have provided training to six coaches who now offer coaching sessions to help professionals from different health, housing and social work roles to find their own solutions to particular goals they've identified in their working practice.



6 Lived Experience Coaches



Lindsay Henderson, Shaun Armour and Lucie Henderson presenting at 'Coaching... Making a Difference'



"The Changemakers meeting is important because it has a focus on long-lasting changes to improve the accessibility of the organisation." **Ricky, Trainer and Coach**

Working in the Communities team with lived experience

We're very proud and vocal about the fact that a significant proportion of our workforce has lived experience of learning disabilities and autism – currently there are 15 people on our staff team working across 23 roles that we created specifically for people with lived experience.

Supporting people into paid employment with us is one of the most valuable ways of ensuring our services truly meet the needs of the communities we want to support. We've increased the number of lived experience roles over the years (from only 7 in 2019) and with that have taken time and effort to develop our processes around how we recruit, onboard and support these colleagues in their positions.

This year we established our Changemakers group which is a space for our lived experience colleagues to meet to share their insights and suggestions about how we can help them to fulfil their potential.

Roles for colleagues with lived experience

1	8	4	4	2	1	3
Commissioning Officer	Peer Support Workers	Project Workers	Quality Checkers	Care and Treatment Review Experts by Experience	Financial Health Support Worker	Travel Champions

Equal People

Our Equal People self-advocacy groups meet in Gateshead and South Tyneside every month to discuss improvements to local health and social care services. Representatives from local organisations also attend to present service design proposals and get feedback and insight from members of the groups. The Equal People groups also offer advice about how to make service resources accessible and can provide Easy Read resources on request. This year, the groups supported:

- Health Watch South Tyneside and their research into women's health care
- North East Ambulance Service's survey about issues people with a learning disability and autistic people face

- Hate Crime Awareness Week with a visit from a Northumbria Police Officer to discuss hate crime, crime on public transport and home safety at night
- A session with a local church minister about grief awareness and how to provide accessible information
- A Your Voice Counts funding bid by providing insight to include in a National Lottery Community Fund submission.



Chloe, Equal People Peer Support Worker

23 Equal People members



Gateshead:
10 people



South Tyneside:
13 people

ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE



Self-advocacy highlights



We support the Speaking Up Together self-advocacy group which connects and empowers people to share their views and speak up for what they want and need. Here the group shares their highlights from this year.

Access: Newcastle Cathedral

The focus of our work this year has been our Heritage Lottery funded project 'Access: Newcastle Cathedral'. As part of this project group members planned and delivered an accessible history course based around the cathedral. Sessions were planned with people with learning disabilities in mind.



During each session we would focus on an interesting feature of the cathedral and look at its history (the Vampire Rabbit was a favourite!). We also enjoyed craft activities relating to what we found, for example making glass coasters inspired by the stained-glass windows we had seen. This work features on the cathedral's website and blogs from group members.

There was an exhibition about Speaking Up Together held at the cathedral. We also planned and delivered guided tours of the building with members of the group taking turns to be tour guides.

Be Cancer Aware

Speaking Up Together have continued our involvement in this project. We welcomed two new trainers, Jodie McCarthy and Victoria Thirkell, who now join Derek Peters as peer educators.



The training is designed by and for people with learning disabilities and focuses on recognising the early signs and symptoms of cancer, the importance of going to your GP and of attending your screenings.

This year we have delivered this training to tenants at Danesfield, members of the Your Voice Counts Health and Wellbeing Group and the Ability Sports and Social Group.

Policies

This year our board have spent some time developing an accessible volunteer policy as well as a safeguarding policy.

We designed our own accessible training around safeguarding which all of our board members have completed and which we delivered to volunteers from Your Voice Counts too.



Charitable status

We are waiting to hear back from the Charity Commission about our application for charitable status. Watch this space for updates.



Plans for the coming year

We have just been awarded a grant from English Heritage Community Connections for a project around Bessie Surtees House in Newcastle. The focus of this will be bringing to life the history of the house for people with learning disabilities, autistic people and people who cannot physically access all areas of the house.



Find out more

If you're interested in finding out more or joining Speaking Up Together please email joanne.speakinguptogether@gmail.com or visit www.facebook.com/speakinguptogether.

ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

Advocacy in action



This year we supported over 3,150 people across our advocacy services. From safeguarding concerns to support during big life decisions, we made sure that people's rights, voices and choices were at the heart of every conversation.

	2023/2024	2024/2025	Growth
New referrals	1,842	1,922	Up 4.3%
Total cases	2,623	3,152	Up 20.2%

Our advocacy services

- Independent Mental Capacity Advocacy (IMCA)
- Independent Mental Health Act Advocacy (IMHA)
- Care Act Advocacy
- Relevant Person's Representative (RPR)
- NHS Independent Complaints Advocacy
- Community/general advocacy

We received referrals from families, community teams, hospitals and the voluntary sector as well as self-referrals from people who reached out for support themselves.

Statutory advocacy referrals received this year

- Independent Mental Capacity Advocacy (IMCA): **513**
- Independent Mental Health Act Advocacy (IMHA): **503**
- Relevant Persons Representative Service (RPR): **1552**
- Care Act Advocacy: **339**

How we spent our time

Advocacy is about being there when people need a voice - and this year, that meant showing up in all kinds of ways. From listening, explaining rights and preparing for meetings, to following up with professionals, our advocates dedicated thousands of hours to making sure people were heard.



