

USER VOICE

England & Wales · Charity number 1136047

Details

Status Registered

Legal form Charitable company

Company number [06820227](#)

Registered 2010-05-21

Register [View on the Charity Commission register](#)

Contact

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Activities

Objects: ADVANCE EDUCATION FOR THE PUBLIC BENEFIT IN CRIMINAL JUSTICE AND. THEREHABILITATION OF OFFENDERS BY CONDUCTING STUDY AND RESEARCH AND DISSEMINATINGTHE USEFUL RESULTS OF THAT RESEARCH TO THE PUBLIC.('THE OBJECTS).

Activities: To advance education for the public benefit in criminal justice and the rehabilitation of offenders by conducting study and research and disseminating the useful results of that research to the public.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** Education/training, Other Charitable Purposes
- **Who:** Children/young People, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** UNDEFINED. IN PRACTICE, NATIONAL
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£784,033	£943,634	£544,205	21
2024-03-31	£821,586	£881,733	£703,806	18
2023-03-31	£632,816	£930,392	£763,953	17
2022-03-31	£1,687,782	£1,234,846	£1,061,529	34
2021-03-31	£1,201,818	£1,215,181	£608,593	35

Trustees

Name	Role	Appointed
Michael Barnett	Chair	2021-12-10
Andy Woods		2025-05-30
Argentina Hung		2025-05-30
Dunia Shafik		2025-05-30
Matthew Watt		2021-12-10
Nick Wykeman		2024-11-15

Accounts

Company Registration Number: 06820227



**A COMPANY LIMITED BY GUARANTEE
(CHARITY NO. 1136047)**

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

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**A COMPANY LIMITED BY GUARANTEE
(CHARITY NO. 1136047)**

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

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USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2025

Chair and CEO's Review

Welcome to our 2024/5 Annual Report. At User Voice, our vision is a society where the justice system is truly receptive to the views of those impacted by it, is genuinely rehabilitative and focused on tackling the root causes of crime. Justice should heal as much as it punishes, creating safer communities for all.

We remain committed to our role in achieving that vision which centres on our firm belief that meaningful change in the justice system can only be achieved if those with lived experience play a central role in that process. Insights generation from those who utilize services is key to continuous improvement, and the justice system should be no exception.

We achieve this by bringing together people impacted by the system with those who deliver its services to create much needed transformative change. We work with people with convictions to support and develop their confidence, skills and mindsets. They then deliver our programmes to many more people who are impacted by the criminal justice system.

80% of our staff have convictions meaning we've been there – in court, in prison, or on probation – we own our own pasts, so we understand the challenges first hand and use our own lived expertise to inform everything we do. This deep lived experience coupled with the resilience, insights and commitment of our staff and volunteers are together the driving force behind our impact. We also could not do what we do without the support of our inspirational Trustees, all our funders, and partners across prisons, probation, charitable Trusts, and our academic partners. Without their commitment to our mission, none of our work and achievements would be possible, so thank you so much.

This year, we are thrilled to report that we have engaged with over 10,000 people to gather their vital insights in order to improve both policy and practice, an extraordinary achievement for a charity of our size. Our peer-led approach, built on authentic collaboration, has allowed us to influence reform, improve conditions and amplify voices too often ignored. From Prison Councils creating space for dialogue and action, to innovative adaptations in probation and community settings, our work continues to evolve to meet the growing challenges of a justice system that requires fundamental reform.

We do our work at a time of great pressures on public services, and against the backdrop of a cost-of-living crisis that continues to fundamentally impact the communities we serve. Therefore, the urgency of our mission has never been greater and neither has our determination.

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A major achievement was the recent launch of our new strategic plan for the next three years. We are committing to changing more lives by ensuring that those closest to the problem remain at the heart of creating its solutions. That plan details the work we will do that will both contribute to positively changing institutions and systems but also fundamentally changing the trajectories of the people we work with, creating hope, greater self-esteem and a range of transferable skills. All this work will continue to take place in meaningful collaboration with our numerous partners, because when it comes to improving the justice system we know from our track record of embedding lived experience in creating positive change that every stakeholder must benefit for transformative change to take place.

We also want to extend a huge thank you to all our dedicated staff, trustees and volunteers who all work so tirelessly, with great passion and commitment to our cause. We are so grateful to every one of you,



Michael Barnett

Chair of Trustees



Lucie Russell

Chief Executive Officer

Date: 8 October 2025

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REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2025

Our Objectives

The object of User Voice is to advance education for the public benefit in criminal justice and the rehabilitation of offenders by speaking to those with lived experience and disseminating our learnings to stakeholders and the public.

Our History

User Voice pioneered the meaningful engagement of people with lived experience as a vital component of improving our failing justice system. This model has developed into a key driver of policy and practice improvements across the system. We continue this work as torchbearers, both in the present and into the future.

We began our work in 2009, launching our Prison Council model. These are democratic, consultative forums where prisoner representatives work with prison staff to improve services and address issues within the prison, fostering a sense of community and creating positive change.

In our prisons and probation work we have broken down the ‘them and us’, enabling staff and people with convictions to work cooperatively to improve prison and probation environments. Our work creates tangible outcomes.

In the last 15 years, we have engaged over 156,000 people in the justice system through our research and consultations, run 37 prison councils and 25 community councils, utilising the insights created to deliver meaningful change. We have also employed over 300 people with convictions, some of whom have gone on to senior roles in the justice sector and beyond.

80% of our staff have convictions, meaning we’ve been there – in court, in prison, or on probation. We know our own pasts, so we understand the challenges of moving forward first hand. We know what it’s like to be locked up in prison. To have drug, alcohol and mental health issues, to live on the streets needing to try and piece our lives back together.

We use our own lived expertise to inform everything we do alongside other people with convictions, making it truly collaborative. Social impact is embedded in everything we do.

Our Vision

At User Voice, our vision is a society where the justice system is truly receptive to the views of those impacted by it, is genuinely rehabilitative and focused on tackling the root causes of crime.

Justice should heal as much as it punishes, creating safer communities for all.

Our Purpose

At User Voice, our purpose is to change minds, transform lives and build a better justice system. We do this by working with people with convictions to support and develop their confidence, skills and mindsets. They then deliver our programmes to many more people who are impacted by the criminal justice system.

These programmes include:

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- providing a range of opportunities, through user engagement, research and insights for people to play a key role in improving the justice system, their own lives and the lives of those around them;
- supporting and developing leaders with lived experience of the justice system who meaningfully contribute to the reshaping of prisons and probation services, transforming their own futures and their communities; and
- transforming the criminal justice system through influencing policy and practice to create a safer society.

Our Values

Collaborative

- *We utilise a peer-led approach based on authentic insights-we listen, understand, and we learn, so we can drive change*
- *We are focused on solutions that work for all, recognising and valuing everybody's role in the process*
- *We embrace partnership working recognising that system change requires commitment from multiple stakeholders, so we purposefully share our resources, knowledge and expertise*

Inclusive

- *We work to affirm the worth of everyone, as we know what it is like to lose dignity within the system*
- *We highlight and challenge structural inequalities and disparities*
- *We strive to hear, acknowledge and deeply understand the perspectives and lived experience of diverse communities, ensuring we give voice and agency to marginalized people to shape solutions*

Resilient

- *We know we won't succeed every time, we learn from our failures, support each other, bounce back and keep on going*
- *We shape our approach to meet the challenges of each environment and the changing needs of the people we support*
- *We have faith that we can overcome challenges, and that the justice system can change for the better*

Compassionate

- *We have genuine empathy based on our deep awareness of the significant impacts of crime on individuals and society*
- *We meet people without judgement and with care, believing intrinsically that people can change*
- *We recognise the complexity of everybody's lives, and are committed to learning from the lived experience of others to actively drive improvements in the justice system*

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Our Impact

"The place where I once felt silenced, has become the source of MY voice. My past is my power. I spent four years inside the prison system and, growing up, my friends were in and out of prisons too.

I didn't think there was much or anything after I left. What I didn't know was User Voice would allow me to channel my experience into such an incredible opportunity to make positive changes.

At User Voice, we provide spaces where individual experiences are valued and not hidden, the ability to connect, to relate and most importantly to create change. In my two years with the charity, I have taken part in projects from probation inspections to focus groups, including on mental health support, substance misuse and services and pregnancy & parental care.

Currently, I am in charge of a Prison Council in a women's prison where I support female Council members to engage with other women across all the wings to come up with ideas to make the prison better. Our Prison Councils are attended by senior prison staff who work alongside our Council members to utilise those ideas, co-creating solutions to improve the prison and make it safer. When I walk into a room full of people who feel unheard, and I'll say, "I've been where you are," it breaks down walls.

I've been on both sides and that connection is real, and that's why what we do works"

User Voice Lived Experience Consultant

During the past year we have worked in over **40** prisons across England, with over **100** lived experience volunteers, reaching approximately **1,000** people in the system every month. By amplifying their voices and working alongside a range of partners, we collaborate to create effective solutions that drive change in the justice system – aiming to leave a lasting legacy with significant impact.

Our 2024-25 in numbers

- We worked in over third of prisons in England with a total of 11,309 people engaged in our consultations and prison councils.
- We conducted 3 HMIP Thematic Reviews.
- We collaborated with 2 universities as partners in academic research.
- We completed 56 research projects consulting with 7,409 people in the justice system.
- We trained over 100 Volunteers who have supported our insights work.
- We had 58 prison council proposals for improvements accepted and implemented by the prisons we work in.
- 88% of Council Members across 6 prisons said they had developed much needed skills since joining their Council.

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Lived experience at the heart of research & consultations to improve the Justice system

In 2024 alone, we amplified the voices of 7,400 people with lived experience as part of sector leading research and consultations.

As part of this work, we have been proud to partner with His Majesty's Inspectorate of Probation (HMIP) who conduct thematic reviews to evaluate specific aspects of probation services. These reviews are fed into probation through recommendations, action plans, training and development initiatives and policy changes. Our input therefore plays an important role in ensuring that probation services are continuously improving and adapting to meet the needs of the community. Key research projects in this area have included thematics on women on probation, young people on probation and people impacted by IPPS sentences (Imprisonment for Public Protection). We will continue to follow up on the implementation of the recommendations of each thematic we undertook this year.

Other significant research projects included a review of blended supervision models covering both online and in person probation support, working alongside The College of Policing on a large-scale, Cabinet Office-funded study alongside a number of universities and police forces to evaluate the effectiveness of drug diversion schemes and involving people with lived experience in commissioning Restorative Justice services in West Yorkshire.

We also worked with the Metropolitan Police Service, NHS England, and other partners to review a new needs assessment tool that will be used by police staff when considering conditional cautions under the upcoming Two-Tier Framework. Our role was to ensure the language used in the assessment is clear, accessible and user-friendly. We advised on how assessors can identify and respond to additional needs (such as, speech, language or communication challenges) to support a meaningful and inclusive conversation with all those people involved in the needs assessments.

Working with NHS England to improve health in Justice services

NHS England commissioned User Voice to ensure that patients and the public are consulted, and able to co-develop services, including being represented in commissioning activity across Health Justice services in London.

User Voice has been and continues to recruit and train volunteers as Patient and Public Voice Representatives to carry out a wide range of activities including financial management, recruitment and training, clinical quality input, facilitating focus groups, safeguarding and risk assessments, patient engagement activities, monitoring and evaluation and partnership and multi-disciplinary working.

Areas of focus in this current year have included:

- Working alongside the Health and Justice Learning Hub on Deaths in custody and what we can understand from prior reports, from staff and from people with lived experience on how to reduce increasing numbers.
- A partnership working alongside the Health & Justice Inequalities strategy to address risk factors and optimise health management for people in prison relating to their heart and circulatory health.

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- Working on continuity of care focused on treatment continuity and engagement rates alongside The Office for Health Improvement and Disparities (OHID) London.
- Partnering with the NHS London Health & Justice Team, using our comprehensive insights to develop a new model of the Liaison & Diversion (L&D) scheme in London.

East Midlands NHS Lived Experience Panel working with NHS England to improve health in justice services

We have to date recruited, trained and empowered 20 panel members to work with Health Justice services across the East Midlands, supporting them in individual work streams set by the NHS and aiding their personal progression.

In the last 12 months, the panel has conducted Clinical Quality Care Visits in 9 prisons. User Voice supported the panel in surveying 10% of each prison's population and conducted two to four focus groups per prison. Our reports then fed into the NHS Care Quality Commission Reviews for each healthcare provider.

Spotlight on some of our activities

- **Care Quality Commission Visits & Walkthroughs:** Conducted inspections at nine prisons: HMP Leicester, HMP Morton Hall, HMP Fosse Way, HMP Foston Hall, HMP Lincoln, HMP Lowdham Grange, HMP Stocken, HMP Featherstone and HMP Rye-Hill. Each report outlined solutions from the prisoners to improve service provision from their perspectives.
- **Reconnect Women's Pathways and continuity of care:** The National Women's Prisons Health & Social Care Review committed to improving health and social care outcomes for women in prison and on their release. To support this review the panel conducted 121 interviews with HMPPS, Reconnect and Healthcare staff, and gathered insight from 217 prisoners and presented their findings in a report.
- **NHS Showcase Event – Derby:** User Voice staff and panel members supported the event, showcasing the impact and outcomes for the three NHS lived Experience panels.

Working with NHS England to improve health in Justice services in the West Midlands

NHS England (West Midlands) commissioned User Voice to ensure that service users in secure settings can effectively contribute to the improvement of health and wellbeing services, supporting their independent voice through engagement and feedback, informing healthcare decisions, striving for equitable outcomes, and holding providers accountable.

Spotlight on some of our activities

Smoking Cessation

A joint piece of work between NHSE West Midlands and HMPPS across 2 prisons, to gain greater knowledge of the services provided within prisons around smoking cessation and to gain views from residents on how they are received. User Voice spoke to 37 prisoners across 5 focus groups and reported the findings to the NHS.

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Care Quality Commission visits

Conducted inspections at 5 prisons: HMP Dovegate, HMP Featherstone, HMP Werrington, HMP HMP Hewell, and HMP Long Lartin. Each report outlined solutions from the prisoners to improve service provision from their perspectives.

Procurement for a Healthcare Provider

NHSE wanted to obtain feedback from prisoners about the quality of the current healthcare provider to inform their decision as whether to go out to procurement again or recommission under the new procurement rules. User Voice surveyed 10% of the population and facilitated focus groups, reporting findings directly to NHSE.

Reconnect Women's Pathways and continuity of care

This focused on improving health and social care outcomes for women in prison and upon their release. User Voice conducted a blend of surveys, 121 interviews and focus groups with prisoners.

User Voice Prison Councils

Prison Councils are about positive change. Change for the people who are a part of them and change for those who work in prisons. Our tried-and-tested council model provides the opportunity for all stakeholders to have their say and contribute ideas and solutions that benefit everyone. Currently, we run Prison Councils in 6 Sodexo prisons.

Council members trust us, knowing that we will support the development of their skills and advocate for them. Equally prison staff understand from the experience of working with us that we have solid knowledge of the challenges prison staff face and the immense strains on the whole prison estate. Our independence provides a mechanism to hold the often tricky and complex negotiations between Prison Council members and staff that lead to meaningful change in prisons. We don't take sides.

Over this year, 42 Council proposals for improvements in a range of areas across prisons, including better rehabilitation pathways, physical and mental health support and violence reduction have been accepted and implemented by the prisons we work in.

Our impact on the prisons we work in

Reducing prison violence

A key area of focus has been violence and the fear of violence, particularly linked to bullying and extortion related to debt. In three prisons, violence and debt consultations have taken place, leading to the actioning of Violence Reduction Plans put forward by the Councils. In one prison, for example, in the two weeks following the plan being put in place, the prison reported that wings with problems of violence had come off the 'watchlist' with a collective incentive approach. Prisons are now using the Council's violence peer-led groups and peer-led solutions to implement plans to reduce overall violence.

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Physical and mental health care

Discussions between the female Council and the Healthcare Team in one prison led to the trial of a pharmacy shop to reduce pressure on healthcare services and improve medication access. Prisoners are able to purchase over the counter pain killers, menstrual products, eye drops and antihistamines, enabling them to have more autonomy over their own healthcare. In addition, one prison has introduced peer healthcare workers, who focus on physical health, and resolving difficulties by informing healthcare of prisoners' medical problems.

Helplines

One prison introduced helpline numbers and approved support phone numbers for all prisoners. These in-cell phone numbers were offered with no call charges.

Rehabilitation

One prison developed a timetable of meaningful weekend activities to help prisoners improve their life skills and their physical and mental wellbeing. Activities include a weekly park run, competitive sports both on the wings and outside, and culminating in an all-prison sports day. Another prison introduced additional courses, including construction, bricklaying, solar panel installation, bike building, new peer-led business course, and a course for healthy coping mechanisms for trauma and how to recognise trauma,

Councils collaborating with stakeholders to add value

In one prison, Council members supported the delivery of training to healthcare provider staff, bringing their own lived experience to the table. Council members also supported The Purpose Coalition, a group of organisations that are committed to breaking down barriers to opportunity and boost social mobility, through a series of focus groups. Another Prison Council nominated a charity (That Bread-and-Butter Thing) and raised £1,475.86 to support their cause.

The impact of council membership (figures are from across all prison councils)

- 87% of Council members are more motivated in their day-to-day life since joining the council
- 73% of council members feel more capable building trusting relationships since joining the council
- 88% of council members feel more able to work with others in collaboration since joining the council.

Policy influencing

The prison and probation landscape in England and Wales is at a critical point, impacting victims who are being denied the effective justice they desperately deserve. Prison overcrowding remains a major issue, with emergency early release measures introduced to ease pressure on the system. At the same time, the Government is exploring more rehabilitative approaches, recognising that long-term change comes through support, and second chances. Yet, staffing shortages and concerns about risk management in probation are undermining these efforts on the ground.

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For organisations like User Voice, this moment is both a challenge and an opportunity. Our work over the year at a policy level has included joining a range of influencing bodies including the Better Justice Partnership and the Women's Justice Coalition and taking part in many Government and voluntary sector consultations, including submitting evidence to the Government's Sentencing Review and the Justice Select Committee Inquiry on Rehabilitation and Resettlement.

Our focus on improving delivery in the Justice system continues to be both wide ranging and impactful, ensuring strong partnership working with all stakeholders to facilitate meaningful change.

Future Plans – our new three-year strategy

Our strategic priorities 2025-28:

- 1) *Inspiring people with convictions by providing a range of opportunities to play a key role in improving the justice system, their own lives and the lives of those around them***
 - Recognising the potential of everyone we work with and enabling them to be heard and valued contributors to creating lasting change
 - Leading our independent Prison Councils to co-create solutions along with prison staff to improve welfare, safety and quality of life
 - Creating and leading consultations and research to support local and national leaders to value and utilise lived experience to shape lasting change
- 2) *Supporting and developing leaders with lived experience of the justice system who meaningfully contribute to the reshaping of prisons, transforming their own futures and their communities***
 - Creating further opportunities for leadership development within our Prison Councils
 - Supporting capability and ambitions through the development of a range of innovative skills and personal growth training courses
 - Practical support including volunteering and paid opportunities at User Voice, and in the wider community
- 3) *Transforming the criminal justice system through influencing policy and practice to create a safer society***
 - Utilising lived experience insights to advocate for more holistic system wide responses to tackling the causes of criminality, while raising awareness of who should be in prison, to enable prisons and probation to work more effectively
 - Providing practical solutions to improve the justice system directly from our wide network of people with convictions, and our deep connections with professionals in the sector
 - Advocating for the rights and needs of those with convictions and others directly impacted
 - Collaborating with others with a shared belief in the power of both prevention and rehabilitation to create a more effective justice system

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Our ambition

By 2028, we will be at the forefront of pioneering the next chapter of lived experience engagement within the criminal justice system. Our organisation will be the go-to source for genuine independent representation for those impacted by the system. Our leadership, staff and volunteers will embody authentic engagement, demonstrating profound understanding of and unwavering care for individuals, families and broader affected communities. We will have also developed the next generation of leaders with lived experience of the justice system who are both transforming that system and their own lives and their communities

We will be recognised as the leading provider of powerful and insightful ways to co-create solutions that elevate the welfare, safety and quality of life for everyone touched by the criminal justice system. Together we will set the course for individuals to thrive, proving that the voice of lived experience is not only heard but impossible to ignore.

What will success look like in three years' time?

1. 12,000 people a year in the Justice system are engaged and involved in how to improve it, through our research, consultations and Prison Councils.
2. 300 people with convictions a year reshape prisons through our Prison Councils and other leadership programmes, transforming their lives and their communities on release.
3. 70% of our recommendations for improvements in the justice system will be actioned by practitioners in criminal justice services including Prisons, Probation services, the Police and policy makers.

Structure, governance, and management

User Voice became registered as a charity with the Charity Commission for England and Wales on 21 May 2010. It is a charitable company limited by guarantee, with no share capital and is governed by its Memorandum and Articles of Association dated 16 February 2009, as amended by special resolution on 7 May 2010. The liability of each member in the event of winding up is limited to a maximum of £10.

In accordance with the governing document, there shall not be fewer than two directors at any one time. The directors, who are also the charity trustees, are normally elected by the members of the company in a general meeting. The Board may appoint any member of the company as a director either as an additional director or to fill a casual vacancy. Any member so appointed must retire at the next annual general meeting but is eligible for re-election.

The Board of Trustees is ultimately responsible for the governance of the charity to ensure that it acts in the best interests of people who have been in prison or been on probation. The Trustees delegate the day-to-day management of the charity to the senior leadership team. The Board is supported in its work by two Committees. The Finance Committee covers the adequacy of financial policies and controls, reviewing financial performance and matters relating to the year end. The People Committee covers human resources, recruitment, professional development and remuneration. A task and finish group was set up last year by the Board to feed into User Voice's Strategy and has now completed its work, with a new 3-year strategy having been formally launched in April 2025.

Each new trustee receives a thorough induction, including meetings with the Chair, Chief Executive and Management Team, where they are provided with the background to the charity and its work and receive guidance on their role as a director and trustee of the charity.

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Trustees are regularly updated on the most important matters relating to the organisation's activities through Board meetings, as well as the latest charity sector developments and best practice guidance. Trustees are also encouraged to keep up-to-date with sector developments relevant to their role throughout their term of office.

Risk management

The major risks to which the charity is exposed, as identified by the trustees, are reviewed as part of a regular process involving the senior leadership team and discussed at board meetings. Systems and processes are established to manage those risks and take necessary steps to mitigate them.

Our review process involves identifying potential risks and assessing them based on two key factors: impact and likelihood. We also utilise a 'heat map' methodology which applies extra emphasis to the potential impact of a risk. Risk scoring often involves a degree of judgement, but where data is available, more evidence-based judgements are used.

Our methodology focuses on high-impact risks. However, it also recognises that many business failures result from the cumulative effect of a series of small, linked events, rather than a single large event. Therefore, we consider how lower impact risks could interact to create a greater overall impact.

The principal ongoing risks have been identified as:

Financial Stability: Maintaining a stable financial position is crucial for the charity to continue its operations and fulfil its mission. Mitigations in place have included employing a Head of Business Development and a CEO with a strong fundraising track record to ensure the provision of diverse funding sources. This has been aligned with effective budget management to safeguard against potential financial shortfalls

Unstable leadership: This is key for the organisation to both stabilize and focus on evolving its vital work. The key mitigation has been the investment in the search for a new experienced CEO who since joining has led the development of a new Strategic Plan for the next three years as well as a review of our impact, co-created with our highly skilled Senior Leadership Team, staff and Trustees.

Service Provision: Insufficient staff or poor management could result in contracts not being delivered on time or to the required quality standards. This could lead to poorer outcomes for users, non-renewal of contracts, and reputational damage. The threat level of this risk has been assessed as lower compared to a year ago, due to management changes and the introduction of new systems and approaches including a new Training and Development Strategy. Activities to manage this risk have included strong line management with regular meetings to monitor the progress of all projects, ongoing engagement with commissioners, quarterly forecasting and Board oversight of key projects.

Social media and website

User Voice utilises Twitter, Facebook, LinkedIn and Instagram regularly to share our latest news, latest research, vacancies, sector publications and to highlight the big issues for people in prison and on probation.

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On Twitter, User Voice has 8,989 followers. For Facebook, we have more than 1,700 followers, while on LinkedIn User Voice has increased its numbers of followers from 1,380 to approximately 2,000.

On Instagram, we have also increased our follower numbers from 439 to around 500.

Volunteering and internships

User Voice encourages people to volunteer to develop skills and gain experience as part of our commitment to offer individuals opportunity, encouragement and support. We have helped many people move from volunteering into staff positions with us.

These volunteers fall broadly into two categories.

- Office-based administrative volunteers: these individuals assist Lived Experience Consultants with internal office coordination activities, such as data input, filing and diary management.
- Delivery-based engagement volunteers: these individuals shadow and assist the engagement team with delivery in prisons and communities.

User Voice has continued its relationship with London Metropolitan University, Queen Mary University of London and the University of Westminster who have sent us students to gain experience of working in charity.

Fundraising

User Voice continues to uphold open, honest, and respectful fundraising practices in line with the Code of Fundraising Practice and our organisational values. While statutory funding remains important to our work, we are gradually diversifying our income by developing new relationships with trusts, foundations and commercial partners. This shift allows us greater flexibility to design creative, innovative projects and take a leading role in shaping how lived experience informs policy and practice in the criminal justice system. Broadening our funding base strengthens our resilience and supports our long-term sustainability, enabling us to respond dynamically to emerging needs and opportunities.

Whilst we have accepted a small number of donations from supporters during the year, we do not actively seek to raise money through individual donations from the public, nor have we used third parties to do so, and therefore have not received any complaints about our fundraising.

Remuneration of the key management personnel

The arrangements for setting the pay of key management personnel are proposed by the CEO and discussed and decided at a Board level. Key personnel during the financial year were Simon Boddis, Brendan Doyle, Lucie Russell, Tharani Yathavan, Sean Campbell, Simon Scott, Gillian Lyons and Jenny Lambert.

Levels of remuneration are set in line with the market rates for the charity sector and based on people's skills and their contribution to the organization.

CEO remuneration is proposed by the Finance Committee and approved by the Trustees, following discussions at a Board meeting.

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Public benefit

The directors have complied with section 17(5) of the 2011 Charities Act, having due regard for the Charity Commission's guidance on public benefit, including the guidance 'Public Benefit: running a charity (PB2)', when reviewing the trust's aims and objectives.

Financial review

User Voice recorded total income of **£784,033** (2024: £821,586) in the year, with 85% of income coming from charitable activities (project and consultation activities). The decrease is primarily due to a reduction in the amount of income derived from consultation activities.

In the same year, total expenditure was **£943,634** (2024: £881,733) an increase of £61,901 year on year. This increase reflects the decision of the trustees to utilise a sum of up to £115,000 as designated funds towards specific projects designed to invest in our future plans – this included the cost of recruiting a new permanent CEO, establishing the new posts of Grants Officer and Training Manager, and some resources to support the development of our website and social media platforms.

The overall result for the year was a deficit of **£159,601** (2024: a deficit of £60,147), reflecting a deficit on unrestricted funds of **£140,041** (2024: a deficit of £46,247) and a deficit on restricted funds of **£19,560** (2024: a deficit of £13,900). Therefore, there was an overall decrease on our accumulated unrestricted reserves, which stands at **£503,583** on 31st March 2025 (2024: £643,624) whilst restricted funds decreased to **£40,622** (2024: £60,182).

Investment policy

There are no restrictions on the charity's power to invest, and the current policy is to invest short term funds with the trust's bankers.

Reserves policy

As at 31 March 2025, User Voice held total reserves of **£544,205**. This is made up of **£503,582** of unrestricted reserves and restricted reserves of **£40,623**. The trustees have since reviewed the reserves policy and have determined that User Voice needs to maintain unrestricted reserves of **£310,360** to ensure financial stability and operational continuity. This is made up of £225,000 - the minimum cash required to effect a managed closure process (taking into account all creditors, contractual liabilities and redundancy payments where appropriate) plus an additional working capital service of some £85,360 which the trustees believe to be sufficient to provide a buffer against any unexpected expenses or income shortfalls, ensuring that operations can continue without compromising the organization's mission.

As previously stated, in 2024-25, the trustees set aside designated reserves up to the value of £115k to support specific activities that were considered of strategic importance. All of these activities, with the exception of work on the website, were achieved well within the financial envelope envisaged, and the trustees have decided to release the balance on the designated funds into the general funds for the start of the new financial year.

As we prepared the 2025-26 budget for approval by the board it became clear that (like many other charities) we face a challenging year in terms of income generation – with growing demand for charitable funding from trusts and foundations, combined with the increased levels of uncertainty in terms of statutory funding priorities that always follows a change in government. Following a detailed and realistic review of our fundraising and income generation pipeline,

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2025

alongside a careful consideration of all areas of expenditure, the trustees approved a deficit budget which relies on the use of some of our unrestricted funds to make sure we can achieve our objectives for the year and move forward with our new 3-year plan with the right level of resources in place.

The Reserves Policy was reviewed at a meeting of the board which took place on 30 May 2025, and the above policy was formally adopted at that meeting. This policy will be kept under review during the year and formally reviewed on an annual basis.

Responsibilities of the Board

Company law requires the Board to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the Board are required to:

- select suitable accounting policies and apply them consistently.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable accounting standards, including (FRS102) have been followed, subject to any material departures disclosed and explained in the financial statements.
- follow the SORP, Accounting by Charities and
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Board are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006, Accounting Standards and Statements of Recommended Practice and the regulations under the Charities Act 2011. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of disclosure to the auditor

So far as the Board of Trustees are aware:

- a) there is no relevant audit information of which the charity's auditors are unaware; and
- b) they have taken all steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Auditors

Moore Kingston Smith LLP were appointed as auditors during the year and are deemed to be re-appointed under Section 487(2) of the Companies Act 2006.

This Report of the Board, which forms part of the Annual Report and Financial Statements, is approved by the Trustees in their capacity as Directors of the company and signed of its behalf by:

M Barnett

Michael Barnett

Chair of Trustees

Date: 8 October 2025

L Russell

Lucie Russell

Chief Executive Officer

Opinion

We have audited the financial statements of User Voice for the year ended 31 March 2025 which comprise Statement of Financial Activities, the Balance Sheet, and the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company'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 charitable company is responsible for the 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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the 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 there is 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 the audit:

- the information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' annual report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; 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 exemption in preparing the trustees' annual report and from preparing a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 15, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend

to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- 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. 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.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Explanation as to what extent 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, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

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 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 any party other than the charitable company and charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Moore Kingston Smith LLP.

Date: 24 October 2025

James Saunders FCCA DChA (Senior Statutory Auditor)
for and on behalf of Moore Kingston Smith LLP, Statutory Auditor

6th Floor
9 Appold Street
London
EC2A 2AP

USER VOICE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total 2025 £	Total 2024 £
Income					
Income from donations	2	345	114,767	115,112	81,420
Income from charitable activities	3	668,921	-	668,921	740,166
Total income		<u>669,266</u>	<u>114,767</u>	<u>784,033</u>	<u>821,586</u>
Expenditure					
Expenditure on raising funds	5	72,429	-	72,429	43,875
Expenditure on charitable activities	6	736,878	134,327	871,205	837,858
Total expenditure		<u>809,307</u>	<u>134,327</u>	<u>943,634</u>	<u>881,733</u>
Net income / (expenditure)	4	(140,041)	(19,560)	(159,601)	(60,147)
Transfer between funds		-	-	-	-
Net movement in funds		<u>(140,041)</u>	<u>(19,560)</u>	<u>(159,601)</u>	<u>(60,147)</u>
Reconciliation of funds					
Fund balance brought forward at 1 April		<u>643,624</u>	<u>60,182</u>	<u>703,806</u>	<u>763,953</u>
Fund balance carried forward at 31 March		<u>503,583</u>	<u>40,622</u>	<u>544,205</u>	<u>703,806</u>

The results for the period are derived from continuing operations

There were no recognised gains or losses, other than those passing through the statement of financial activities.

The notes on pages 24 to 35 form part of these financial statements.

USER VOICE

BALANCE SHEET

AS AT 31 MARCH 2025

		2025		2024	
	Notes	£	£	£	£
Fixed assets					
Tangible fixed assets	11		5,896		-
			<u>5,896</u>		<u>-</u>
			5,896		-
Current assets					
Debtors	12	104,876		167,741	
Cash at bank and in hand		552,584		670,134	
		<u>657,460</u>		<u>837,875</u>	
Creditors: amounts falling due within one year	13	(119,151)		(134,069)	
				<u>703,806</u>	
Total current assets less current liabilities			538,309		703,806
			<u>544,205</u>		<u>703,806</u>
Net assets					
Reserves					
Unrestricted funds			503,583		643,624
Designated funds			88,953		115,000
General funds			414,630		528,624
Restricted finds			<u>40,622</u>		<u>60,182</u>
	16		<u>544,205</u>		<u>703,806</u>

These financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The notes on pages 24 to 35 form part of these financial statements.

The financial statements were approved by the Board and signed on its behalf on 8 October 2025 by:

M Barnett

Mr Michael Barnett
Chair

Company Registration Number: 06820227

USER VOICE

STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Net cash provided by / (used in) operating activities	17	(109,638)	(53,118)
Cash flows from investing activities			
Net purchase of fixed assets		(7,912)	-
Change in cash and cash equivalents in the year		(117,550)	(53,118)
Cash and cash equivalents at the beginning of the year		670,134	723,252
Cash and cash equivalents at the end of the year		552,584	670,134

	2024 £	Cash flows £	2025 £
Cash and cash equivalents			
Cash at bank and in hand	670,134	(117,550)	552,584
Analysis of changes in net cash	670,134	(117,550)	552,584

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2025

1. Accounting policies

1.1 Basis of preparation

The charity meets the definition of a public benefit entity, and therefore the financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP (FRS 102)), the Companies Act 2006 and the Charities Act 2011. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The trustees have assessed whether the use of the going concern basis is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of approval of the financial statements.

After due consideration, the trustees have concluded that there is a reasonable expectation that the charity has adequate resources to continue in operational existence for at least the next 12-18 months due to the current combination of secured funds, the opportunities including in the fundraising pipeline, and the scenario planning processes put in place to ensure that we are proactive and flexible in adjusting our plans and expenditure commitments in line with future income streams. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

The principal accounting policies adopted in the preparation of the financial statements are set out below.

The functional currency used is British pound sterling, and balances are rounded to the nearest £1.

1.2 Funds Structure

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor. Unrestricted funds are funds which are used in accordance with the charitable objects at the discretion of the trustees. Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

1.3 Income

Grants, donations and other income are credited to the statement of financial activities in the year to which they relate. Grants and donations will be recognised on an entitlement basis and when receipt is probable and the amount can be measured reliably, unless it relates to a specific future period, in which case it is deferred. Other income, including investment income, is recognised on an accruals basis. Contract income is recognised over the life of the assignment, as it is earned.

1.4 Expenditure and irrecoverable VAT

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Support costs not directly attributable to an expenditure category are shown in note 7 and have been apportioned on the basis of staff activity.

Irrecoverable VAT is charged against the category of expenditure within which it was incurred.

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2025

1.5 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised as an expense when the company has demonstrably committed to terminate the employment of an employee or to provide termination benefit.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates that are calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	3 years straight line
Fixtures, fittings and equipment	3 years straight line

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

Assets are reviewed annually for impairment and adjustments are made to the carrying value when required.

1.8 Pensions

User Voice operates defined contribution pension arrangements, the assets of which are held separately from those of the Charity in independently administered funds. Contributions are charged to the income and expenditure account as they become payable.