28,804 hours in total providing advocacy services which included:
(up 27.8% from 2023/2024)



20,985 miles travelled

to meet people where they were, including in their homes, care settings and community spaces



4,400 IMCA hours

supporting people who lacked capacity during life-changing decisions



3,480 Care Act hours

supporting people to be involved in needs assessments, care planning and safeguarding enquiries



13,000 RPR hours

spent visiting, listening and representing people deprived of their liberty under DoLS



3,530 IMHA hours

helping people understand and exercise their rights under the Mental Health Act

Meeting people where they feel safe










Sarah, a young adult with a learning disability, was facing the challenges of a child protection process.

She struggled with formal meetings, finding them overwhelming and difficult to navigate. Recognising this, her advocate collaborated with the Communities team, who run regular drop-in sessions that Sarah had attended before and felt comfortable in.

By working together, the advocate and Communities team created a supportive, familiar environment where Sarah felt safe and empowered to express her concerns. This joint approach ensured that Sarah's needs were met in a person-centred way, highlighting how integrated working between teams can provide more effective, compassionate support for individuals going through challenging circumstances.

Meeting people at critical moments

Our IMCA and Care Act advocates were involved in over 170 safeguarding cases, helping people understand what was happening and speak up during complex, often distressing processes. We also worked with professionals to help them better understand people's wishes and best interests.

 <p>Over 40 IMCA reviews of care</p>	 <p>Almost 160 changes of accommodation</p>	 <p>Over 90 serious medical treatment decisions</p>	 <p>More than 70 IMCA safeguarding cases</p>	 <p>Over 70 Care Act needs assessments</p>
 <p>More than 50 care and support plan preparations</p>	 <p>Almost 100 safeguarding enquiries (Care Act)</p>	 <p>Nearly 150 DoLS IMCA referrals</p>	 <p>Over 1,550 people supported via paid Relevant Person's Representatives (RPRs)</p>	

Expanding our NHS Independent Complaints Advocacy Service into Newcastle

In October, we became the statutory provider of NHS Complaints Advocacy services in Newcastle as well as continuing to deliver the service in Gateshead.

This is a vital service that helps people navigate the NHS complaints process and the expansion into Newcastle was a highlight of our year as we work to grow our reach across the region.



Spotlight on volunteers

This year, we welcomed new volunteers and interns into our advocacy teams. One intern, studying health and social care, joined us in Newcastle and quickly made a difference by helping advocates prepare visit packs, follow up referrals and sit in on meetings where appropriate. With support and supervision, they began to develop the skills and confidence needed for a future in person-centred work.

"I didn't realise how powerful advocacy could be until I saw it for myself. Just listening and taking someone seriously can change everything for them."

Through their involvement, the volunteer also helped us improve how we explain advocacy to people who've never used it before. They've helped shape how we communicate — not just with those we support, but across teams and services.



Volunteers were also placed in local care homes where they visited residents in between formal advocacy visits. This provided support to our advocates while also providing extra opportunities for concerns to be raised or noticed.

"Thank you, the residents have all thoroughly enjoyed time with the volunteers, time reminiscing and chatting about their lives has had a positive effect. It's just so nice for them to tell their stories to other people not just the staff."