1.9 Critical accounting estimates and judgements

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

1.10 Operating leases

Rental charges are charged on a straight-line basis over the term of the lease.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2025

2. Income from donations

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2025 £
Donations	345	-	345
Grants	-	114,767	114,767
	<u>345</u>	<u>114,767</u>	<u>115,112</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Donations	240	-	240
Grants	657	80,523	81,180
	<u>897</u>	<u>80,523</u>	<u>81,420</u>

3. Income from charitable activities

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2025 £
Project income	534,767	-	534,767
Consultancy & other income	134,154	-	134,154
	<u>668,921</u>	<u>-</u>	<u>668,921</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Project income	402,584	-	402,584
Consultancy & other income	276,394	61,188	337,582
	<u>678,978</u>	<u>61,188</u>	<u>740,166</u>

4. Net income for the year is calculated after charging:

	2025 £	2024 £
Audit fees	13,325	12,300
License to occupy	12,101	12,902
Depreciation	2,015	795

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2025

5. Expenditure on raising funds

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2025 £
Staff costs	69,137	-	69,137
Other costs	251	-	251
Support costs (see note 7)	3,041	-	3,041
	<u>72,429</u>	<u>-</u>	<u>72,429</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Staff costs	40,002	-	40,002
Other costs	442	-	442
Support costs (see note 7)	3,431	-	3,431
	<u>43,875</u>	<u>-</u>	<u>43,875</u>

6. Expenditure on charitable activities

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2025 £
Staff costs	356,350	130,723	487,073
Travel and subsistence	33,152	2,273	35,425
Finance, HR & other professional fees	3,534	-	3,534
Other costs	42,813	860	43,673
Support costs (see note 7)	301,029	471	301,500
	<u>736,878</u>	<u>134,327</u>	<u>871,205</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Staff costs	287,372	133,664	421,036
Travel and subsistence	31,073	2,134	33,207
Finance, HR and other professional fees	1,506	5,619	7,125
Other costs	33,742	-	33,742
Support costs (see note 7)	319,834	22,914	342,748
	<u>673,527</u>	<u>164,331</u>	<u>837,858</u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2025

7. Support costs

Current Year	Costs of Raising Funds £	Charitable Activities £	Total 2025 £
<u>Governance costs</u>			
Staff Costs	204	20,210	20,414
Audit fees	130	12,895	13,025
Legal and professional fees	149	14,768	14,917
Trustee costs	3	325	328
<u>Other Support costs</u>			
Staff costs	1,192	118,028	119,220
Office costs	599	59,689	60,288
Travel and subsistence	117	11,691	11,808
Finance, HR & other professional fees	570	56,461	57,031
Sundry expenses	77	7,433	7,510
	<u>3,041</u>	<u>301,500</u>	<u>304,541</u>
 Prior Year	 Costs of Raising Funds £	 Charitable Activities £	 Total 2024 £
<u>Governance costs</u>			
Staff Costs	333	32,941	33,274
Audit fees	123	12,177	12,300
Legal and professional fees	202	20,005	20,207
Trustee costs	2	244	246
<u>Other Support costs</u>			
Staff costs	1,140	112,847	113,987
Office costs	543	56,342	56,885
Travel and subsistence	84	8,739	8,823
Finance, HR & other professional fees	914	90,574	91,488
Sundry expenses	90	8,879	8,969
	<u>3,431</u>	<u>342,748</u>	<u>346,179</u>

Support costs are allocated on the basis of staff activity.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2025

8. Analysis of staff costs

	2025 £	2024 £
Salaries and wages	626,851	545,932
Social security costs	57,015	47,694
Pension costs	11,978	8,604
Redundancy Pay	-	6,069
	<u>695,844</u>	<u>608,299</u>

No employee earned more than £60,000 during the year (2024: nil). All User Voice employees were enrolled in an auto-enrolment compliant, defined contribution pension scheme in both 2024 and 2025, and new employees were auto enrolled in the same scheme. Pension costs represent the employer's contribution to that scheme during the year.

The number of employees during the period was as follows:

	2025 No.	2024 No.
Fundraising	1	1
Governance	1	-
Support	4	4
Charitable activities	15	15
	<u>21</u>	<u>20</u>

The Senior Management Team are considered to be the key management personnel and the total fees and employee benefits paid to them were £224,177 (2024: £169,586).

Included within staff costs are costs totalling £0 (2024: £6,069) in relation to redundancy and termination payments.

Trustees are eligible to be reimbursed for travel and incidental expenses incurred in the performance of their duties; no Trustees (2024: 0) claimed any expenses in the year (2024: £nil).

9. Directors' remuneration

As allowed by the constitution of User Voice, one of the directors, Mark Johnson, received payments totalling £0 (2024: £18,965) from his role as self-employed consultant to the charity, which he billed through his company, MJ Innovation Ltd. During the year, he was reimbursed for expenses totalling £0 (2024: £nil).

10. Taxation

As a charity the organisation is exempt from UK corporation tax to the extent that its income is applied to its charitable objects. No liability arose in the period.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2025

11. Tangible fixed assets

	Fixtures, fittings & equipment £	Computer Equipment £	Total
Cost			
At 1 April 2024	-	11,466	11,466
Additions	-	7,912	7,912
Disposals	-	-	-
At 31 March 2025	-	19,378	19,378
Depreciation			
At 1 April 2024	-	11,466	11,466
Charge for the year	-	2,016	2,016
Disposals	-	-	-
At 31 March 2025	-	13,482	13,482
Net book value			
At 31 March 2025	-	5,896	5,896
At 31 March 2024	-	-	-

12. Debtors

	2025 £	2024 £
Trade debtors	51,946	90,792
Other debtors	100	100
Prepayments	18,154	4,538
Accrued income	34,676	72,311
	<u>104,876</u>	<u>167,741</u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2025

13. Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	23,626	9,225
Taxes and social security	53,660	82,200
Accruals	33,110	39,894
Deferred income	2,743	648
Other creditors	6,012	2,102
	<u>119,151</u>	<u>134,069</u>
Opening deferred income	648	136,123
Released in the year	(648)	(136,123)
Income deferred in the current year	<u>2,743</u>	<u>648</u>
	<u>2,743</u>	<u>648</u>

14. Company limited by guarantee

The limit of the total guarantees of the members of the company amounted to a maximum of £40 at the beginning of the year and £40 at the end of the year.

15. Analysis of charitable funds

Current Year	Balance at 1 April 2024	Income	Expenditure	Transfer	Balance at 31 March 2025
	£	£	£	£	£
General Funds	528,624	669,266	(783,260)	-	414,630
Designated Funds	115,000	-	(26,047)	-	88,953
Anti-Knife Crime Fund	6,967	-	-	-	6,967
National Lottery Community Fund	8,860	-	(6,672)	-	2,188
John Ellerman Foundation	44,355	-	(41,399)	-	2,956
EAF Drug Diversion	-	64,967	(64,967)	-	-
Evan Cornish	-	4,800	-	-	4,800
Training & Development	-	40,000	(21,289)	-	18,711
Policy & Comms	-	5,000	-	-	5,000
Restricted funds	<u>60,182</u>	<u>114,767</u>	<u>(134,327)</u>	<u>-</u>	<u>40,622</u>
Total	<u>703,806</u>	<u>784,033</u>	<u>(943,634)</u>	<u>-</u>	<u>544,205</u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2025

15. Analysis of charitable funds (continued)

Prior Year	Balance at 1 April 2023	Income	Expenditure	Transfer	Balance at 31 March 2024
	£	£	£	£	£
General funds	439,871	679,875	(717,402)	126,280	528,624
Designated Funds	250,000	-	-	(135,000)	115,000
Anti Knife Crime Fund	6,967	-	-	-	6,967
National Lottery Community Fund	-	9,900	(1,040)	-	8,860
John Ellerman Foundation	67,115	-	(22,760)	-	44,355
EAF Drug Diversion	-	70,623	(73,537)	2,914	-
MOJ Blended Supervision	-	61,188	(66,994)	5,806	-
	<u>74,082</u>	<u>141,711</u>	<u>(164,331)</u>	<u>8,720</u>	<u>60,182</u>
Restricted funds					
Total	<u>763,953</u>	<u>821,586</u>	<u>(881,733)</u>	<u>-</u>	<u>703,806</u>

Designated Funds

Strategic Investment Fund

Funds set aside by the directors to assist with the transition to the new strategy focused on outreach work alongside research capabilities.

Restricted Funds

Home Office Anti Knife Crime Fund

Funding to gather insight from young people convicted of knife crime to develop solutions to the problem

National Lottery Community Fund

To develop a National Council of service users from User Voice's community councils. Providing a national forum for service users to drive change within the probation service.

John Ellerman Foundation

Develop User Voice's Knowledge. Seeding the development of a more robust function to drive information, intelligence and data and use to influence and change policy.

EAF Drug Diversion - Police Drug Diversion evaluation project.

User Voice's received funding to interview people who have been found in possession of drugs and diverted to a diversion scheme by the police. We are evaluation three different diversion programmes in three different areas (West Midlands, Thames Valley, and Durham). The project is funded by the Cabinet Office and led by University of Kent together with Police Commissioners.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2025

Evan Cornish Foundation

Grant to support the administration of a User Voice National Council.

Training & Development

A fund comprising grants from two funders (Garfield Weston Foundation and the Highway One Trust) towards the cost of employment a Volunteering & Training Manager, and associated costs focussing on the training and development of staff and volunteers.

Policy & Communications

A fund to contribute to the cost of our communications and policy influencing function. Current fund comprises a grant of £5,000 from the 29th May 1961 Charitable Trust.

Ministry of Justice (MoJ) Blended Supervision Model (BSM)

We were funded to interview people on probation about their experiences of the BSM (mix of face-to-face and remote appointments with probation officers). The MoJ, who is funding the project, wants to find out does the BSM work, and which cohorts of people it works the best. Alongside our work with people on probation, the social impact analytics organisation, Get the Data are interviewing Probation Practitioners to find out their experience of the BSM.

16. Analysis of net assets between funds

Current Year	General Funds £	Designated Funds £	Restricted Funds £	Total 2025 £
Fixed assets	5,896	-	-	5,896
Debtors	104,876	-	-	104,876
Bank & cash	423,009	88,953	40,622	552,584
Creditors less than one year	(119,151)	-	-	(119,151)
	<u>414,630</u>	<u>88,953</u>	<u>40,622</u>	<u>544,205</u>
Prior Year	General Funds £	Designated Funds £	Restricted Funds £	Total 2024 £
Fixed assets	-	-	-	-
Debtors	167,741	-	-	167,741
Bank & cash	494,952	115,000	60,182	670,134
Creditors less than one year	(134,069)	-	-	(134,069)
	<u>528,624</u>	<u>115,000</u>	<u>60,182</u>	<u>703,806</u>

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2025****17. Net cash provided by / (used in) operating activities**

	2025	2025	2024	2024
	£	£	£	£
Cash flows from operating activities				
Net income / (expenditure)	(159,601)		(60,147)	
Depreciation	2,016		795	
Decrease / (increase) in debtors	62,865		109,798	
Increase / (decrease) in creditors	(14,918)		(103,564)	
Net cash provided by / (used in) operating activities		(109,638)		(53,118)
Cashflow from investing activities				
Net purchase of fixed assets	(7,912)		-	
Net cash (used in) investing activities		(7,912)		-
Net increase / (decrease) in cash		<u>(117,550)</u>		<u>(53,118)</u>

18. Related party transactions

There were no related party transactions during the year (2024: none).

USER VOICE

REFERENCE AND ADMINISTRATIVE INFORMATION

FOR THE YEAR ENDED 31 MARCH 2025

Reference and administrative information

Directors

Dr Andreas Aresti	
Michael Barnett, Chair	
Argentina Hung	(Appointed 30/05/2025)
Michael Legesse	Treasurer (Resigned as Treasurer 08/10/2024, Resigned as Director 10/03/2025)
Donna Murray-Turner	
Dunia Shafik	(Appointed 30/05/2025)
Matthew Watt	
Julie Weston	(Resigned 29/08/2025)
Andy Woods	(Appointed 30/05/2025)
Nicholas Wykeman	Treasurer (Appointed 15/11/2024)

Senior Leadership Team as at 31 March 2025

Lucie Russell, Chief Executive
Brendan Doyle, Chief Operating Officer
Jenny Lambert, Head of Finance
Simon Scott, Head of Business Development
Sean Campbell, Head of Communications, Policy & Impact

Company Number

06820227

Registered Charity Number

1136047

Registered Office

20 Newburn Street, London, SE11 5PJ

Auditors

Moore Kingston Smith LLP, 6th Floor, 9 Appold Street, London.
EC2A 2AP

Accountants

JS2 Limited, One Crown Square, Woking, Surrey, GU21 6HR

Bankers

Coutts and Co, 440 Strand, London WC2R 0QS

Accounts

Company Registration Number: 06820227

USER VOICE

**A COMPANY LIMITED BY GUARANTEE
(CHARITY NO. 1136047)**

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

USER VOICE

**A COMPANY LIMITED BY GUARANTEE
(CHARITY NO. 1136047)**

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

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Balance sheet	24
Cash Flow statement	25
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USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

The Board is pleased to present its report and financial statements for the year ended 31 March 2024.

Reference and administrative information

Directors	Donna Murray-Turner	
	Gareth Miller	(Resigned 29/02/2024)
	Guy Robinson	Chair (resigned as Chair 18/04/2023)
	Julie Weston	
	Mark Johnson	(Resigned 31/05/2023)
	Matthew Watt	
	Michael Barnett	Chair (Appointed 18/04/2023) and Treasurer (Resigned as Treasurer 31/03/2024)
	Professor Shadd Maruna	(Resigned 31/05/2023)
	Dr Andreas Aresti	(Appointed 27/02/2024)
	Micheal Legesse	(Appointed 27/02/2024) Treasurer (Appointed 01/04/2024)
Company Secretary	Tharani Yathaven	(Appointed 28/06/2023)
Chair	Guy Robinson	(To 18/04/2023)
	Michael Barnett	(From 18/04/2023)
Senior Management Team as at September 2024	Finance, Operations and Contracts Manager Performance Manager Communications Lead	
Company Number	06820227	
Registered Charity Number	1136047	
Registered Office	20 Newburn Street, London, SE11 5PJ	
Auditors	Moore Kingston Smith LLP, 6th Floor, 9 Appold Street, London. EC2A 2AP	
Accountants	JS2 Limited, One Crown Square, Woking, Surrey, GU21 6HR	
Bankers	Coutts and Co, 440 Strand, London WC2R 0QS	

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

Chair's Review

This year marked my first full year as Chair of Trustees at User Voice and I am extremely proud of what we have overcome and achieved together in the last 12 months. User Voice has continued to push for reform of the criminal justice system by giving the marginalised a voice. As an organisation we continue to be user led; four in five employees have lived experience of the criminal justice system. Their insights and passion for change drive us as an organisation.

We continue to do this in a challenging time for the charity sector where the impact of the pandemic and cost of living is widely felt by many. I am delighted to say that we have engaged with over 10,000 people this year, no small feat for a charity our size. All the while our reserves remain in line with our targets. Our Prison Councils continue to bring people together to have honest conversations on how conditions in prisons can be improved. We have changed our model to give service users more of a platform to come together and work with prison regimes.

In the community, User Voice has increased its role in criminal justice health. Our report on Neurodiversity gave policymakers in Westminster insights into people's experiences like never before. Our London Patient and Public Voice (PPV) and Lived Experience Panel in the Midlands has positioned User Voice as the go-to organisation in the field of health justice.

This year has seen the make-up of our board change. We would like to thank Guy Robinson and Gareth Miller for their service to the charity over the last few years. We welcome Andreas Aresti and Micheal Legesse to the board. Nicolas Wykeman has been appointed as an independent member of the Finance Committee. They all bring a wealth of experience that will make us more robust as User Voice moves forward.

In the coming year, we are excited to carry on innovating in the criminal justice sector. Our work in West Yorkshire on restorative justice has been transformative and we hope to continue this across the country. In the second quarter of 2024 we will be releasing a report conceived, delivered and written by our National Council members. It is a true piece of peer-led work which should be celebrated.

Despite being in our 15th year as a charity, the drive and commitment from staff and volunteers is as powerful as it has ever been at User Voice. On behalf of the board, I would like to thank them for all their hard work and look forward to seeing what we can accomplish in the future.

Michael Barnett

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance, and management

User Voice became registered as a charity with the Charity Commission for England and Wales on 21 May 2010. It is a charitable company limited by guarantee, with no share capital and is governed by its Memorandum and Articles of Association dated 16 February 2009, as amended by special resolution on 7 May 2010. The liability of each member in the event of winding up is limited to a maximum of £10.

In accordance with the governing document, there shall not be fewer than two directors at any one time. The directors, who are also the charity trustees, are normally elected by the members of the company in a general meeting. The Board may appoint any member of the company as a director either as an additional director or to fill a casual vacancy. Any member so appointed must retire at the next annual general meeting but is eligible for re-election.

The Board of Trustees is ultimately responsible for the governance of the charity to ensure that it acts in the best interests of people who have been in prison or been on probation. The Trustees delegate the day-to-day management of the charity to the senior management team. The Board is supported in its work by two Committees. The Finance Committee covers the adequacy of financial policies and controls, reviewing financial performance and matters relating to the year end. The People Committee covers human resources, recruitment, professional development and remuneration. A task and finish group has been set up by the Board to feed into User Voice's Strategy for the coming years.

Each new trustee has received a thorough induction with sessions with the Chair, Chief Executive and Management Team, where they were provided with the background to the charity and its work and receive guidance on their role as a director and trustee of the charity.

Trustees are periodically updated on the most important matters relating to the organisation's activities, as well as the latest charity sector developments and best practice guidance. Trustees are encouraged to keep up-to-date with sector developments relevant to their role throughout their term of office.

The senior management team review User Voice's risk register monthly and update Trustees when appropriate based on the nature of the issue, and the likelihood of occurrence and potential impact. The most relevant and pressing issues can be discussed in Board meetings or operational meetings. The action plans contained in the risk register then incorporate comments from the Board and proposed mitigating activities.

Risk management

The directors have reviewed the major and financial risks impacting the work of the charity, most recently when setting the budget for 2024/25. Systems have been established that enable the directors to regularly review these risks and take necessary steps to mitigate them.