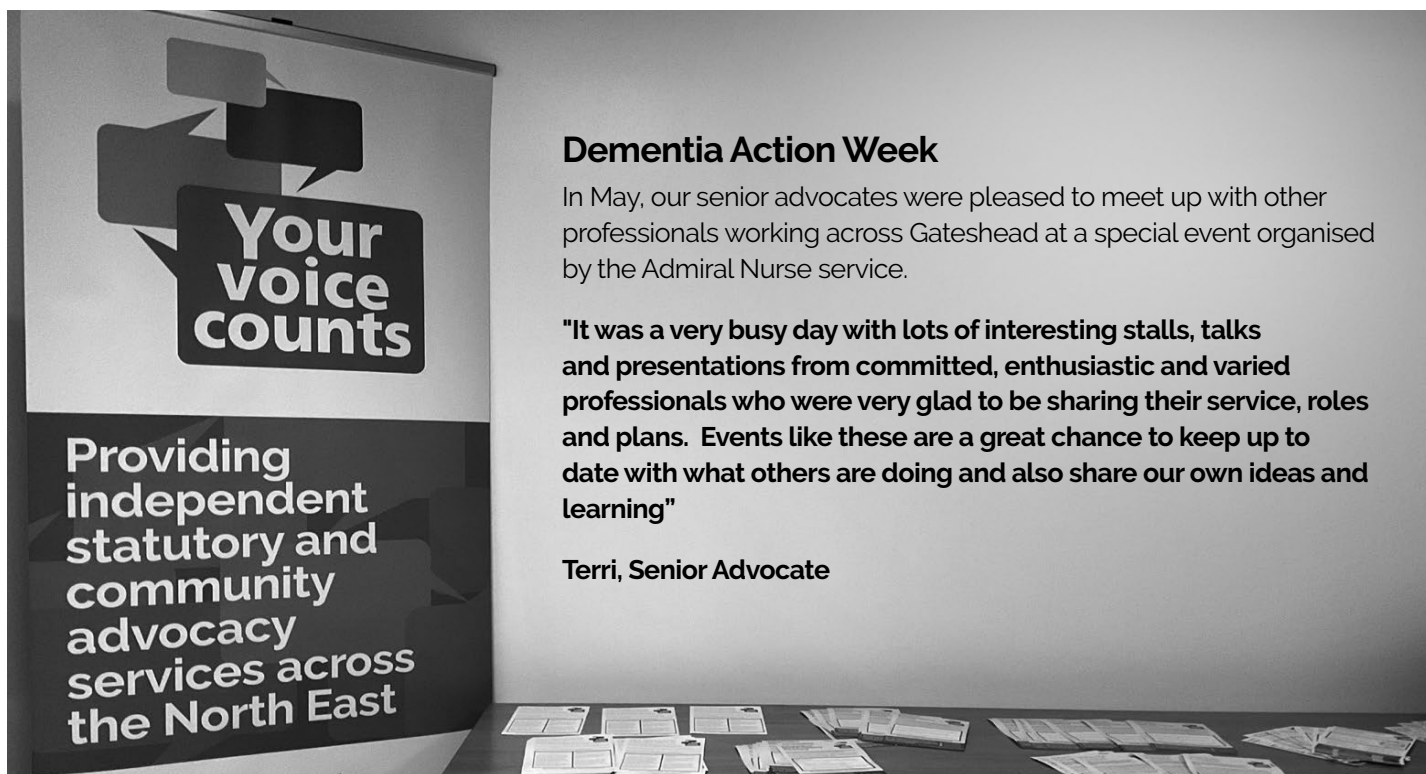
Care home manager

Activities, achievements and performance

Raising standards, sharing voices

This year, we've continued to raise awareness of advocacy through:

- Presentations to our local Safeguarding Adults Boards, provider forums and nursing/residential care groups
- Publishing our new 'Advocacy in 7 Minutes' guides
- Joining ADASS North East Curators of Change sessions
- Contributing to a University of Sunderland research project on safety in later life
- Growing our volunteer programme and co-production Facebook group
- Attending conferences and events such as the Revival recovery conference
- Taking part in national campaigns including Advocacy Awareness Week, Dementia Action Week, International Day of Older People, Sign Language Week and Learning Disability Week
- Raising the profile of our advocates and sharing information about the work they do (including our popular 'My day as an advocate' video).



Dementia Action Week

In May, our senior advocates were pleased to meet up with other professionals working across Gateshead at a special event organised by the Admiral Nurse service.

"It was a very busy day with lots of interesting stalls, talks and presentations from committed, enthusiastic and varied professionals who were very glad to be sharing their service, roles and plans. Events like these are a great chance to keep up to date with what others are doing and also share our own ideas and learning"

Terri, Senior Advocate

Standing strong in child protection - Voice for Families

Julia, one of our specialist advocates, supported a parent during child protection proceedings. The process had been overwhelming:

"They didn't understand I was autistic... Julia explained it. She checks if I'm understanding, and she asks if I need a break."

By explaining things clearly, helping professionals slow down and listen, and supporting the parent to have their voice heard, Julia helped create space for better

understanding. As well as support at meetings, Julia helped the parent understand written reports, prepare questions, and think about next steps. The parent was also supported to build confidence outside of child protection — connecting with others, attending drop-ins, and getting help with their diabetes.

This case shows that advocacy is about more than just formal meetings — it's about standing alongside someone and helping them stay strong through the most difficult moments.

ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

Operations, Finance and Business Development key achievements

Our team of operations, finance and business development colleagues works behind the scenes to keep everything running smoothly and ensure we have the people and processes we need to be successful.

Our People

Nikki Terry joined us this year as our Head of HR, a role we created to lead on the development of our organisational culture, leadership and people policies. Over the year, Nikki has been busy reviewing our policies and processes and identifying areas we can develop to ensure we continue to be an accessible and inclusive employer of choice.



Nikki Terry



Looking Ahead Together

Looking Ahead Together was the theme of our all staff away day which we held in February following feedback that colleagues wanted more opportunities to meet as a whole staff team. During the session, we wanted to reflect on the last five years and work together to develop our new business strategy that will guide the next five years of our work.

It was a fantastic day where we shared key achievements from each service area, including our individual, team and organisational accomplishments as well as 'wow' moments that stood out as giving us job satisfaction and making us proud.

During the day, the Senior Team introduced our new five year goals that underpin our new business strategy and the key actions we will focus on during the year ahead. We worked together to identify opportunities and challenges that we may face and explore solutions that will help us achieve our goals. (Read more about our new strategy on page 9.)

Some of our WOW moments

Completing the ICB peer research project	The YVC Oscars	Celebrating together at Christmas	Seeing NDTI highlight our advocacy work
Getting out of my comfort zone	Making a difference to a safeguarding case	Launching Oliver's Training	Seeing the people we support achieve their own goals



In November we arranged a session with Be Magnificent CIC. Colleagues from different teams took part to understand more about different learning styles and how we can apply this insight to working with each other and the people we support.

“It was a very informative session, and we all took a lot away from it.”

Ady, Senior Community Connector

Board and Governance

After a very successful recruitment round earlier in the year, we were pleased to welcome new trustees Kirsty Ann McNally, Carl Newbrook and Shona Crooks who have further diversified and strengthened the skills of the Board. This year we have also been succession planning for the departure of our long-standing Co-Chairs who will step down next year. While we are sad that it is time to say goodbye to two trustees who have been involved with the organisation for so long and given so much, we also recognise the fresh opportunities that new leadership will bring next year.

Operations

Ensuring our office spaces meet the evolving needs of our staff and services is a key priority for us so this year we reviewed our current office arrangements and explored alternative options to better support our work. In February, we were pleased to open a new base at Regent Centre in Newcastle which provides us with a centrally located and accessible space for the delivery of our advocacy service in the city.

We have also been seeking a new location for our head office and are pleased we have been able to secure space at John Haswell House in Gateshead. This is a well-established hub for voluntary organisations and we look forward to relocating there in the coming year.



Co-Production

Our Co-Production team has become established this year, building strong relationships with key partners and connecting with organisations that support our efforts to engage people who use services. While we've attended a range of meetings and events, we've also been trialling other co-production channels, such as launching our YVC Advocacy Chat Facebook group to provide an online space for people to share their insights, experiences and ideas.

Oliver McGowan Mandatory Training

We have continued to work with our partners in Good Life Collaborative to roll out Oliver's Training across the region and have been developing capacity to do this at scale by recruiting and supporting Expert Trainers to co-deliver sessions to local health and social care staff. We have been promoting our Tier 1 and Tier 2 modules as well as offering Tier 2 taster sessions to raise awareness of our training offer.

Volunteering

Our Volunteer Coordinator Ann supported 38 volunteers, including 18 new volunteers who were recruited throughout the year.



17 volunteers
with lived experience



21 volunteers
volunteers without
lived experience



403.5 hours
of volunteering

Many of our lived experience volunteers move into volunteering with us after engaging with our Communities service. To recruit other volunteers, we advertise using our website and social media, via partners and through promoting our opportunities at volunteer and recruitment fairs and networking events across the region.



Developing our volunteers, Red Cross Everyday First Aid training

The impact of our volunteers

Our volunteers have a huge impact on our organisation. They support us in a range of roles, from directly working with people in our sessions for people with a learning disability and autistic people, to providing back office admin support, to carrying out internships and placements within our advocacy team.

This year we recognised the contribution our volunteers make and thanked them through special celebration events to mark International Volunteer Day and Volunteers Week.

We provide training and support to enable volunteers to fulfil their roles and to help them meet their own volunteer and career goals. Our Volunteer Coordinator Ann provides a range of training as well as organising external providers where needed.



Case study: Know Your Neighbourhood

Our Know Your Neighbourhood project tackled social isolation by helping people with a learning disability and autistic people to develop their skills, confidence and social networks. Six volunteers with lived experience were at the heart of the project, who were supported by two other volunteers to organise and run social activities for people with a learning disability and autistic people.

Jodie volunteered with our Know Your Neighbourhood project, supporting her peers to take part in groups including our photography club and diabetes support sessions. Jodie has a learning disability and a hearing impairment and is passionate about teaching British Sign Language and helping others to join in and feel supported.

"I think volunteering has helped me become more confident to speak in a larger crowd. It gives other people confidence to volunteer because if they see me then they think they can do it too. I want to help people with their confidence."

Jodie has gone on to secure paid employment with Your Voice Counts as a trainer and member of our Care and Treatment Review panel.



Volunteer Coordinator Ann Henderson with Jodie

Our year in numbers

Communities:

168

people supported
in total



159

financial wellbeing
interventions

232

health
interventions



Advocacy:

3,152

cases open



28,804

hours spent
providing
advocacy



20,985

miles travelled delivering
services

Community fundraising :

£1,571

8

Great North Run entrants





Our team:



23

roles for people with
lived experience

18

new volunteers
recruited

403.5

hours of
volunteering

Our finances:



£1,769,164

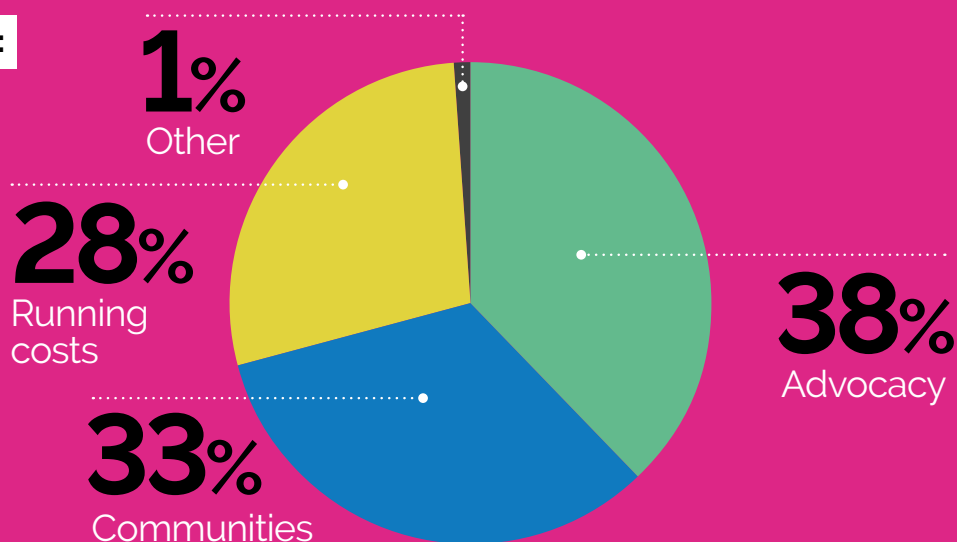
Income



£1,734,834

Expenditure

How we spent it:



REVIEW OF FINANCIAL POSITION

Your Voice Counts aims to maintain a robust financial position in the face of continuing economic uncertainty in order to continue delivering much needed services to the people we support.