The principal risks identified include:

- **Financial Stability:** Maintaining a stable financial position is crucial for the charity to continue its operations and fulfil its mission. This includes ensuring diverse funding sources and effective budget management to safeguard against potential financial shortfalls.
- **Service Provision:** Insufficient staff or poor management could result in contracts not being delivered on time or to the required quality standards. This could lead to poorer outcomes for users, non-renewal of contracts, and reputational damage. The threat level of this risk has been assessed as lower compared to a year ago, due to management changes and the introduction of new systems and approaches. Activities to manage this risk include regular meetings with project leads, ongoing engagement with commissioners, quarterly forecasting and Board oversight of key projects

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

Objectives and activities

The object of User Voice is to advance education for the public benefit in criminal justice and the rehabilitation of offenders by speaking to those with lived experience and disseminating our learnings to stakeholders and the public.

Public benefit

The directors have complied with section 17(5) of the 2011 Charities Act, having due regard for the Charity Commission's guidance on public benefit, including the guidance 'Public Benefit: running a charity (PB2)', when reviewing the trust's aims and objectives.

Who we are

User Voice was created for and is run by people who have been in prison and on probation. Lived experience means we engage empathetically instead of sympathetically.

We exist to reduce offending and improve rehabilitation by working with the most marginalised people in and around the criminal justice system. We ensure that practitioners and policy-makers hear their voices, through three areas of change summarised below.

- Change for institutions: User Councils give prison decision-makers feedback and solutions from their service users.
- Change for individuals: User-Led Change. With the right opportunity, encouragement and support, everyone can play an influential role in society.
- Change in the agenda: User Consultations, that give decision makers in the criminal justice system the opportunity to hear, and act upon, service user insights. Over the last 15 years, User Voice has delivered over 100 consultations with over 20,000 participants.

Change for institutions

During the year User Voice continued to support elected **Councils** based on our model of service user engagement in the following areas:

- HMP Bronzefield, holding up to 572 adult female prisoners;
- HMP Forest Bank, holding up to 1,460 adult male prisoners;
- HMP Altcourse, holding up to 1,164 adult male prisoners;
- HMP Lowdham Grange, holding up to 900 adult male prisoner;.
- HMP Northumberland, holding up to 1,348 adult male prisoners;.
- HMP Peterborough Male Prison, holding up to 497 adult male prisoners; and
- HMP Peterborough Female Prison, holding up to 360 adult female prisoners.

User Voice enabled service users to be part of the commissioning cycle in a number of areas including:

- West Yorkshire Police and Crime Commissioner; and
- East Midlands Lived Experience Panel.

At the end of this period, User Voice had built and maintained **representative structures for 6,301** people in prison through our council structure equating to approximately 7% of the prison population nationwide.

Through our Council model, we have recruited, trained, and supported **159 Council members** who completed **2,350 engagements** with their peers, as detailed below.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

- Our Prison Councils are made up of;
 - 90% male and 10% female;
 - 15% of those were in the 25-29 age group, while 38% were aged between 30-39;
 - 28% self-reported as neurodiverse; and
 - 72% White, 8% Black, 8% Asian, 6% Dual Heritage and 2% Other.

Change for individuals

User Voice regularly asks Council members to reflect on how they benefit from their experience, and how this has made a difference to them, both in terms of their personal development and skills development.

The experience of being a Council member gave people:

An opportunity to have their voice heard:

“Being on the council has meant I can raise awareness on the health wings and everyone now feels they have a voice.”

“Giving those without a voice the ability to be heard, giving them confidence to work towards their future.”

“Participating in the Lived Experience Panel with User Voice has significantly contributed to my personal growth, creating confidence and allowing me to share my unique journey.”

A sense of community:

“I certainly feel that the two proposals we're currently working on will have a universal impact on anyone in the prison now or coming to the prison in the future.”

“It was really good to be able to sit face to face with staff and decision makers to discuss the real issues we face on a daily basis. The staff who attended, listened, and heard our concerns.”

“Since joining the Council it has helped me develop my confidence in this surrounding as I didn't know what to expect. It has helped keep me focused throughout my sentence. It has changed the way I used to think about the Council as I feel it makes a massive difference to be able to work together and actually feel like someone is listening and I am not just a number. I feel that I have gained more respect not just from others but the staff as well.”

Changes they have seen in themselves and their environment:

“My sense of purpose and growth has changed a lot since joining. I love that we (User Voice Reps) get to give a voice to the inmates to better our prison life. Seeing the changes implemented really gives me motivation to help more.”

“I was isolated, I was withdrawn, and I was anti-social, but the Council gave me the chance to meet people with similar experiences.”

“I'm more motivated to change my life overall and want to get involved in User Voice when I leave. I'm also more open-minded about who I talk to now too.”

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

Each Prison Council Member completes a regular development review in order for User Voice to capture the impact of the Council. Upon joining the Council, they complete an Initial review and then regular Follow-Up reviews every 3-months.

- **94%** of Council Members across all three prisons said that they had developed skills since joining the Council.
- **85%** either 'Strongly Agreed' or 'Agreed' that they feel more motivated in their day-to-day life since joining the Council.
- **90%** either 'Strongly Agreed' or 'Agreed' that they feel more able to build trusting relationships since joining the Council.
- **97%** either 'Strongly Agreed' or 'Agreed' that they are more able to work with others since joining the Council.
- **73%** either 'Strongly Agreed' or 'Agreed' that they feel more equipped to gain employment since joining the Council.

Prison councils

After 15 years we have developed our model, moving away from the election model to a structure that has co-production at its heart. We have conducted our councils in partnership with Sodexo, whose commitment to the involvement of lived experience we are grateful for.

Each council formally launches with a co-production (Open Space) event bringing together Council members, a cross section of prison staff, third party provider staff and external stakeholders to discuss collective issues and challenges, co-producing solutions that the Council will develop further and present at the first Council meeting.

- **HMP Northumberland**

"I feel since joining the Council I have been able to help both staff members and other inmates by explaining in detail what changes have been made and communicating what changes we are putting forward to try and get put in place."

We have worked hard to create a diverse council at HMP Northumberland. At present the council is made up of fifteen Vulnerable Prison's (VP) and thirteen Main wing prisoners. Where in some instances this would be a cause for division, our council has found a way of working together. The Council is supported by two Red Bands who assist User Voice in the prison.

The Council has hosted one co-production Open Space event this year at HMP Northumberland bringing together key staff and Council members to identify democratically the best solutions to challenges within the prison. They have also been able to put forward four proposals for change, all of which were accepted by the prison.

The council has had a positive effect on members; 80% of members state that because of the council they have been able to build trusting relationships while half said being part of the council has made them more hopeful for the future.

- **HMP Bronzefield**

"It was really good to be able to sit face to face with staff and decision makers to discuss the real issues we face on a daily basis. The staff who attended, listened, and heard our concerns".

Due to staffing issues, we were unable to restart the council at HMP Bronzefield until December 2023.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

The council has since come together to suggest proposals that improve prison communication between staff and residents, as well as a proposal to improve on access to training courses.

- **HMP Forest Bank**

"The people we work with at User Voice help us to get things done which gives me motivation to keep going."

The council at HMP Forest Bank has come together over the past year to look into food provision and the availability of educational courses. Council members carried out a consultation on debt which aimed to understand why residents were falling into debt and what help was available to them.

From working with the council, 75% of members feel more motivated in their day-to-day life and 82% feel more hopeful about their future.

- **HMP Lowdham Grange**

The council at HMP Lowdham Grange has been up and running from early 2024 following some challenges with staff clearances.

- **HMP Peterborough**

As of March, 2024. The HMP Peterborough Prison Councils is being established to create a diverse group of prisoners and staff who work together to identify and resolve challenges within the establishment.

Once in the first contractual quarter User Voice will begin with prison consultations with the input of the prison and prisoners.

- **HMP Altcourse**

Our council in HMP Altcourse started in late 2023. There has been great interest shown in joining the council with **20** names already having been submitted for Council membership. An Open Space event to start the council was held in April 2024.

National Service User Council

"Being on the National Council means so much to me. Meeting and being part of a group of people that share the same values and determination to make a difference to society."

The first of its kind in the UK. The National Service User Council is made up of elected service user representatives from across the country. The Council plays an important role at User Voice. Council members support User Voice in identifying the key issues in the criminal justice system and then develop a plan of activity to influence the right decision makers and drive the necessary changes.

National Council Members are invaluable to User Voice's projects in prisons and the wider community. They support User Voice in identifying the key issues in the criminal justice system and then developing a plan of activity to influence the right decision-makers and drive the necessary changes.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

The National Council is currently made up of 12 members. During the year they have worked on several consultations including:

- HMI Probation Inspectorates
- HMIP Thematic Inspection
- Neurodiversity in the criminal justice system
- West Yorkshire Restorative Justice Programme
- Public and Patient Voice (PPV)
- Police Drug Diversion (PDD)

Council members have an opportunity to develop and enhance skills that can assist in making them employment-ready going forwards. Over the past year, the Council has taken part in a vast amount of training with members attending sessions on; safeguarding training, level 1 peer researcher training and engagement training.

During this period the National Council has conducted its own piece of research into the transition of healthcare from Prison to the community, identifying this as a key area that needed looking into. This is a significant milestone, and we believe an example of true peer led research.

Consultations

We believe that those with lived experience of the criminal justice system should have a seat at the table when it comes to making decisions that affect them and their peers. User Voice Consultations and Peer Research offers policymakers and service providers the opportunity to learn from and act upon the insights of those hardest to reach. Our rich and sometimes difficult to hear insights lead the conversation around system change.

Our consultations are bespoke projects that help service providers, commissioners, and policymakers' access, hear, and act upon the insight of their users. User Voice was commissioned to undertake the following consultations in the year, some of which began in the previous period, and some are still ongoing:

User Voice's presence as the go to organisation continues to be a trusted partner in lived experience in the criminal justice system. We have engaged with **5,428** service users in the following consultations:

- HMIP Core contract;
- HMIP Thematic Inspection;
- London Public Patient Voice (PPV);
- MOPAC;
- Neurodiversity in the Criminal Justice Sector;
- Police Drug and Diversion (PDD);
- Blended Supervision;
- Sheffield Hallam Parole;
- West Yorkshire Restorative Justice Project; and
- East Midlands Lived Experience Panel.

HMIP Core Contract

"She's been the only officer that looked at my whole life, contracted all the services, sorted meetings, supported me with them when I was having off days. She done her job right unlike so many didn't before."

"I had nobody to support me with anything, that's why I got back in trouble in first place."

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

User Voice has been commissioned by HM Inspectorate of Probation to capture the voice of people on probation for their core inspection programme. Involving people on probation in inspections and having their voice heard to such a scale is novel and hadn't been done before prior to our involvement.

From March 2023 to March 2024, User Voice has given a voice to 155 people on probation across 6 regions and 22 probation delivery units during inspections.

March 2023 to March 2024 covers the end of cycle one of the projects and the start of cycle two which commenced in November 2023. Data from cycle 1 of the project was presented at the Insights Festival 2024.

Prior to the start of cycle two of inspections, the learnings from cycle one were implemented into the approach and methodology for cycle two. Service users, User Voice's staff, User Voice's National Council and HM Inspectorate of Probation all fed into the methodology for cycle two which has begun successfully. One of the more potentially impactful changes to cycle two was capturing more descriptive characteristics such as neurodiverse conditions, veteran status, care experience and more to allow for more diverse possibilities for data analysis.

User Voice employed a mixed methods approach with both in-person surveys and interviews and online surveys and telephone interviews. In total, 1,551 service users were engaged with across two cycles.

HMIP Thematic Inspection

"If they were communicating with me more, telling me what is actually happening, being real with me, then a lot of things would have went a lot better... So for me if my communication with them could have been better, everything could have been better."

User Voice was commissioned by HM Inspectorate of Probation to capture the voice of people on probation for the inspection of custodial remand in the youth justice system of England and Wales.

Examples of which are summarised below.

- **IPP:** User Voice was commissioned by HM Inspectorate of Probation to capture the voice of people on serving IPP sentences for the inspection titled 'A thematic inspection of imprisonment for public protection (IPP) recall decisions.'
This landmark consultation was the first to speak to people serving IPP sentences on a large scale since the inception of IPP sentences in 2003. In total, User Voice spoke to 111 people serving IPP sentences that have experience of recall across 11 prison estates.
- **Women on Probation:** As part of HM Inspectorate of Probation's thematic review of women on probation, User Voice's all female peer researcher team surveyed and interviewed 77 women in six different Probation Delivery Units across England and Wales: West Berkshire, Worcestershire, Stockport and Trafford, Camden and Islington, Cardiff and The Vale, and Bath and Somerset.
- **Young Adults:** User Voice was commissioned by HM Inspectorate of Probation to capture the voice of 18- to 21-year-olds on probation for the inspection of the quality of services delivered

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

to young adults in probation. In total User Voice spoke to 259 young adults about their early-life experiences, probation experience,

- **Youth on Remand:** User Voice was commissioned by HM Inspectorate of Probation to capture the voice of people on probation for the inspection of custodial remand in the youth justice system of England and Wales. Six in-depth cases studies were developed from seven remote interviews across five different Youth Offending Teams with young people aged 17-19.

London Public Patient Voice

User Voice was commissioned to recruit, train, and support Patient and Public Representatives to engage within health and justice commissioning systems by providing a range of support services.

- HMP Belmarsh;
- HMP Brixton;
- HMP ISIS;
- HMP Pentonville;
- HMP Thameside;
- HMP Wandsworth;
- HMP Wormwood Scrubs;

Liaison & Diversion locations:

- Uxbridge Magistrates Court;
- Willesden Magistrates Court;
- Westminster Magistrates Court;
- Acton Police Station;
- The Gordon Hospital;

Representatives with lived experience engage with service users using NHS services to gain insight into their experience and any ideas they support for positive changes.

During this period, User Voice has undertaken the projects in prison and on probation shown below.

- **Substance Misuse in Prison:** User Voice conducted 60 interviews across 7 locations to understand what would increase engagement with substance misuse services. We advised that the prisons needed to establish more lived experience initiatives and utilise lived experience more in the support of those with substance misuse issues and needed to co-produce accessible in-cell self-help resources. So far, 5 prisons across London have introduced a form of Substance Misuse Support Representative who explains what kind of support is available and how to access it.
- **Oral Health:** User Voice has worked with 7 male prisons across London to host focus groups, 1:1 interviews, and conduct surveys across the population to find out how well the prisons are supporting the oral health needs of the residents and how well the residents know and understand how to look after their own oral health.
- **Liaison and Diversion Service User Review:** User Voice worked with the Liaison and Diversion service across West London in police and court custody settings to determine how well the service was working there to support the men and women entering the system. And to determine the best way to get service user feedback.
- **Friends and Family Support:** User Voice worked with the Liaison and Diversion service across Central and West London in police and court custody settings to determine how well

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

the service was working there to support the men and women entering the system. And to determine the best way to get service user feedback. User Voice engaged with 15 men and women and the biggest concern raised was that 82% didn't understand what the service was or why they were being spoken to.

- **Neurodiversity in HMP Pentonville:** User Voice was asked to focus on screening, support, and care for Neurodivergent people who were living on the Neurodiversity wing in HMP Pentonville. We interviewed 15 men currently serving in HMP Pentonville to ask a variety of questions about the support they were receiving and what they thought could be improved in the prison. We found that 78% of those interviewed did not feel that the information packs they were given for their induction into the prison were suitable for those with neurodivergent needs such as Dyslexia and 92% did not feel like there was specific support in place to help people make appointments with healthcare professionals. User Voice recommended that the Neurodiversity wing have their own representatives, akin to Healthcare Representatives, to support any changes and raise any concerns. HMP Pentonville, has now implemented this and is supporting the men on the wing with this.
- **Service User Event:** In November 2023, User Voice hosted a forum for service users to meet with service providers and discuss the issues currently facing men and women using healthcare in the criminal justice system. The focus for this forum was to discuss: "How can we collaboratively use Lived Experience to design and evaluate the healthcare services across the Criminal Justice System?" This forum was focused on how to introduce or better use lived experience within the system and to discuss the importance of using that expertise. We asked all in attendance to decide what they wanted to discuss at the event. The most common themes featured Mental Health support across the system (particular emphasis on police custody), support for pregnant women in custody, disability Support in prison, and access to Services and Communication
- **Service User Engagement:** In HMP Brixton, HMP Wormwood Scrubs, and HMP Pentonville, the role of Reps has been increased to include supporting new men coming into the prison understanding how to access healthcare through appointments, and how to find the appropriate information and support.

MOPAC

"Being part of this (forum) has really made me feel like there are people who care about me moving forward in my life and that I can grow and be a better person., I think it can be tough for probation officers to really show that because they are so busy but getting to speak openly here has been really good."

Commissioned by the Mayor's Office for Policing and Crime (MOPAC) to engage with youth visiting probation settings in London.

Across this year we have spoken to 347 men and women across the two MOPAC HUBs in Stratford. From our engagement we have been pleased to see increased discussion and signposting to wellbeing and self-harm support.

User Voice has been awarded another year of funding after our work on the pilot.

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REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

Neurodiversity in the Criminal Justice System

“I think it’s really hard to find a neurotypical person behind a door in a prison. We’ve all got something a little bit different going on, not necessarily to underline why we’re here in the first place, but there’s something not quite functioning in the normal way, whatever you want to say. But, like, the system throwing me in here, and I’m bumping into all kinds of different people that communicate differently. It’s really made me stop and think, kind of, ‘Okay, why is this person talking to me so aggressively when all he’s asking is for a teabag?’”

Our NHS England funded project investigated neurodiversity in the criminal justice system. We interviewed 104 and surveyed 250 neurodivergent people in 11 prisons across the country to learn about their journey through the system. We identified and charted the journey of service users from early life, to post prison release.

After the release of our report, we have met with neurodiversity charities, MP’s from different parties, and different HMPPS staff, including the prison Neurodiversity Support Managers, to present our findings and to identify possible next steps.