The charity receives most 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 continue to benefit from contract and services income and from the generosity of grant funders, allowing us to continue to grow our income despite the challenging economic environment: **£1,769,164 (2024 £1,489,712)**.

We are extremely grateful to our existing funders, including Henry Smith Foundation and The Lottery & Access to Justice Foundation, and our new funders who have supported us this year: the Motability Foundation, Karbon Homes Community Investment Fund, and Catherine Cookson Charitable Trust.

We have continued to control our costs and are reporting expenditure of **£1,734,834 (2024 £1,628,781)**. Trustees continue to monitor financial controls, performance and stewardship via a bi-monthly Finance and Governance Committee. Review of business development remains a standing agenda item and we have continued to invest in our Business Development function in order to meet the challenges that lie ahead.

This year we are reporting an in-year surplus of £34,330 (2024 deficit: £139,069). This leaves us with overall reserves of £609,565 (2024: £575,235). Trustees take a forward-looking and proactive approach to financial management and so have again taken the decision to designate funds this year. These funds are for projects we are undertaking over the next year to improve the infrastructure and capacity of the organisation for the benefit of our clients. Many of the infrastructure improvement projects of the last few years have now come to a successful end so we are designating fewer funds this year. This has led to an increase in free reserves.

The areas we are investing in are:



We hold between three and six months necessary operating expenses as a minimum reserve. Based on the accounts for the year to 31 March 2025, three months would equate to £254,039 and six months to £508,078. Our free reserves (unrestricted funds not invested in tangible fixed assets) stand at £278,081 (2024: £277,747). Our reserves policy is reviewed annually by the Finance Committee.

FUNDRAISING ACTIVITY



Your Voice Counts takes a proactive and structured approach to fundraising and complies with 'Charity fundraising: a guide to trustee duties (CC20)'. A fundraising strategy is in place and is updated each year and reviewed by Trustees. A donations policy is also in place. These were developed using Charity Commission, Fundraising Regulator and Institute of Fundraising guidance.

Your Voice Counts undertakes minimal public fundraising as most of our funding comes from statutory sources and grant funders. The charity does not use a professional fundraiser. The charity has a Business Development function which is managed by the Head of Finance. Fundraising is a standing agenda item on the Finance and Governance Committee and this sub-committee of the Board scrutinises all fundraising activity.

The charity regularly seeks input and advice from Lived Experience Trustees and Learned Experience Trustees on the impacts of all its activities, including fundraising, on vulnerable people and no issues with its fundraising activity have been raised.

This year, a two-year grant from the Motability Foundation has enabled us to lead on developing a Travel with Confidence programme in partnership with five other North-East organisations. The project addresses a significant gap in support by providing travel training and travel buddy support to help people with learning disabilities develop their skills and confidence in traveling independently.

A total of £1,571 was also raised through our annual Great North Run campaign which saw eight charity runners take part in the race on our behalf this year.

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. 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 new organisational strategy sets out five key actions for the year ahead to focus our work and ensure our day-to-day actions make a real contribution towards achieving the 5-year objectives set out in the strategy.

Our key actions for 2025/2026

1. Invest in and refine our approach to co-production

We want to grow our capacity so that we can develop our co-production approach. We've identified grant funding opportunities that may be able to support us and have submitted bids that, if successful, will enable us to build on our successful Community Voice and Know Your Neighbourhood projects. We'll also be reviewing our organisational structure to ensure our Co-Production Worker team has the right resources and leadership to take this work forward.

We also want to build on our experience and learning from working with the North East North Cumbria Integrated Care Board through the roll out of Oliver McGowan Mandatory Training across the region. As part of the Good Life Collaborative, we'll be working to build capacity by recruiting more people with a learning disability and autistic people into Expert Trainer roles and using our expertise as a lived experience employer to make sure the Trainers have the support they need to be successful.

2. Improve our data capture so that we are intelligence/data led

We want to improve how we collect and use data to inform our decision-making and help us to have a better understanding of our impact. A Data and Reporting Task and Finish Group, chaired by a Board member, will lead this work during the year ahead. We'll also be exploring options for new systems that will manage our people data so we can respond more effectively to emerging needs and trends.

3. Embed a community-led approach across our services with a focus on connecting people and building networks of support.

We want to embed our community-led approach across all of our services. We'll be working with our commissioners to help shape what advocacy contracts should look like in the

future, with a focus on including non-statutory advocacy within contracts. We'll also explore how to use our existing model of community-based services to reach new people who need advocacy support, as well as launching new drop-in groups to expand our offer for people with a learning disability and autistic people.

We also want to build capacity and resilience in communities so people can advocate for themselves so we will work to develop a comprehensive self-help and self-advocacy offer to empower people to speak up for what they want and need.

4. Develop our people and provide them with the tools/skills to be great in their roles.

We are committed to supporting our staff to thrive. With our Head of HR now in post, we plan to develop an internal leadership programme to build the confidence and capabilities of our managers so they can support our teams to be great in their roles. We also plan to review our staff training programme and explore how we can build on our growing team of lived experience trainers to deliver a more comprehensive in-house offer.

5. Improve our messaging.

We want to raise our profile and broaden our reach so that we can influence more effectively on behalf of the people we support. A refreshed Communications and Marketing Strategy, developed with external expertise, will help us clarify our voice, amplify our impact and campaign more actively for change.

We'll also be working more closely with our local Safeguarding Adults Boards and other system leaders to proactively share data, themes and trends in order to positively influence the quality of health and social care services across the region.

Your Voice Counts

TRUSTEES' REPORT

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

FOR THE YEAR ENDED 31 MARCH 2025

Statement of trustees' responsibilities

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

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the entity 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 entity 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 entity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditor

Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

Reappointment of auditor

In accordance with section 485 of the Companies Act 2006, a resolution for the re-appointment of Azets Audit Services as auditors of the charity is to be proposed at the forthcoming Annual General Meeting.

The annual report was approved by the trustees of the charity on 07 October 2025 and signed on its behalf by:



Christina Gates 07 Oct 2025 10:59:10 BST (UTC +1)

.....
C D Gates
Trustee

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF YOUR VOICE COUNTS

Opinion

We have audited the financial statements of Your Voice Counts (the 'entity') for the year ended 31 March 2025 which comprise the statement of financial activities, the statement of financial position, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 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 entity 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 entity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, 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.

Opinions on other matters prescribed by the Companies Act 2006

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

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

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF YOUR VOICE COUNTS

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the entity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; 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 trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the entity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF YOUR VOICE COUNTS

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

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

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

We identified the following applicable laws and regulations as those most likely to have a material impact on the financial statements: Health and Safety; employment law (including the Working Time Directive); and compliance with the UK Companies Act and Charities Act.

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

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

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF YOUR VOICE COUNTS

Simon Brown

Simon Brown 14 Oct 2025 07:35:49 BST (UTC +1)

Simon Brown BA ACA DChA (Senior Statutory Auditor)
for and on behalf of Azets Audit Services

14 October 2025

.....

Chartered Accountants
Statutory Auditor

Bulman House
Regent Centre
Gosforth
Newcastle upon Tyne
NE3 3LS

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

Current financial year

		Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
	Notes				
<u>Income and endowments from:</u>					
Donations and legacies	2	35,939	-	35,939	33,438
Charitable activities	3	1,242,576	479,090	1,721,666	1,446,347
Investments	4	7,752	-	7,752	7,493
Other income	5	3,807	-	3,807	2,434
Total income		1,290,074	479,090	1,769,164	1,489,712
<u>Expenditure on:</u>					
Charitable activities	6	1,405,914	328,920	1,734,834	1,628,781
Net (outgoing)/incoming resources before transfers		(115,840)	150,170	34,330	(139,069)
Gross transfers between funds		114,936	(114,936)	-	-
Net (expenditure)/income for the year/ Net movement in funds		(904)	35,234	34,330	(139,069)
Fund balances at 1 April 2024		278,985	296,250	575,235	714,304
Fund balances at 31 March 2025		278,081	331,484	609,565	575,235

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

All income and expenditure derive from continuing activities.

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

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)


INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

Prior financial year

		Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
	Notes			
<u>Income and endowments from:</u>				
Donations and legacies	2	33,438	-	33,438
Charitable activities	3	1,126,243	320,104	1,446,347
Investments	4	7,493	-	7,493
Other income	5	2,434	-	2,434
Total income		1,169,608	320,104	1,489,712
<u>Expenditure on:</u>				
Charitable activities	6	1,345,786	282,995	1,628,781
Net (outgoing)/incoming resources before transfers		(176,178)	37,109	(139,069)
Gross transfers between funds		177,561	(177,561)	-
Net (expenditure)/income for the year/ Net movement in funds		1,383	(140,452)	(139,069)
Fund balances at 1 April 2023		277,602	436,702	714,304
Fund balances at 31 March 2024		278,985	296,250	575,235

The financial statements on pages 31 to 45 were approved by the trustees, and authorised for issue on 13 October 2025 signed on their behalf by:


 Matt Ife 13 Oct 2025 11:36:00 BST (UTC +1)

 M Ife
 Trustee

STATEMENT OF FINANCIAL POSITION

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	11		-		1,238
Current assets					
Debtors	12	134,148		96,109	
Investments	13	81,175		80,699	
Cash at bank and in hand		657,984		461,119	
		<u>873,307</u>		<u>637,927</u>	
Creditors: amounts falling due within one year	14	<u>(263,742)</u>		<u>(63,930)</u>	
Net current assets			609,565		573,997
Total assets less current liabilities			<u>609,565</u>		<u>575,235</u>
Income funds					
Restricted funds	16		331,484		296,250
<u>Unrestricted funds</u>					
Designated funds	17	23,792		98,123	
General unrestricted funds		<u>254,289</u>		<u>180,862</u>	
			<u>278,081</u>		<u>278,985</u>
			<u>609,565</u>		<u>575,235</u>

The financial statements were approved by the Trustees on 13 October 2025


 Matt Ife 13 Oct 2025 11:36:00 BST (UTC +1)

M Ife
 Trustee

Company registration number 06654142

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	22		189,589		(43,782)
Investing activities					
Current asset investment income		(476)		(473)	
Investment income received		7,752		7,493	
Net cash generated from investing activities			7,276		7,020
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			196,865		(36,762)
Cash and cash equivalents at beginning of year			461,119		497,881
Cash and cash equivalents at end of year			657,984		461,119

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Your Voice Counts is a private company limited by guarantee incorporated in England and Wales. The registered office is John Haswell House, 8-9 Gladstone Terrace, Gateshead, Tyne and Wear, NE8 4DY, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the entity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The entity is a Public Benefit Entity as defined by FRS 102.