Police Drug Diversion (PDD) programme

“They [police] said, ‘You have two choices here. You can either not do this course and get a criminal conviction. Or you can take this, do this, you won’t get a conviction and we’ll help you towards making better decisions.’ So, I took that choice.” (Checkpoint divertee)

We are in the final year of evaluating three different police drug diversion schemes in Durham (Checkpoint and Prosec88), Thames Valley (Druglink and Red Snapper) and West Midlands (Cranstoun). Commissioned by the Cabinet Office Evaluation Accelerator Fund and led by University of Kent, User Voice and several other partners set out to evaluate three existing police drug diversion (PDD) schemes to inform policy and practice by showing what works, for whom, and in what circumstances.

User Voice interviewed 100 people who had been diverted to drug diversion schemes, whereas our partner universities interviewed the police who divert individuals to these schemes and the services who provide the diversion activities. In 2024-2025 all the qualitative (and quantitative) data will be analysed to find out how the PDD schemes are working. Final report, and academic articles will be published in 2025.

The themes the project’s qualitative team have identified include; what needs assessment is offered for those referred to PDD schemes, what different factors impact service users’ motivation and engagement with the PDD schemes.

Sheffield Hallam Parole project

User Voice partnered with Sheffield Hallam University for the research titled: ‘Remote chance? Participation and access to justice in remote parole hearings.’

This project explores peoples’ experiences of parole oral hearings that are conducted remotely, in-person and in a hybrid manner (with some people attending in person with others being online).

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

The consultation is set to be completed in April 2024 with a view of submitting the findings to an academic journal and releasing the report on the User Voice website.

Blended Supervision

Commissioned by the Ministry of Justice, and led by our partner Get the Data, User Voice and TONIC evaluated the Blended Supervision Model used by the probation service to manage people on probation.

Blended Supervision is a catch all term to cover the different modes of contact used to undertake sentence management activities with people on probation including face-to-face contact, telephone, and video calls. The blended approach was adopted during the COVID-19 pandemic when face-to-face contact was not possible.

For phases 1 and 2 of the evaluation User Voice conducted 105 one-to-one interviews and 11 focus group and surveyed 813 people on probation in four different probation regions: North West, Greater Manchester, West Midland, East of England, and Wales.

We asked people about their experience of having both in person and remote contacts, and how it impacted their relationship with their practitioner, and their overall quality of life. We were also interested in people on probation experiences of remote Rehabilitative Activity Requirements and their confidence in using technology in probation.

The final report will be published later in 2024 by the Ministry of Justice.

Lived Experience Panel – East Midlands

“Joining the panel gives me scope and reach, I’m looking forward to helping other people and myself with rehabilitation and lasting positive changes. It’s been a pleasure so far to be involved in the procurement process and I’m eager to progress further with this amazing opportunity. I’m really looking forward to learning new skills and meeting new people in the process”

The East Midlands Lived Experience Panel (LEP) works collaboratively with commissioners and other regional and national stakeholders to help tackle issues and develop solutions drawing on lived experience insight. Members have been supported to attend virtual meetings with a range of stakeholders and continue to engage service users in prisons, including Clinical Quality Visits, procurements, research, forums and conferences.

We have recruited, trained and empowered panel members to work with Health Justice services across the East Midlands, supporting them to work on the individual works streams set by the NHS, and supported their individual progression. Panel members have had the opportunity to engage in induction training, Safeguarding training and completed a peer research accredited qualification.

- **Prison engagement:** We have completed patient feedback for Clinical Quality Visits in the following prisons: HMP Five Wells, HMP Leicester, HMP Lincoln, HMP Ranby, HMP Gartree, HMP Onley, HMP Sudbury and HMP Whatton, HMP Nottingham and HMP Five Wells.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

- **Liaison and Diversion:** We developed questionnaires to gather feedback from healthcare providers on the women's pathway, and feedback from service users on mental health treatment requirements.
- **Suicide Prevention Document:** The document was co-produced with our lived experience panel and the listeners within one estate, as well as the female estate. This initiative, with its focus on the patients' experience and individual needs across pathways they have accessed, aims to support early intervention work to achieve long term health benefits and reduce the risk of suicide completion.
- **Health Inequalities Workshop:** This event brought together healthcare professionals from NHS England to learn about health inequalities between people or groups of people. Health inequalities exist across a range of dimensions and/or characteristics and on Lived Experience.
- **HMP Five Wells (L & D / Neurodiversity Report) & (Under 25's feedback):** We gathered patient feedback and reported back to the NHS
- **Procurement activities:** The Panel contributed to the HMP Stocken, HMP Gartree and HMP Fosse Way Healthcare provider procurement. The Panel contributed to the 10 Prison Procurement (East & West Midlands) where we recruited and trained prisoners to support the procurement process.
- **Conferences/meetings:** Reconnect Event This brought together healthcare professional to learn about RECONNECT, which is a care after custody service that works to improve the continuity of care of people leaving prison or an Immigration Removal Centre (IRC) with an identified health need. Further events include NHS England reflective practice meeting and Derby and LD Autism and Neurodiversity Event.
- **Menopause Report:** We conducted patient feedback surveys and focus groups at HMP Foston Hall to gather data on the menopause. We wrote a report and a pathway of care based on the findings.
- **NHS England Interview support:** We provided interview support for NHS England. This experience was highly valued by panel members.
- **Learning Disabilities/Difficulties and Neurodiversity needs:** We engaged with healthcare providers across the prison estate to better understand the needs of people with Learning Disabilities/Difficulties and Neurodiversity needs.

West Yorkshire Peer Commissioning

"It's good to know how much this project means to the mayor and that people have confidence in our abilities to get this right, this boosted my confidence."

The West Yorkshire Combined Authority have commissioned User Voice to set up a lived experience commissioning panel to evaluate the bids for a new restorative justice service across West Yorkshire.

Involving individuals with lived experience at the heart of such a process has never been done before. This monitoring and evaluation will map out the experience of both the Peer Commissioners and relevant stakeholders to get a better understanding of the process and the benefits to both the Peer Commissioners and the West Yorkshire Combined Authority.

Our six peer commissioners took part in Peer Research training which included understanding of research methods, research ethics, and understanding peer-led research.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

The learnings captured in the report can then be utilised to build a business case for the implementation of peer commissioning Yorkshire wide and beyond. The ‘capturing the learning’ phase of the project has five stages and is near completion with a report to be made public in late Summer 2024.

National Council Project

"...When I came out of prison and went to see my own doctor who, who knew I was in prison, they couldn't even get and still have never been able to get hold of any information about my healthcare in prison..."

In 2023/24 members of the National Council conducted its inaugural consultation on *the transition of healthcare from Prison Services into the Community*. As with other functions of the National Council, this has been a purely voluntary and grassroots initiative. The consultation provided an opportunity for Council members to develop new skills in project management, qualitative & quantitative data analysis, IT competence, interview techniques, report writing, and public speaking.

The transition from prison into the community is a critical time for service users' health and well-being. People leaving prison are more likely to have chronic health conditions, mental health problems, and substance use disorders than the general population. They are also more likely to be homeless, unemployed, and socially isolated. These factors can make it difficult to access the healthcare needed in the community. By gathering feedback from service users, the consultation will help raise awareness to policymakers to ensure the transition process is designed to meet the needs of the people who use it.

The consultation found that 56% of service users either disagreed or strongly disagreed that they received the support and services they needed during my transition from prison to the community. While, 72% of service users said probation did not make any referrals or support them in getting healthcare after they were released.

The report is due to be released in Spring 2024.

Social media and website

User Voice utilises Twitter, Facebook, LinkedIn, and Instagram regularly to share our latest news, latest research, vacancies, sector publications and to highlight the big issues for people in prison and on probation.

On Twitter, User Voice has 9,559 followers. User Voice's unpaid posts earned 120,016 impressions (the total number of times that a tweet has been delivered to the Twitter stream of a particular account), an increase of 65% from the previous year.

For Facebook, we have 1,700 followers, where the 35-44 age demographic continues to be the highest.

On LinkedIn User Voice has increased its numbers of followers from 1,158 to 1,380. On Instagram, we have also increased our follower number from 380 to 439.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

On average during this period, User Voice's website has had approximately 1,800 visitors each month.

Volunteering and internships

User Voice encourages people to volunteer to develop skills and gain experience as part of our commitment to offer individuals opportunity, encouragement, and support. We have helped many people move from volunteering into staff positions with us.

These volunteers fall broadly into two categories:

- Office-based administrative volunteers: these people assist Lived Experience Consultants with internal office coordination activities, such as data input, filing, diary management.
- Delivery-based engagement volunteers: these people shadow and assist the engagement team with delivery in prisons and communities.

User Voice has continued its relationship with London Metropolitan University and Queen Mary University of London who have sent us students to gain experience of working in charity.

Fundraising

User Voice continues to maintain solid partnerships with supporters and donors, based on mutual understanding and shared values. All our fundraising practices are done in an open, honest, and respectful manner in line with the Code of Fundraising Practice issued by the Fundraising Regulator.

Key strategic priorities

- Ensure User Voice remains as the leading organisation giving service users a voice and working with decision makers to design, implement and run effective and efficient services.
- Run User Voice effectively to ensure that the voice of service users is at the heart of what we do.
- Ensuring User Voice's future by developing resilient income streams and grows in times of significant policy changes.

Remuneration of the key management personnel

The arrangements for setting the pay of key management personnel are proposed by the CEO and discussed and decided at a Board level. Key personnel during the financial year were Mark Johnson, Daniel Hutt, Brendan Doyle, Sean Campbell, Simon Boddys and Tharani Yathaven. Levels of remuneration are set in line with the market rates for the charity sector and based on people's skills and their contribution to the organization.

CEO remuneration is proposed by the Finance Committee and approved by the Trustees, following discussions at a Board meeting.

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REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

Financial review

User Voice recorded total income of £821,586 (2023: £632,816) in the year, with 90% of income coming from charitable activities (project and consultation activities). The increase is due to increased Project Income.

The overall result for the year was a deficit of £60,147 (2023: a deficit of £297,576), reflecting a deficit on unrestricted funds of £46,247 (2023: a deficit of £265,806) and a deficit on restricted funds of £13,900 (2023: a deficit of £31,770). Therefore, there was an overall decrease on our accumulated unrestricted reserves, which stands at £643,624 on 31st March 2024 (2023: £689,871) whilst restricted funds decreased to £60,182 (2023: £74,082).

Investment policy and performance

There are no restrictions on the charity's power to invest and the current policy is to invest short term funds with the trust's bankers.

Reserves policy

As at 31.03.2024, User Voice held total reserves of £703,806. This is made up of £643,625 of unrestricted reserves and restricted reserves of £60,182. User Voice has identified that it needs to maintain unrestricted reserves of £535,000 to ensure financial stability and operational continuity. This includes a Working Capital Reserve of £135,000 to provide a financial buffer for unexpected expenses or income shortfalls, ensuring that operations can continue without compromising the organization's mission. Additionally, £400,000 is allocated for closure costs, covering employee salaries and contractual obligations for approximately four months to ensure an orderly shutdown if necessary.

In order to bring the level of actual reserves into line with the reserves target, the Board has set aside designated reserves of £115,000 support specific projects that will increase User Voice's ability to serve those in the criminal justice system. These projects include amounts for enhancing the website and social media presence to improve user engagement and outreach; hiring a Volunteer Training Manager to develop and implement volunteer training programs; employing a Grants Officer to secure additional funding through grants; and the recruitment of a highly skilled CEO to formulate with the Board and drive a long term strategy for the organisation. It is expected that these amounts will be spent or committed during the current financial period.

The Finance Committee monitors and reviews the level of reserves on a quarterly basis. These reviews will include ensuring that the amounts designated for specific projects will deliver the expected benefits. The Reserves Policy is reviewed and approved by the Board annually.

Responsibilities of the Board

Company law requires the Board to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the Board are required to:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, including (FRS102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- follow the SORP, Accounting by Charities; and
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Board are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2024

statements comply with the Companies Act 2006, Accounting Standards and Statements of Recommended Practice and the regulations under the Charities Act 2011. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of disclosure to the auditor

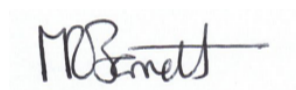
So far as the Board of Trustees are aware:

- a) there is no relevant audit information of which the charity's auditors are unaware; and
- b) they have taken all steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Auditors

Moore Kingston Smith LLP were appointed as auditors during the year and are deemed to be re-appointed under Section 487(2) of the Companies Act 2006.

This Report of the Board, which forms part of the Annual Report and Financial Statements, is approved by the Trustees in their capacity as Directors of the company and signed of its behalf by:



Mr Michael Barnett
Chair

6 October 2024
Date

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

Opinion

We have audited the financial statements of User Voice for the year ended 31 March 2024 which comprise Statement of Financial Activities, the Balance Sheet, and the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company'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 there is 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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

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

- the information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' annual report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; 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 exemption in preparing the trustees' annual report and from preparing a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 17, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- 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. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Explanation as to what extent 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, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

management and those charged with governance and obtaining additional corroborative evidence as required.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

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 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 any party other than the charitable company and charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Moore Kingston Smith LLP.

Date: 29 October 2024

Jamers Saunders FCCA DChA (Senior Statutory Auditor)
for and on behalf of Moore Kingston Smith LLP, Statutory Auditor

6th Floor
9 Appold Street
London
EC2A 2AP

USER VOICE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total 2024 £	Total 2023 £
Income					
Income from donations	2	897	80,523	81,420	65,267
Income from charitable activities	3	<u>678,978</u>	<u>61,188</u>	<u>740,166</u>	<u>567,549</u>
Total income		<u>679,875</u>	<u>141,711</u>	<u>821,586</u>	<u>632,816</u>
Expenditure					
Expenditure on raising funds	5	43,875	-	43,875	6,794
Expenditure on charitable activities	6	<u>673,527</u>	<u>164,331</u>	<u>837,858</u>	<u>923,598</u>
Total expenditure		<u>717,402</u>	<u>164,331</u>	<u>881,733</u>	<u>930,392</u>
Net income / (expenditure)	4	(37,527)	(22,620)	(60,147)	(297,576)
Transfer between funds		(8,720)	8,720	-	-
Net movement in funds		<u>(46,247)</u>	<u>(13,900)</u>	<u>(60,147)</u>	<u>(297,576)</u>
Reconciliation of funds					
Fund balance brought forward at 1 April		<u>689,871</u>	<u>74,082</u>	<u>763,953</u>	<u>1,061,529</u>
Fund balance carried forward at 31 March		<u>643,624</u>	<u>60,182</u>	<u>703,806</u>	<u>763,953</u>

The results for the period are derived from continuing operations

There were no recognised gains or losses, other than those passing through the statement of financial activities.

The notes on pages 26 to 36 form part of these financial statements.

USER VOICE

BALANCE SHEET

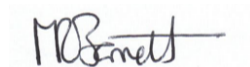
AS AT 31 MARCH 2024

		2024		2023	
	Notes	£	£	£	£
Fixed assets					
Tangible fixed assets	11		-		795
			-		795
Current assets					
Debtors	12	167,741		277,539	
Cash at bank and in hand		670,134		723,252	
		837,875		1,000,791	
Creditors: amounts falling due within one year	13	<u>(134,069)</u>		<u>(237,633)</u>	
Total current assets less current liabilities			703,806		763,158
Net assets			<u>703,806</u>		<u>763,593</u>
Reserves					
Unrestricted funds			643,624		689,871
Designated funds			115,000		250,000
General funds			528,624		439,871
Restricted finds			<u>60,182</u>		<u>74,082</u>
	16		<u>703,806</u>		<u>763,953</u>

These financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The notes on pages 26 to 36 form part of these financial statements.

The financial statements were approved by the Board and signed on its behalf on 6 October 2024 by:



Mr Michael Barnett
Chair

Company Registration Number: 06820227

USER VOICE

STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Net cash provided by / (used in) operating activities	17	(53,118)	(225,314)
Change in cash and cash equivalents in the year		<u>(53,118)</u>	<u>(225,314)</u>
Cash and cash equivalents at the beginning of the year		723,252	948,566
Cash and cash equivalents at the end of the year		<u>670,134</u>	<u>723,252</u>

	2023 £	Cash flows £	2024 £
Cash and cash equivalents			
Cash at bank and in hand	723,252	(53,118)	670,134
Analysis of changes in net debt	<u>723,252</u>	<u>(53,118)</u>	<u>670,134</u>

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2024

1. Accounting policies

1.1 Basis of preparation

The charity meets the definition of a public benefit entity, and therefore the financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP (FRS 102)), the Companies Act 2006 and the Charities Act 2011. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The trustees have assessed whether the use of the going concern basis is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of approval of the financial statements.

After making enquiries the trustees have concluded that there is a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future due to the majority of the income that is being included within the 2024/25 budget already being contractually secure together with amounts held in reserves. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

The principal accounting policies adopted in the preparation of the financial statements are set out below.

The functional currency used is British pound sterling, and balances are rounded to the nearest £1.

1.2 Funds Structure

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor. Unrestricted funds are funds which are used in accordance with the charitable objects at the discretion of the trustees. Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

1.3 Income

Grants, donations and other income are credited to the statement of financial activities in the year to which they relate. Grants and donations will be recognised on an entitlement basis and when receipt is probable and the amount can be measured reliably, unless it relates to a specific future period, in which case it is deferred. Other income, including investment income, is recognised on an accruals basis. Contract income is recognised over the life of the assignment, as it is earned.

1.4 Expenditure and irrecoverable VAT

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Support costs not directly attributable to an expenditure category are shown in note 7 and have been apportioned on the basis of staff activity.

Irrecoverable VAT is charged against the category of expenditure within which it was incurred.

1.5 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense. The cost of any unused holiday entitlement is recognised in the period in which the employee’s services are received. Termination benefits are recognised as an expense when the company has demonstrably committed to terminate the employment of an employee or to provide termination benefit.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates that are calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	3 years straight line
Fixtures, fittings and equipment	3 years straight line

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

Assets are reviewed annually for impairment and adjustments are made to the carrying value when required.