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

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

1.2 Going concern

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

1.3 Charitable funds

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

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

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

1.4 Income

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

Cash donations are recognised on receipt. Other donations are recognised once the entity has been notified of the donation, unless performance conditions require deferral of the amount.

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

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Investment income is recognised when it becomes due.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

1.6 Tangible fixed assets

Tangible fixed assets costing £2,000 or more are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

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

Fixtures and fittings	25% reducing balance
Computers	33% straight line

1.7 Impairment of fixed assets

At each reporting end date, the entity 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).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less.

1.9 Financial instruments

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

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

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Basic financial assets

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

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

1.10 Employee benefits

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

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

1.11 Retirement benefits

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

1.12 Leases

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

1.13 Agency accounting

The charity acts as an agent in distributing funds to partners under the Mobility Foundation programme. Payments received and subsequently disbursed to partners are excluded from the Statement of Financial Activities as the charity does not have control over the charitable application of the funds.

2 Donations and legacies

	Unrestricted funds general 2025 £	Unrestricted funds general 2024 £
Donations and gifts	35,939	33,438

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

3 Charitable activities

	Advocacy	Grants	Total 2025	Advocacy	Grants	Total 2024
	2025	2025		2024	2024	
	£	£	£	£	£	£
Advocacy and Grants	1,323,540	398,126	1,721,666	1,127,726	318,621	1,446,347
Analysis by fund						
Unrestricted funds - general	844,450	398,126	1,242,576	1,090,110	36,133	1,126,243
Restricted funds	479,090	-	479,090	37,616	282,488	320,104
	1,323,540	398,126	1,721,666	1,127,726	318,621	1,446,347

4 Investments

	Unrestricted funds general 2025 £	Unrestricted funds general 2024 £
Interest receivable on bank deposits	7,752	7,493

5 Other income

	Unrestricted funds general 2025 £	Unrestricted funds general 2024 £
Other income	3,807	2,434

Other income relates to reimbursed expenses.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

6 Charitable activities

	Activity undertaken directly 2025 £	Activity support costs 2025 £	Total 2025 £	Activity undertaken directly 2024 £	Activity support costs 2024 £	Total 2024 £
Staff costs	1,211,904	-	1,211,904	1,082,283	-	1,082,283
Depreciation and impairment	1,238	-	1,238	413	-	413
Telephone and internet	11,125	-	11,125	12,783	-	12,783
Training costs	3,558	-	3,558	9,862	-	9,862
Room hire	12,668	-	12,668	8,657	-	8,657
Travelling expenses	16,720	-	16,720	16,847	-	16,847
Other costs	44,708	-	44,708	45,573	-	45,573
	<u>1,301,921</u>	<u>-</u>	<u>1,301,921</u>	<u>1,176,418</u>	<u>-</u>	<u>1,176,418</u>
Share of support costs (see note 7)	-	420,613	420,613	-	440,963	440,963
Share of governance costs (see note 7)	-	12,300	12,300	-	11,400	11,400
	<u>1,301,921</u>	<u>432,913</u>	<u>1,734,834</u>	<u>1,176,418</u>	<u>452,363</u>	<u>1,628,781</u>
Analysis by fund						
Unrestricted funds - general	973,001	432,913	1,405,914	893,423	452,363	1,345,786
Restricted funds	328,920	-	328,920	282,995	-	282,995
	<u>1,301,921</u>	<u>432,913</u>	<u>1,734,834</u>	<u>1,176,418</u>	<u>452,363</u>	<u>1,628,781</u>

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

7 Support costs

	Support costs £	Governance costs £	2025 £	Support costs £	Governance costs £	2024 £
Staff costs	294,644	-	294,644	295,480	-	295,480
Premises costs	23,975	-	23,975	26,098	-	26,098
Insurances	8,948	-	8,948	6,174	-	6,174
Death in service insurance	3,099	-	3,099	7,351	-	7,351
Light and heat	-	-	-	11,649	-	11,649
Telephone and internet	10,192	-	10,192	10,594	-	10,594
Legal and professional fees	5,667	-	5,667	13,098	-	13,098
Room hire	7,857	-	7,857	7,708	-	7,708
Travelling expenses	3,109	-	3,109	6,854	-	6,854
Accountancy/audit fees	-	12,300	12,300	-	11,400	11,400
Other costs	63,122	-	63,122	55,957	-	55,957
	<u>420,613</u>	<u>12,300</u>	<u>432,913</u>	<u>440,963</u>	<u>11,400</u>	<u>452,363</u>
Analysed between Charitable activities	<u>420,613</u>	<u>12,300</u>	<u>432,913</u>	<u>440,963</u>	<u>11,400</u>	<u>452,363</u>

Governance costs includes payments to the auditors of £10,250 (2024 - £9,500) for audit fees.

8 Trustees

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

9 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Management	4	3
Finance	1	1
Advocacy, Communities and Operations	64	61
Total	<u>69</u>	<u>65</u>

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

9 Employees

(Continued)

Employment costs	2025 £	2024 £
Wages and salaries	1,292,943	1,192,268
Social security costs	99,101	92,285
Other pension costs	114,504	93,210
	<u>1,506,548</u>	<u>1,377,763</u>

There were no employees whose annual remuneration was more than £60,000.