1.8 Pensions

User Voice operates defined contribution pension arrangements, the assets of which are held separately from those of the Charity in independently administered funds. Contributions are charged to the income and expenditure account as they become payable.

1.9 Critical accounting estimates and judgements

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

1.10 Operating leases

Rental charges are charged on a straight-line basis over the term of the lease.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2024

2. Income from donations

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Donations	240	-	240
Grants	657	80,523	81,180
	<u>897</u>	<u>80,523</u>	<u>81,420</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Donations	240	-	240
Grants	1,493	63,534	65,027
	<u>1,733</u>	<u>63,534</u>	<u>65,267</u>

3. Income from charitable activities

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Project income	402,584	-	402,584
Consultancy & other income	276,394	61,188	337,582
	<u>678,978</u>	<u>61,188</u>	<u>740,166</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Project income	332,551	-	332,551
Consultancy & other income	217,291	27,707	244,998
	<u>539,842</u>	<u>27,707</u>	<u>567,549</u>

4. Net income for the year is calculated after charging:

	2024 £	2023 £
Audit fees	12,300	10,700
License to occupy	12,902	12,203
Depreciation	795	4,268

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2024

5. Expenditure on raising funds

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Staff costs	40,002	-	40,002
Other costs	442	-	442
Support costs (see note 7)	3,431	-	3,431
	<u>43,875</u>	<u>-</u>	<u>43,875</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Staff costs	3,151	-	3,151
Other costs	573	-	573
Support costs (see note 7)	3,070	-	3,070
	<u>6,794</u>	<u>-</u>	<u>6,794</u>

6. Expenditure on charitable activities

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Staff costs	287,372	133,664	421,036
Travel and subsistence	31,073	2,134	33,207
Finance, HR & other professional fees	1,506	5,619	7,125
Other costs	33,742	-	33,742
Support costs (see note 7)	319,834	22,914	342,748
	<u>673,527</u>	<u>164,331</u>	<u>837,858</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Staff costs	311,976	85,041	397,016
Travel and subsistence	34,916	3,300	38,216
Finance, HR and other professional fees	90,046	36,718	126,763
Other costs	45,396	5,090	50,487
Support costs (see note 7)	282,083	29,033	311,116
	<u>764,416</u>	<u>159,181</u>	<u>923,598</u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2024

7. Support costs

Current Year	Costs of Raising Funds £	Charitable Activities £	Total 2024 £
<u>Governance costs</u>			
Staff Costs	333	32,941	33,274
Audit fees	123	12,177	12,300
Legal and professional fees	202	20,005	20,207
Trustee costs	2	244	246
<u>Other Support costs</u>			
Staff costs	1,140	112,848	113,988
Office costs	543	56,342	56,885
Travel and subsistence	84	8,739	8,823
Finance, HR & other professional fees	915	90,574	91,489
Sundry expenses	90	8,876	8,966
	<u>3,432</u>	<u>342,746</u>	<u>346,178</u>
Prior Year	Costs of Raising Funds £	Charitable Activities £	Total 2023 £
<u>Governance costs</u>			
Staff Costs	232	22,984	23,216
Audit fees	107	10,593	10,700
Legal and professional fees	30	2,965	2,995
Trustee costs	2	174	176
<u>Other Support costs</u>			
Staff costs	986	97,598	98,584
Office costs	554	61,600	62,154
Travel and subsistence	89	9,300	9,389
Finance, HR & other professional fees	945	93,548	94,493
Sundry expenses	125	12,354	12,479
	<u>3,070</u>	<u>311,116</u>	<u>314,186</u>

Support costs are allocated on the basis of staff activity.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2024

8. Analysis of staff costs

	2024 £	2023 £
Salaries and wages	545,932	471,942
Social security costs	47,694	42,644
Pension costs	8,604	7,381
Redundancy Pay	6,069	
	<u>608,299</u>	<u>512,967</u>

No employee earned more than £60,000 during the year (2023: nil). All User Voice employees were enrolled in an auto-enrolment compliant, defined contribution pension scheme in both 2023 and 2024, and new employees were auto enrolled in the same scheme. Pension costs represent the employer's contribution to that scheme during the year.

The number of employees during the period was as follows:

	2024 No.	2023 No.
Fundraising	1	-
Support	4	4
Charitable activities	15	13
	<u>20</u>	<u>17</u>

The Senior Management Team are considered to be the key management personnel and the total fees and employee benefits paid to them were £169,586 (2023: £303,135).

Included within staff costs are costs totalling £6,069 (2023: £nil) in relation to redundancy and termination payments.

Trustees are eligible to be reimbursed for travel and incidental expenses incurred in the performance of their duties; no Trustees (2023: 0) claimed any expenses in the year (2023: £nil).

9. Directors' remuneration

As allowed by the constitution of User Voice, one of the directors, Mark Johnson, received payments totalling £18,965 (2023: £71,415) from his role as self-employed consultant to the charity, which he billed through his company, MJ Innovation Ltd. During the year, he was reimbursed for expenses totalling £0 (2023: £nil).

10. Taxation

As a charity the organisation is exempt from UK corporation tax to the extent that its income is applied to its charitable objects. No liability arose in the period.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2024

11. Tangible fixed assets

	Fixtures, fittings & equipment £	Computer Equipment £	Total
Cost			
At 1 April 2023	2,385	11,466	13,851
Additions	-	-	-
Disposals	(2,385)	-	(2,385)
At 31 March 2024	-	11,466	11,466
	=====	=====	=====
Depreciation			
At 1 April 2023	1,590	11,466	13,056
Charge for the year	795	-	795
Disposals	(2,385)	-	(2,385)
At 31 March 2024	-	11,466	11,466
	=====	=====	=====
Net book value			
At 31 March 2024	-	-	-
	=====	=====	=====
At 31 March 2023	795	-	795
	=====	=====	=====

12. Debtors

	2024 £	2023 £
Trade debtors	90,792	232,086
Other debtors	100	120
Prepayments	4,538	2,746
Accrued income	72,311	42,587
	167,741	277,539

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2024

13. Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	9,225	25,492
Taxes and social security	82,200	40,236
Accruals	39,894	33,637
Deferred income	648	136,123
Other creditors	2,102	2,145
	<u>134,069</u>	<u>237,633</u>
Opening deferred income	136,123	218,506
Released in the year	(136,123)	(218,506)
Income deferred in the current year	<u>648</u>	<u>136,123</u>
	<u>648</u>	<u>136,123</u>

14. Company limited by guarantee

The limit of the total guarantees of the members of the company amounted to a maximum of £40 at the beginning of the year and £40 at the end of the year.

15. Analysis of charitable funds

Current Year	Balance at 1 April 2023	Income	Expenditure	Transfer	Balance at 31 March 2024
	£	£	£	£	£
General Funds	439,871	679,875	(717,402)	126,280	528,624
Designated Funds	250,000	-	-	(135,000)	115,000
Anti-Knife Crime Fund	6,967	-	-	-	6,967
National Lottery Community Fund	-	9,900	(1,040)	-	8,860
John Ellerman Foundation	67,115	-	(22,760)	-	44,355
EAF Drug Diversion	-	70,623	(73,537)	2,914	-
MOJ Blended Supervision	-	61,188	(66,994)	5,806	-
Restricted funds	<u>74,082</u>	<u>141,711</u>	<u>(164,331)</u>	<u>8,720</u>	<u>60,182</u>
Total	<u>763,953</u>	<u>821,586</u>	<u>(881,733)</u>	<u>-</u>	<u>703,806</u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2024

15. Analysis of charitable funds (continued)

Prior Year	Balance at 1 April 2022	Income	Expenditure	Transfer	Balance at 31 March 2023
	£	£	£	£	£
General funds	955,677	541,575	(771,210)	(36,170)	689,872
Designated Funds	-	-	-	250,000	250,000
Barrow Cadbury Trust	8,537	15,500	(26,162)	-	-
Home Office Anti Knife Crime Fund	6,967	-	-	-	6,967
Joseph Rowntree Charitable Trust	17,713	-	(17,752)	39	-
John Ellerman Foundation	72,635	-	(5,520)	-	67,115
The Queen's Belfast Project	-	20,715	(54,722)	34,006	-
EAF Drug Diversion	-	27,319	(27,319)	-	-
MOJ Blended Supervision	-	27,707	(27,707)	-	-
Restricted funds	<u>105,852</u>	<u>91,241</u>	<u>(159,181)</u>	<u>36,170</u>	<u>74,082</u>
Total	<u>1,061,529</u>	<u>632,816</u>	<u>(930,391)</u>	<u>-</u>	<u>763,954</u>

Designated Funds

Strategic Investment Fund

Funds set aside by the directors to assist with the transition to the new strategy focused on outreach work alongside research capabilities.

Restricted Funds

BCT (Barrow Cadbury Trust)

With the support of BCT, User Voice will be able to develop a communications strategy, internally and externally by employing a communications specialist.

Home Office Anti Knife Crime Fund

Funding to gather insight from young people convicted of knife crime to develop solutions to the problem.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2024

15. Analysis of charitable funds (continued)

National Lottery Community Fund

To develop a National Council of service users from User Voice's community councils. Providing a national forum for service users to drive change within the probation service.

John Ellerman Foundation

Develop User Voice's Knowledge. Seeding the development of a more robust function to drive information, intelligence and data and use to influence and change policy.

The Queen's Belfast Project

Funding to enable User Voice to research the impact of covid in prisons.

Joseph Rowntree Charitable Trust

To develop a National Council of service users from User Voice's community councils. Providing a national forum for service users to drive policy change.

Social Enterprise Support Fund

Funding to enable User Voice to develop and embed new digital ways of giving people in prison and on probation a voice.

EAF Drug Diversion - Police Drug Diversion evaluation project.

User Voice's received funding to interview people who have been found in possession of drugs and diverted to a diversion scheme by the police. We are evaluation three different diversion programmes in three different areas (West Midlands, Thames Valley, and Durham). The project is funded by the Cabinet Office and led by University of Kent together with Police Commissioners.

MOJ Blended Supervision Model (BSM)

We are funded to interview people on probation about their experiences of the BSM (mix of face-to-face and remote appointments with probation officers). The MoJ, who is funding the project, wants to find out does the BSM work, and which cohorts of people it works the best. Get the Data are interviewing Probation Practitioners to find out their experience of the BSM.

16. Analysis of net assets between funds

Current Year	General Funds £	Designated Funds £	Restricted Funds £	Total 2024 £
Fixed assets	-	-	-	-
Debtors	167,741	-	-	167,741
Bank & cash	494,952	115,000	60,182	670,134
Creditors less than one year	(134,069)	-	-	(134,069)
	<u>528,624</u>	<u>115,000</u>	<u>60,182</u>	<u>703,806</u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2024

Prior Year	General Funds £	Designated Funds £	Restricted Funds £	Total 2023 £
Fixed assets	795	-	-	795
Debtors	277,539	-	-	277,539
Bank & cash	399,170	250,000	74,082	723,252
Creditors less than one year	(237,633)	-	-	(237,633)
	<u>439,871</u>	<u>250,000</u>	<u>74,082</u>	<u>763,953</u>

17. Net cash provided by / (used in) operating activities

	2024 £	2024 £	2023 £	2023 £
Cash flows from operating activities				
Net income / (expenditure)	(60,147)		(297,576)	
Depreciation	795		4,268	
Decrease / (increase) in debtors	109,798		198,739	
Increase / (decrease) in creditors	(103,564)		(130,745)	
Net cash provided by / (used in) operating activities		(53,118)		(225,314)
Cashflow from investing activities				
Net purchase of fixed assets	-		-	
Net cash (used in) investing activities		-		-
Net increase / (decrease) in cash		<u>(53,118)</u>		<u>(225,314)</u>

18. Related party transactions

There were no related party transactions during the year (2023: none).

Accounts

Company Registration Number: 06820227

USER VOICE

**A COMPANY LIMITED BY GUARANTEE
(CHARITY NO. 1136047)**

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

USER VOICE

**A COMPANY LIMITED BY GUARANTEE
(CHARITY NO. 1136047)**

**ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

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Cash Flow statement	22
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USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023

The Board is pleased to present its report and financial statements for the year ended 31 March 2023.

Reference and administrative information

Directors	Donna Murray-Turner	
	Gareth Miller	
	Guy Robinson	Chair (resigned as Chair 18/04/2023)
	Julie Weston	
	Mark Johnson	(Resigned 31/05/2023)
	Matthew Watt	
	Max Kelly	(Resigned 22/04/2022)
	Michael Barnett	Chair (Appointed 18/04/2023) and Treasurer
	Professor Shadd Maruna	(Resigned 31/05/2023)
Company Secretary	Daniel Hutt	(Resigned 15/04/2023)
	Tharani Yathaven	(Appointed 28/06/2023)
Chair	Guy Robinson	(To 18/04/2023)
	Michael Barnett	(From 18/04/2023)
Senior Management Team as at September 2023	Finance, Operations and Contracts Manager Performance Manager Communications Lead	
Company Number	06820227	
Registered Charity Number	1136047	
Registered Office	20 Newburn Street, London, SE11 5PJ	
Auditors	Moore Kingston Smith LLP, 6th Floor, 9 Appold Street, London. EC2A 2AP	
Accountants	JS2 Limited, One Crown Square, Woking, Surrey, GU21 6HR	
Bankers	Coutts and Co, 440 Strand, London WC2R 0QS	

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023

Chair's Review

User Voice has continued to provide a voice to the most marginalised in the criminal justice system. The values of this organisation state that every voice matters and we have continued in this vein. We continue to be user led, something that is unique within the sector and remains a key component of our ethos. This informs every decision we make.

Our prison council work has led to real-world change to the lives of those in prison and made prisons a more organised place which is more conducive to rehabilitation. Involvement with our councils helps users upskill, increases motivation and provides renewed hope for the future.

Our consultations, such as the London Patient and Public Voice (PPV), has resulted in tangible proposals on how people in the criminal justice system can access healthcare. Our work with His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) looked at Serious Youth Violence and how youth fall into crime. In conjunction with Sodexo, we provided a voice for foreign nationals in prison, and our Coping with Covid study showed the world the experiences of those in prison during the pandemic.

It has been a year of change at User Voice. The Board of Trustees have decided to focus on our outreach work alongside research capabilities delivered within our excellent leadership team. Our Founder, Mark Johnson, resigned as a Trustee and as CEO to move beyond the criminal justice system. We will always be indebted for what Mark has done for User Voice and, more importantly, those in the criminal justice system. We wish him every success for the future. Max Kelly and Professor Shadd Maruna left the Board after many years supporting the Charity. We also thank them and wish them well.

The financial results presented reflect the transition to a secure, sustainable position for the future. The deficit of £298k was broadly in line with the expectations set in the budget set for the period although we weren't as successful with new business development opportunities as we had hoped. The budget for the new financial year also forecasts a deficit position as the Board utilises reserves as the organisation builds upon the last 14 years of work with renewed energy and focus.

During this period of change, staff have shown resilience and an ability to be flexible to ensure that User Voice not only continues to deliver on its contracts but also provides the criminal justice system with insights based on service user's lived experience. On behalf of the Board, I wholeheartedly thank them for all that they do.

We are confident that the changes made during the year and since have set up User Voice for a successful future. We are a more agile organisation that takes more voices with lived experience into consideration when making decisions. In the next year, our work on Neurodiversity within the criminal justice sector, the experiences of Youth on Remand and a focus on healthcare provision in the Midlands will ensure that User Voice continues to lead the conversation in the sector and, most importantly, lead meaningful change. This is a powerful contribution that everyone at User Voice is very proud of.

Michael Barnett

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023

Structure, governance, and management

User Voice became registered as a charity with the Charity Commission for England and Wales on 21 May 2010. It is a charitable company limited by guarantee, with no share capital and is governed by its Memorandum and Articles of Association dated 16 February 2009, as amended by special resolution on 7 May 2010. The liability of each member in the event of winding up is limited to a maximum of £10.

In accordance with the governing document, there shall not be fewer than two directors at any one time. The directors, who are also the charity trustees, are normally elected by the members of the company in a general meeting. The Board may appoint any member of the company as a director either as an additional director or to fill a casual vacancy. Any member so appointed must retire at the next annual general meeting but is eligible for re-election.

The Board of Trustees is ultimately responsible for the governance of the charity to ensure that it acts in the best interests of people who have been in prison or been on probation. The Trustees delegate the day-to-day management of the charity to the senior management team. The Board is supported in its work by two Committees. The Finance Committee covers the adequacy of financial policies and controls, reviewing financial performance and matters relating to the year end. The People Committee covers human resources, recruitment, professional development and remuneration.

Each new trustee will receive an induction session with the Chairman and Chief Executive or Management Team, where they are provided with the background to the charity and its work and receive guidance on their role as a director and trustee of the charity.

Trustees are periodically updated on the most important matters relating to the organisation's activities, as well as the latest charity sector developments and best practice guidance. Trustees are encouraged to keep up-to-date with sector developments relevant to their role throughout their term of office.

The senior management team review User Voice's risk register monthly and update Trustees when appropriate based on the nature of the issue, and the likelihood of occurrence and potential impact. The most relevant and pressing issues can be discussed in Board meetings or operational meetings. The action plans contained in the risk register then incorporate comments from the Board and proposed mitigating activities.

Risk management

The directors have reviewed the major and financial risks that impact on the work of the charity, most recently in March 2023. Systems that have been established enable the directors to review and take necessary steps to lessen these risks.

The principal risks identified include:

- **Financial Stability:** A financial deficit was incurred in 2023 and is forecast for 2024. Sustained deficits will lead to the closure of User Voice. The threat of this risk is assessed as being higher than a year ago in spite of reductions in expenditure not directly recoverable from contracts as income has fallen. Actions to manage this risk include cutting spend on consultants; reviewing of long-term financial options; quarterly forecasting tied with budgetary management; and hiring a new Business Development Manager.
- **Service Provision:** Insufficient staff or poor management could lead to contracts not being delivered to quality or on time. This could lead to poorer outcomes for users, contracts not being renewed and reputational damage. The threat of this risk is assessed as being lower than a year ago due to management changes and the introduction of new systems and approaches. Activities to manage this risk include regular meetings with project leads; regular engagement with commissioners; and Board oversight of key projects.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023

Objectives and activities

The object of User Voice is to advance education for the public benefit in criminal justice and the rehabilitation of offenders by speaking to those with lived experience and disseminating our learnings to stakeholders and the public.