10 Taxation

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

11 Tangible fixed assets

	Fixtures and fittings £	Computers £	Total £
Cost			
At 1 April 2024	7,879	21,930	29,809
At 31 March 2025	<u>7,879</u>	<u>21,930</u>	<u>29,809</u>
Depreciation and impairment			
At 1 April 2024	6,641	21,930	28,571
Depreciation charged in the year	1,238	-	1,238
At 31 March 2025	<u>7,879</u>	<u>21,930</u>	<u>29,809</u>
Carrying amount			
At 31 March 2025	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2024	<u>1,238</u>	<u>-</u>	<u>1,238</u>

12 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Trade debtors	132,263	88,415
Other debtors	950	951
Prepayments and accrued income	935	6,743
	<u>134,148</u>	<u>96,109</u>

YOUR VOICE COUNTS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

13 Current asset investments

	2025 £	2024 £
Short term deposits	81,175	80,699

14 Creditors: amounts falling due within one year

	2025 £	2024 £
Other taxation and social security	24,181	25,254
Trade creditors	217,808	17,823
Accruals and deferred income	21,753	20,853
	263,742	63,930

15 Retirement benefit schemes

Defined contribution schemes

The entity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the entity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £114,504 (2024 - £93,210).

Contributions totalling £6,439 (2024: £5,673) were payable to the scheme at the end of the year and are included in creditors.

YOUR VOICE COUNTS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

16 Restricted funds

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

	Balance at 1 April 2023 £	Movement in funds			Balance at 1 April 2024 £	Movement in funds			Transfers £	Balance 31 March 2024 £
		Incoming resources £	Resources expended £	Transfers £		Incoming resources £	Resources expended £	Transfers £		
Operations	534	80,000	-	(534)	80,000	80,000	(61,984)	(18,000)		80,0
Community	368,011	202,488	(273,392)	(149,768)	147,339	362,881	(251,997)	(78,219)		180,0
Advocacy	68,157	37,616	(9,603)	(27,259)	68,911	36,209	(14,939)	(18,717)		71,4
	436,702	320,104	(282,995)	(177,561)	296,250	479,090	(328,920)	(114,936)		331,4

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 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.

Transfers in the year have been reflected when all terms and conditions of restricted funding have been met.

YOUR VOICE COUNTS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

17 Designated funds

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

	Balance at 1 April 2023 £	Resources expended £	Transfers £	Balance at 1 April 2024 £	Movement in funds			Balance 31 March 2024 £
					Incoming resources £	Resources expended £	Transfers £	
Business development	23,554	(23,554)	23,554	23,554	-	(20,579)	-	2,9
Marketing and communications	9,100	(9,100)	10,000	10,000	1,500	(11,500)	5,000	5,0
Co-production	28,894	(5,518)	-	23,376	-	(18,793)	-	4,5
Admin development	22,781	(22,781)	-	-	-	-	-	-
Volunteer Coordinator	14,824	(14,824)	14,824	14,824	-	(12,755)	-	2,0
Company secretary	14,400	(1,856)	1,856	14,400	-	(9,446)	-	4,9
HR Manager	11,969	-	-	11,969	-	(7,758)	-	4,2
	125,522	(77,633)	50,234	98,123	1,500	(80,831)	5,000	23,7

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

18 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Fund balances at 31 March 2025 are represented by:						
Tangible assets	-	-	-	1,238	-	1,238
Current assets/(liabilities)	278,081	331,484	609,565	277,747	296,250	573,997
	<u>278,081</u>	<u>331,484</u>	<u>609,565</u>	<u>278,985</u>	<u>296,250</u>	<u>575,235</u>

Included in unrestricted funds balance above is £23,792 (2024 - £98,123) relating to designated funds.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

19 Operating lease commitments

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

	2025 £	2024 £
Within one year	5,520	5,520
Between two and five years	1,422	6,942
	<u>6,942</u>	<u>12,462</u>

20 Agency arrangements

The charity distributed funds to partners under the Mobility Foundation programme in 2025. In the accounting period ending 31 March 2025, the charity received £381,215 and disbursed £314,582. The charity is entitled to the balance of £66,633 relating to their share of the agreement.

21 Related party transactions

There were no disclosable related party transactions during the year (2024 - none) other than a payment to trustee J Fielding for training services provided totalling £57.

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2025 £	2024 £
Aggregate compensation	<u>62,476</u>	<u>63,314</u>

22 Cash generated from operations

	2025 £	2024 £
Surplus/(deficit) for the year	34,330	(139,069)
Adjustments for:		
Investment income recognised in statement of financial activities	(7,752)	(7,493)
Depreciation and impairment of tangible fixed assets	1,238	413
Movements in working capital:		
(Increase)/decrease in debtors	(38,039)	98,141
Increase in creditors	199,812	4,226
Cash generated from/(absorbed by) operations	<u>189,589</u>	<u>(43,782)</u>

23 Analysis of changes in net funds

The entity had no debt during the year.

Thank you to all of our partners and funders who supported us during 2024/2025.

We are grateful for your support and look forward to more joint-working so we can continue to support the people who need us.

Access to Justice Foundation
Arnold Clark Community Fund
Baily Thomas Charitable Fund
Barbour Foundation
Bernicia Community Fund
Catherine Cookson Charitable Trust
Charities Aid Foundation
Community Foundation Tyne & Wear and Northumberland
Henry Smith Foundation
Karbon Homes Community Investment Fund
Motability Foundation
National Lottery Fund
The Charity of Sir Richard Whittington

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