Public benefit

The directors have complied with section 17(5) of the 2011 Charities Act, having due regard for the Charity Commission's guidance on public benefit, including the guidance 'Public Benefit: running a charity (PB2)', when reviewing the trust's aims and objectives.

Who we are

User Voice was created for and is run by people who have been in prison and on probation. Lived experience means we engage empathetically instead of sympathetically.

We exist to reduce offending and improve rehabilitation by working with the most marginalised people in and around the criminal justice system. We ensure that practitioners and policy-makers hear their voices, through:

- **Change for institutions: User Councils** give decision-makers feedback and solutions from their service users.
- **Change for individuals: User-Led Change.** With the right opportunity, encouragement and support, everyone can play an influential role in society.
- **Change in the agenda: User Consultations,** that give decision makers the opportunity to hear, and act upon, service user insights. Over the last 14 years, User Voice has delivered nearly 90 consultations with over 13,000 participants.

Change for institutions

During the year User Voice continued to support elected **Councils** based on our model of service user engagement in the following areas:

- HMP Bronzefield, holding up to 527 adult female prisoners.
- HMP Forest Bank, holding up to 1,460 adult male prisoners.
- HMP Northumberland, holding up to 1,348 adult male prisoners.
- HMP Peterborough Male Prison, holding up to 497 adult male prisoners.
- HMP Peterborough Female Prison, holding up to 360 adult female prisoners.

User Voice enabled service users to be part of the commissioning cycle in a number of areas including:

- West Yorkshire Police and Crime Commissioner (for a new restorative justice service)
- East Midlands Lived Experience Panel

At the end of this period, User Voice had built and maintained **representative structures for 4,192 people in prison and 3,553 of people on probation.**

Through our Council model, we have recruited, trained, and supported **224 Council members** who completed **4,125 engagements** with their peers, as detailed below.

Prison Councils topline stats:

- 126 new Council members
- 4,125 engagements of which:
 - 85% male
 - 15% female
 - 14% of those were in the 18-25 age group, while 39% were aged between 26-34
 - 31% self-reported a disability
 - 63% White, 11% Black, 6% Other, 9% Dual Heritage and 11% Asian

USER VOICE

REPORT OF THE BOARD

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- 72 proposals were put forward by User Councils during this time, of which:
 - 93% were accepted.
 - 58% were accepted and implemented
 - 34% were accepted and implementation is ongoing.
 - 8% of proposals were rejected

Change for individuals

User Voice regularly asks Council members to reflect on how they benefit from their experience, and how this has made a difference to them, both in terms of their personal development and skills development.

The experience of being a Council member gave people:

An opportunity to have their voice heard:

"User Voice's work hard to help us achieve our goals and brings structure to the group."

"We are getting things done and prisoners are starting to see this. We have good structure and facilitation."

"It's been difficult with probation as my probation officer is not able to talk about religion. I do think that probation should hear our experiences. I think people need to open up. Those working in the criminal justice system need to hear what everyone has experienced."

"There can't be anything worse than being a Foreign National locked up in a British prison. I can't speak or understand a word of their language, but nobody comes to speak to us, I'm just lost and afraid."

A sense of community:

"Being on the National Council means so much to me. Meeting and being part of a group of people that share the same values and determination to make a difference to society."

"Being part of a collective whole from all over the country means I gain a far broader insight to the issues raised. It is a positive team, with firm values and principles, encouraging us all to grow and learn; increasing how we operate as a person."

Changes they have seen in themselves and their environment:

"It's making me go over what was going on in my life at the time. It's building me back to how I was before. Big eye opener."

"Increased confidence, reduction in self-harm, and an increased motivation and desire to recover and get better."

"Being able to communicate with people on the wing and the council members."

Council members developed skills since joining the Council, including:

- Over 80% were more able to work with others.
- Over 70% felt more motivated since joining the council.
- Over 85% were better able to build trusting relationships.
- Over 80% felt more hopeful for the future.

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REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023

Prison Councils

HMP Forest Bank

"Things are getting better and lots of changes since I have joined the council but still lots to be done."

"Feel due to respect travellers are now treated better."

Staffing issues due to ill health have limited the amount of time User Voice has been active in HMP Forest Bank during this period. Additionally, the prison has limited the amount of time residents have outside the cell which has significantly reduced the amount of time residents have to meet.

However, we have inducted 39 new members to the council; of which, 95% members feel better able to interact with other residents since joining the council, while 85% of Council members either feel more hopeful or equally as hopeful during the same period.

HMP Northumberland

"User Voice work hard to help us achieve our goals and brings structure to the group."

"We are getting things done and prisoners are starting to see this. We have good structure and facilitation."

Due to the restrictions because of the COVID-19 pandemic, and User Voice staffing issues, our activity has been restricted in HMP Northumberland. In the face of the challenges, the regime has been accommodating and supportive of User Voice's work in the re-establishing and re-invigorating of the prison council.

Despite prison residents not being able to meet until June 2022, 75 new council members have been recruited. Of which, 83% of residents feel better able to build trusting relationships since joining the council. 94% of residents feel better able to interact with other residents, and 4 in 5 of residents feel more hopeful for the future since joining the council.

HMP Bronzefield

"I was very shy, not talk much and being in the Council helped me improve that a lot."

Post COVID-19, Bronzefield Prison began to return to a more normal regime in early 2022 and the Council has played a pivotal role in ensuring that residents voices were being heard and that their priorities such as visits, personal property and better communication from the prison staff were being brought to the attention of the Prison Director.

There have been some challenges with delivery this year, with short and sometime little notice around changes to accessing council members. In addition, staffing changes in the prison has impacted on communication and sometimes access to the prison. Despite these challenges we have been able to continue to deliver the prison Council model right up to the end of February 2023, when we paused activity due to internal staffing issues and delays in security vetting applications.

Council members have been positive about their experience, with 72% saying they were better able to interact within the prison, 94% said they had gained new skills since joining the Council and 88% stated that they had Improved Communication Skills.

HMP Peterborough Male & Female Prison Councils

HMP Peterborough moved slowly back into a more normal regime at the start of 2022, the Council continued to play a role in ensuring that residents voices were being heard, right up until the end of August, where unfortunately delivery on site was hampered by issues around staff members gaining access.

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National Service User Council

"The National Council has certainly helped me with opportunities such as HMIP and getting out and about with UV and in getting a broader knowledge into issues such as blended supervision. Having not been with the council for that long really apart from meeting some lovely people it gives you a forum to air your views and discuss topical matters with like-minded individuals."

"The National Council has greatly improved my confidence; I've now got a job for HMPPS."

"User Voice gave me the opportunity when no one else would, I will forever be thankful for that."

National Council Members have supported User Voice's projects in prisons and the wider community. Supporting User Voice in identifying the key issues in the criminal justice system and then developing a plan of activity to influence the right decision-makers and drive the necessary changes.

The National Council is currently made up of 19 members. During this period, they have worked on several consultations including:

- Race Equality Thematic
- Coping with Covid
- Mental Health Treatment Requirement for Women
- Blended Supervision
- HMI Probation Inspectorates
- Domestic Violence Thematic
- Neurodiversity project

The National Council meets monthly to discuss upcoming projects and opportunities in the community. It provides a platform for members to work alongside User Voice staff in delivering projects on subjects that often tie into their own lived experiences.

Council members have an opportunity to develop and enhance skills that can assist in making them employment-ready going forwards. Over the past year, the Council has taken part in a vast amount of training with members attending sessions on; Peer Mentoring, Media Training, and Safeguarding training.

From our engagement, National Service User Council members have seen an improvement in the following areas:

- 100% felt that they had upskilled while in the council
- 89% believed that their communication skills had improved;
- 100% had learnt leadership skills
- 100% believed they were better able to work with others

Consultations and Peer Research

We believe that the criminal justice system shouldn't mark its own homework. Those who have navigated the criminal justice system should be leading this conversation and driving change. User Voice Consultations and Peer Research offers policymakers and service providers the opportunity to learn from and act upon, the insights of those hardest to reach. Our insight leads the conversation around system change.

Our consultations are bespoke projects that help service providers, commissioners, and policymakers' access, hear, and act upon the insight of their users. User Voice was commissioned to undertake the following consultations in the year, some of which began in the previous period, and some are still ongoing:

- Coping with Covid: The Impact of Prisoner Lockdown
- West Yorkshire Restorative Justice Programme
- London Patient and Public Voice (PPV)
- Project Adder

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- East Midlands Lived Experience Panel
- Domestic Violence Thematic
- Blended Supervision Evaluation
- Police Drug Diversion (PDD)
- Race Equality Thematic
- HMIP core contract
- Sodexo Foreign Nationals
- Neurodiversity in the Criminal Justice System
- HMICFRS Serious Youth Violence

User Voice's presence as the go to organisation continues to grow as we continue to be commissioned to undertake significant **Consultation** projects.

Coping with Covid: The Impact of Prisoner Lockdown

"When we first went into some sort of lockdown... we were all unsure of what was happening — as everyone was.... It was very difficult at that time because there were so many uncertain things."

An ESRC funded project in collaboration with Queens University Belfast. The project utilized qualitative and quantitative approaches to understand how prisoners across 9 prisons have coped with the stringent lockdown measures they experienced during Covid restrictions. The launch event took place on the 14th June 2022.

West Yorkshire – Restorative Justice

"I volunteered at User Voice to be part of a group helping to select the restorative justice service for West Yorkshire just over a year ago. This has led to many exciting projects and opportunities and now I pick up interesting and engaging paid work as part of the team. There are constructive opportunities to be had even with a conviction and you can contribute to change in a meaningful way."

In 2022, West Yorkshire Combined Authority Policing and Crime are piloting a peer commissioning approach in collaboration with User Voice project in the Yorkshire and Humber community. For the first time in justice services, service users will be able to have a say on the services that are commissioned to help them rehabilitate and recover, ultimately reducing crime and protecting the public.

At present, 10 service users have been recruited and 7 completed NCFE level 1 qualification in Peer Commissioning. Over the next 12 months, User Voice will work with sector partners to undertake the re-commissioning of the Restorative Justice service in West Yorkshire. Learnings from our pilot will be captured and shared to inform and influence good practice in peer commissioning within Policing and Crime offices.

London Patient & Public Voice (PPV)

"User Voice have provided a unique insight into the lack of trauma support provided by the court system in London to women who are often victims of abuse in the system. I hope their feedback will be heard and taken to heart by those sentencing women in the future."

User Voice was commissioned to recruit, train, and support Patient and Public Representatives to engage within health and justice commissioning systems by providing a range of support services. Representatives with lived experience engage with service users using NHS services to gain insight into their experience and any ideas they support for positive changes.

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During this period, User Voice has undertaken the following projects in prison and on probation:

- **Custody Engagement:** User Voice spoke to service users in HMP Brixton, HMP Thameside, and HMP Wandsworth about healthcare provisions in custody.
- **Mental Health Treatment Requirement for Women:** To create a court-mandated requirement through the NHS which can be used as an alternative to custody for women who have experienced trauma or serious mental strain in relation to their offending behaviour.
- **Liaison and Diversion: Older Adults in Custody:** Engagement took place in HMP Belmarsh, HMP Brixton, and HMP Wormwood Scrubs to identify the healthcare challenges of men aged 50+ in custody and how prison is supporting their needs. User Voice created recommendations for change with each prison individually which represented the difficulties highlighted in focus groups and 1:1 interviews.
- **Inequalities in Healthcare Dynamic Training Toolkit:** User Voice working with the NHS and operational partners to co-create a training toolkit for staff across the H&J Team (including secure estates) to eliminate inequalities being faced by those in custody and to create a safer and more inclusive healthcare service.
- **Healthcare Helpline:** Working with the NHS to create a system of support for families and friends of those in custody which means information about healthcare can be given to the prison about residents from families/friends.
- **Mental Health in Police Custody Suites:** Through 1:1 conversations, User Voice has been working to overhaul the criteria for mental health support in custody to ensure that it is suitable for more people under the care of the police.
- **Sleep Quality in Custody:** User Voice hosted focus groups in HMP Belmarsh to reduce the reliance on sleep medication and introduce holistic solutions to improve sleep quality.
- **Service User Forum:** User Voice hosted a service user forum in our London office which brought together service users across London and our volunteers to work on recommendations for change within the healthcare service in custody based on the main concerns raised from our overall feedback and focus group work on this project.
 - Mental Health support
 - Waiting Times (for appointments and medication)
 - Communication from the healthcare teams (including a lack of communication around continued care)From these themes, we have been able to create three recommendations for change which are going to fuel our subgroup process.

Project ADDER

Project ADDER was conceived to reduce the number of deaths of crack and heroin users in the Norwich area, it is part of a wider government initiative across 4 regions. User Voice recruited volunteers with lived experience to engage specifically with crack and heroin users in Norwich.

We were in the second year of delivery in 2022-23, and with some initial challenges around accessing service users and recruiting volunteers in the first year of delivery, we were able to establish the Council and the Council met twice before the end of the contract.

East Midlands Lived Experience Panel

"All I want is to see a doctor. They keep sending nurses to me, but they can't do anything, they can't prescribe me anything, only a doctor can do that. I need some medication, I'm not going to lie and I feel stupid saying it but I sat in my cell couple weeks out and contemplating ending it, I was looking at the bars on my window and the only thing stopped me was my daughter."

The East Midlands Lived Experience Panel (LEP) is made up of people with lived experience of the criminal justice system. The panel had existed for 5 years previously, and User Voice was awarded the most recent contract commencing on February 23 to continue to deliver the panel for the next 3 years.

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The panel works collaboratively with commissioners and other regional and national stakeholders to help tackle issues and develop solutions drawing on lived experience insight. Members are supported to attend meetings with a range of stakeholders and continue to engage service users in prisons, gathering general feedback around healthcare provision, supporting Clinical Quality Visits, and through its engagement, driving their own work to help improve service delivery and continuity of service post-release.

Domestic Abuse Thematic

"It's making me go over what was going on in my life at the time. It's building me back to how I was before. Big eye opener."

A consultation funded by HMI Probation to allow for the voice of people on probation to be involved in the thematic inspection into perpetrators of domestic abuse. The project aim was to investigate the effectiveness of a perpetrator of domestic violence's probation experience and intervention programme experience. We utilized semi-structured interviews to better understand their experience.

The results have been reported on recently and received well by HMIP. Intervention programmes provide positive experiences for participants that aids desistance from further incidents of domestic abuse. Approximately 67% of those attending intervention programmes stated that their experience has had a positive impact on them avoiding further domestic abuse incidences.

Our study found that the majority of the others rely on self-motivation rather than the actual programme. Our report is due to be published at the same time as HMIP publishes theirs in early July 2023.

Blended Supervision Evaluation

The Ministry of Justice commissioned User Voice to find out the service user experience of the Blended Supervision model in probation. Blended Supervision is a catch-all term to cover the different modes of contact used to undertake sentence management activities with people on probation including face-to-face contact, telephone, and video calls.

The blended approach was adopted during the COVID-19 pandemic when face-to-face contact was not possible. For Phase 1 of the evaluation, User Voice interviewed and surveyed over 400 people in four different regions about their experiences of blended supervision. Phase 2 of the evaluation will start in November 2023.

Police drug diversion (PDD)

The Cabinet Office Evaluation Accelerator Fund has commissioned User Voice and three partner Universities (Sheffield University, Open University & Loughborough University) to evaluate three existing police drug diversion (PDD) schemes to inform policy and practice by showing what works, for whom, and in what circumstances.

User Voice will evaluate the service user experience by interviewing people who have been offered and/or taken part in police drug diversion schemes in Durham, Thames Valley, and West Midlands. The evaluation runs from September 2022 to August 2025.

Race Equality Thematic

"It's been difficult with probation as my probation office is not able to talk about religion. I do think that probation should hear our experiences. I think people need to open up. Those working in the criminal justice system need to hear what everyone has experienced."

A consultation funded by HMI Probation to allow for the voice of people on probation to be involved in the thematic inspection into race equality. The project was a re-inspection from 2021, to see how or

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if the experiences of ethnic minority people on probation had improved. We utilized semi-structured interviews to better understand their experience.

As part of the consultation, 82 People on Probation had their say via remote and in-person interviews from 5 probation areas. 7 in 10 believe that their race and ethnicity is not a factor that affects their probation experience.

The results have been reported on recently and received well by HMIP. The next step is to develop a written report to be published at the same time as HMIP publish theirs.

HMICFRS Serious Youth Violence

"Police, their protocols and their systems are structured to tick boxes. They're not structured to actually help individuals."

Commissioned by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) as a response to the government's 2018 Serious Violence Strategy, aims to understand young people's experiences of reporting, safeguarding, interventions, and support from the police and other services. A series of interviews were conducted by peer researchers, with 11 of the young participants currently incarcerated and 2 on probation.

HMIP Core Contract

As part of HMI Probation's core programme, User Voice captured the experiences of service users on probation for each of the 26 inspections between March 2022 and March 2023. Over the course of the year the relationship between User Voice and HMIP has become very strong.

Through the first year of the contract, User Voice spoke to over 1,800 people in 26 Probation Delivery Units across 9 regions using surveys and interviews. The findings varied considerably between regions with the data in London being particularly negative. Those from regions in the north of England tended to have a better experience and a better relationship with their probation practitioner.

Two prominent themes that were found across regions were the experience with a revolving door of probation practitioners and long waiting times for appointments when individuals face recall if they're late for appointments.

Sodexo Foreign Nationals

"There can't be anything worse than being a Foreign National locked up in a British prison. I can't speak or understand a word of their language, but nobody comes to speak to us, I'm just lost and afraid."

Funded by Sodexo prisons in response to a death in custody of a foreign national resident. The project utilized qualitative and quantitative approaches to better understand a foreign national's experience in prison and how to better improve their experience and therefore their rehabilitation.

User Voice engaged with 105 foreign Nationals who had their say from 37 different countries, this number equates to approximately 20% of the Sodexo Foreign National population. Approximately 70% of Foreign Nationals stated that there were 'no good practices' in relation to Foreign National residents. However, 10% were happy with their access to faith services and a further 9% praised specific staff for the way they interact with Foreign Nationals.

The results from the consultation were striking with a lot experiencing severe issues with mental health due to them either not being able to communicate or the threat of deportation. The results were presented to over 70 Sodexo staff remotely and the solutions from the consultation have been implemented.

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Neurodiversity in the Criminal Justice System

"I think it's really hard to find a neurotypical person behind a door in a prison. We've all got something a little bit different going on, not necessarily to underline why we're here in the first place, but there's something not quite functioning in the normal way, whatever you want to say. But, like, the system throwing me in here, and I'm bumping into all kinds of different people that communicate differently, it's really made me stop and think, kind of, 'Okay, why is this person talking to me so aggressively when all he's asking for is a teabag?'"

Our NHS England-funded project picks up where our consultation in 2021, "Neuro....What?", ended. Here, User Voice will delve deeper into the issue of neurodiversity in the criminal justice system. By the end of the period, User Voice has interviewed 104 and surveyed 200 neurodivergent people to learn about their journey through the criminal justice system from pupil referral units to the police and courts to YOT's and prisons, and finally through probation.

We are discovering how the criminal justice system supports neurodivergent needs and what is needed to make changes for the better. The report and an awareness-raising campaign are pencilled in to launch later in 2023.

Media profile

Over this period, User Voice has featured or been mentioned in 95 print and online publications as well as 36 broadcast pieces on television and radio.

Using average viewership figures, we estimate that in total these appearances have been viewed by 13.1 million people in total, with a readership of 6.5 million for print and 6.6 million viewers for broadcast respectively.

Social media and website

User Voice utilises Twitter, Facebook, LinkedIn, and Instagram regularly to share our latest news, latest research, vacancies, sector publications and to highlight the big issues for people in prison and on probation.

Over this period, Twitter grew by 4% (388), from 9,315 to 9,703. User Voice earned 72,330 impressions (the total number of times that a tweet has been delivered to the Twitter stream of a particular account) from the 121 tweets during this period.

For Facebook, User Voice's posts are seen by an average of 930 users per month. We have 1,700 followers, of which approximately 66% are female (65.9%) and highest within the 35-44 age demographic.

User Voice 1.158 followers on LinkedIn, and over this period we have received 10,453 impressions. On Instagram, we have 380 followers, and our posts receive on average 24 likes per month.

On average during this period, User Voice's website has had approximately 1,500 visitors each month.

Volunteering and internships

User Voice encourages people to volunteer to develop skills and gain experience as part of our commitment to offer individuals opportunity, encouragement, and support. We have helped many people move from volunteering into staff positions with us. These volunteers fall broadly into two categories:

- Office-based administrative volunteers: these people assist Engagement Team Members with internal office coordination activities, such as data input, filing, diary management.
- Delivery-based engagement volunteers: these people shadow and assist the engagement team with delivery in prisons and communities.

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This period has also seen several students from London Metropolitan University, Queen Mary University of London, Birkbeck University of London, University of Warwick, and the University of Michigan have worked with us to gain experience of working in charity. Their input has been invaluable in the data analysis and presentation of our prison council and consultation work.

Fundraising

User Voice builds and maintains solid partnerships with supporters and donors, based on mutual understanding and shared values. To develop and maintain an open, honest, and respectful fundraising process we have taken account of the Code of Fundraising Practice issued by the Fundraising Regulator.

User Voice fundraising practices don't include face-to-face or telephone fundraising. Therefore, User Voice has received no complaints about its fundraising activities either during the financial year or subsequently.

As part of its preparation for the General Data Protection Regulation that came into force in May 2019, User Voice has reviewed and updated its Privacy Policy, and this policy clearly states what personal data User Voice will hold in relation to supporters and how this data is managed.

Key strategic priorities

- Ensure User Voice remains as the leading organisation giving service users a voice and working with decision makers to design, implement and run effective and efficient services
- Run User Voice effectively to ensure that the voice of service users is at the heart of what we do
- Ensuring User Voice's future by developing resilient income streams and grows in times of significant policy changes

Remuneration of the key management personnel

The arrangements for setting the pay of key management personnel are proposed by the CEO and discussed and decided at a Board level. Key personnel during the financial year were Mark Johnson, Daniel Hutt, Brendan Doyle, Hazel Scully, Maureen Farrell, Sean Campbell, Libby McVeigh, Simon Boddis and Tharani Yathaven. Levels of remuneration are set in line with the market rates for the charity sector and based on people's skills and their contribution to the organization.

CEO remuneration is proposed by the Finance Committee and approved by the Trustees, following discussions at a Board meeting.

USER VOICE

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Financial review

User Voice recorded total income of £632,816 (2022: £1,687,782) in the year, with 90% of income coming from charitable activities (project and consultation activities). The reduction is due to lower Project Income.

The overall result for the year was a deficit of £297,576 (2022: a surplus of £452,936), reflecting a deficit on unrestricted funds of £265,806 (2022: a surplus of £457,887) and a deficit on restricted funds of £31,770 (2022: a deficit of £4,951). Therefore, there was an overall decrease on our accumulated unrestricted reserves, which stands at £689,871 on 31st March 2023 (2022: £955,677) whilst restricted funds decreased to £74,082 (2022: £105,852).

Investment policy and performance

There are no restrictions on the charity's power to invest and the current policy is to invest short term funds with the trust's bankers.

Reserves policy

The directors' aim is to establish free reserves at a level that will provide sufficient funds to cover potential changes in income from delivery contracts, the possibility that efforts to develop new business will not be as successful as hoped and allow an orderly wind up should this be required. Based on the requirements listed above, User Voice aims to achieve a level of reserves of £635,000. This will allow the charity to continue to serve service users in uncertain economic times. The Policy was last reviewed by the Board in August 2023.

The actual level of free reserves on 31 March 2023 was £439,871 (2022: £705,677) with designated reserves at that time of £250,000 (2022: £250,000). The level of reserves is a critical performance measure considered by the Finance Committee and directors with the senior management team are exploring options to ensure that actual reserves can be restored to the target level.

Responsibilities of the Board

Company law requires the Board to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the Board are required to:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, including (FRS102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- follow the SORP, Accounting by Charities; and
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Board are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006, Accounting Standards and Statements of Recommended Practice and the regulations under the Charities Act 2011. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of disclosure to the auditor

So far as the Board of Trustees are aware:

- a) there is no relevant audit information of which the charity's auditors are unaware; and

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b) they have taken all steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Auditors

Moore Kingston Smith LLP were appointed as auditors during the year and are deemed to be re-appointed under Section 487(2) of the Companies Act 2006.

This Report of the Board, which forms part of the Annual Report and Financial Statements, is approved by the Trustees in their capacity as Directors of the company and signed of its behalf by:



.....
Mr Michael Barnett
Chair

.....22/09/23.....
Date

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

Opinion

We have audited the financial statements of User Voice (the 'company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 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 and the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company'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. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Act 2011 require 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 exemption in preparing the trustees' annual report and from preparing a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 11, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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 aggregate,

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- 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. 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.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Explanation as to what extent 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, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance and through reviews of relevant accounting and management records;
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, based on our work as outlined above;
- We enquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations, using associated documentary evidence to better understand items of interest.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. As well as specific audit testing, this included approaching accounting records with an inquisitive and sceptical mindset such that we examined items that were felt to be of interest or of higher risk in this area, and obtaining additional corroborative evidence as required.

To address the risk of fraud through management override of controls, we carried out the following work:

- Procedures were undertaken to identify any unusual or unexpected matters, and the rationale behind any such matters was examined;
- Journal entries were reviewed to identify unusual transactions;
- Judgements and assumptions made in determining the accounting estimates set out in the accounting policies were reviewed.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements.

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 which 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 any party other than the charitable company, the charitable company's members, as a body, for our audit work, for this report, or for the opinion we have formed.

James Saunders FCCA DChA (Senior Statutory Auditor)
for and on behalf of Moore Kingston Smith LLP, Statutory Auditor

6th Floor
9 Appold Street
London
EC2A 2AP

Date:

Moore Kingston Smith LLP is eligible to act as auditor in terms of Section 1212 of the Companies Act 2006.

USER VOICE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total 2023 £	Total 2022 £
Income					
Income from donations	2	1,733	63,534	65,267	216,837
Income from charitable activities	3	<u>539,842</u>	<u>27,707</u>	<u>567,549</u>	<u>1,470,945</u>
Total income		<u>541,575</u>	<u>91,241</u>	<u>632,816</u>	<u>1,687,782</u>
Expenditure					
Expenditure on raising funds	5	6,794	-	6,794	8,002
Expenditure on charitable activities	6	<u>764,417</u>	<u>159,181</u>	<u>923,598</u>	<u>1,226,844</u>
Total expenditure		<u>771,211</u>	<u>159,181</u>	<u>930,392</u>	<u>1,234,846</u>
Net income / (expenditure)	4	(229,636)	(67,940)	(297,576)	452,936
Transfer between funds		(36,170)	36,170	-	-
Net movement in funds		<u>(265,806)</u>	<u>(31,770)</u>	<u>(297,576)</u>	<u>452,936</u>
Reconciliation of funds					
Fund balance brought forward at 1 April		<u>955,677</u>	<u>105,852</u>	<u>1,061,529</u>	<u>608,593</u>
Fund balance carried forward at 31 March		<u>689,871</u>	<u>74,082</u>	<u>763,953</u>	<u>1,061,529</u>

The results for the period are derived from continuing operations

There were no recognised gains or losses, other than those passing through the statement of financial activities.

The notes on pages 23 to 33 form part of these financial statements.

USER VOICE

BALANCE SHEET

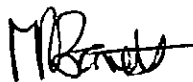
AS AT 31 MARCH 2023

		2023		2022	
	Notes	£	£	£	£
Fixed assets					
Tangible fixed assets	11		795		5,063
			795		5,063
Current assets					
Debtors	12	277,539		506,278	
Cash at bank and in hand		723,252		948,566	
		1,000,791		1,454,844	
Creditors: amounts falling due within one year	13	(237,633)		(398,378)	
Total current assets less current liabilities			763,158		1,056,466
Net assets			763,953		1,061,529
Reserves					
Unrestricted funds			689,871		955,677
Designated funds			250,000		250,000
General funds			439,871		705,677
Restricted finds			74,082		105,852
	16		763,953		1,061,529

These financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The notes on pages 23 to 33 form part of these financial statements.

The financial statements were approved by the Board and signed on its behalf on 22/09/23 by:



Mr Michael Barnett
Treasurer

Company Registration Number: 06820227

USER VOICE

STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Net cash provided by / (used in) operating activities	17	(225,314)	640,012
Change in cash and cash equivalents in the year		<u>(225,314)</u>	<u>640,012</u>
Cash and cash equivalents at the beginning of the year		948,566	308,554
Cash and cash equivalents at the end of the year		<u>723,252</u>	<u>948,566</u>

	2022 £	Cash flows £	2023 £
Cash and cash equivalents			
Cash at bank and in hand	948,566	(225,314)	723,252
Analysis of changes in net debt	<u>948,566</u>	<u>(225,314)</u>	<u>723,252</u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies

1.1 Basis of preparation

The charity meets the definition of a public benefit entity, and therefore the financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) ((Second Edition, effective 1 January 2019) - (Charities SORP (FRS 102)), the Companies Act 2006 and the Charities Act 2011. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The trustees have assessed whether the use of the going concern basis is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of approval of the financial statements. In particular, the trustees have considered the charity's forecasts and projections and have taken account of the impact of the COVID-19 pandemic and pressures on contracted income.

After making enquiries the trustees have concluded that there is a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future due to the majority of the income that is being included within the 2023/24 budget already being contractually secure together with amounts held in reserves. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

The principal accounting policies adopted in the preparation of the financial statements are set out below.

The functional currency used is British pound sterling, and balances are rounded to the nearest £1.

1.2 Funds Structure

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor. Unrestricted funds are funds which are used in accordance with the charitable objects at the discretion of the trustees. Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

1.3 Income

Grants, donations and other income are credited to the statement of financial activities in the year to which they relate. Grants and donations will be recognised on an entitlement basis and when receipt is probable and the amount can be measured reliably, unless it relates to a specific future period, in which case it is deferred. Other income, including investment income, is recognised on an accruals basis. Contract income is recognised over the life of the assignment, as it is earned.

1.4 Expenditure and irrecoverable VAT

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Support costs not directly attributable to an expenditure category are shown in note 7 and have been apportioned on the basis of staff activity.

Irrecoverable VAT is charged against the category of expenditure within which it was incurred.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

1.5 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised as an expense when the company has demonstrably committed to terminate the employment of an employee or to provide termination benefit.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates that are calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	3 years straight line
Fixtures, fittings and equipment	3 years straight line

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

Assets are reviewed annually for impairment and adjustments are made to the carrying value when required.

1.8 Pensions

User Voice operates defined contribution pension arrangements, the assets of which are held separately from those of the Charity in independently administered funds. Contributions are charged to the income and expenditure account as they become payable.

1.9 Critical accounting estimates and judgements

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

1.10 Operating leases

Rental charges are charged on a straight-line basis over the term of the lease.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2023****2. Income from donations**

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Donations	240	-	240
Grants	1,493	63,534	65,027
	<u>1,733</u>	<u>63,534</u>	<u>65,267</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Donations	240	-	240
Grants	8,000	208,597	216,597
	<u>8,240</u>	<u>208,597</u>	<u>216,837</u>

3. Income from charitable activities

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Project income	322,551	-	322,551
Consultancy & other income	217,291	27,707	244,998
	<u>539,842</u>	<u>27,707</u>	<u>567,549</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Project income	1,232,958	-	1,232,958
Consultancy & other income	237,987	-	237,987
	<u>1,470,945</u>	<u>-</u>	<u>1,470,945</u>

4. Net income for the year is calculated after charging:

	2023 £	2022 £
Audit fees	10,700	10,400
License to occupy	12,203	11,964
Depreciation	4,268	4,268

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

5. Expenditure on raising funds

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Staff costs	3,151	-	3,151
Other costs	573	-	573
Support costs (see note 7)	3,070	-	3,070
	<u>6,794</u>	<u>-</u>	<u>6,794</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Staff costs	3,564	-	3,564
Other costs	595	172	767
Support costs (see note 7)	3,062	609	3,671
	<u>7,221</u>	<u>781</u>	<u>8,002</u>

6. Expenditure on charitable activities

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Staff costs	311,975	85,041	397,016
Travel and subsistence	34,916	3,300	38,216
Finance, HR & other professional fees	90,046	36,717	126,763
Other costs	45,397	5,090	50,487
Support costs (see note 7)	282,083	29,033	311,116
	<u>764,417</u>	<u>159,181</u>	<u>923,598</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Staff costs	501,088	105,261	606,349
Travel and subsistence	57,195	5,038	62,233
Finance, HR and other professional fees	16,215	80,476	96,691
Other costs	55,076	12,450	67,526
Support costs (see note 7)	384,503	9,542	394,045
	<u>1,014,077</u>	<u>212,767</u>	<u>1,226,844</u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

7. Support costs

Current Year	Costs of Raising Funds £	Charitable Activities £	Total 2023 £
<u>Governance costs</u>			
Staff Costs	232	22,984	23,216
Audit fees	107	10,593	10,700
Legal and professional fees	30	2,965	2,995
Trustee costs	2	174	176
<u>Other Support costs</u>			
Staff costs	986	97,598	98,584
Office costs	554	61,600	62,154
Travel and subsistence	89	9,300	9,389
Finance, HR & other professional fees	945	93,548	94,493
Sundry expenses	125	12,354	12,479
	<u>3,070</u>	<u>311,116</u>	<u>314,186</u>
 Prior Year	 Costs of Raising Funds £	 Charitable Activities £	 Total 2022 £
<u>Governance costs</u>			
Audit fees	104	10,296	10,400
Legal and professional fees	6	594	600
Trustee costs	1	55	56
<u>Other Support costs</u>			
Staff costs	778	107,678	108,456
Office costs	884	87,509	88,393
Travel and subsistence	38	3,803	3,841
Finance, HR & other professional fees	1,782	176,408	178,190
Sundry expenses	78	7,702	7,780
	<u>3,671</u>	<u>394,045</u>	<u>397,716</u>

Support costs are allocated on the basis of staff activity.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

8. Analysis of staff costs

	2023 £	2022 £
Salaries and wages	471,942	657,939
Social security costs	42,644	49,442
Pension costs	7,381	10,988
	<u>521,967</u>	<u>718,369</u>

No employee earned more than £60,000 during the year (2022: nil). All User Voice employees were enrolled in an auto-enrolment compliant, defined contribution pension scheme in both 2022 and 2023, and new employees were auto enrolled in the same scheme. Pension costs represent the employer's contribution to that scheme during the year.

The number of employees during the period was as follows:

	2023 No.	2022 No.
Support	4	2
Charitable activities	13	32
	<u>17</u>	<u>34</u>

The Senior Management Team are considered to be the key management personnel and the total fees and employee benefits paid to them were £303,135 (2022: £252,023).

Included within staff costs are costs totalling £nil (2022: £nil) in relation to redundancy and termination payments.

Trustees are eligible to be reimbursed for travel and incidental expenses incurred in the performance of their duties; no Trustees (2022: 0) claimed any expenses in the year (2022: £nil).

9. Directors' remuneration

As allowed by the constitution of User Voice, one of the directors, Mark Johnson, received payments totalling £71,415 (2022: £72,105) from his role as self-employed consultant to the charity, which he billed through his company, MJ Innovation Ltd. During the year, he was reimbursed for expenses totalling £196 (2022: £nil).

10. Taxation

As a charity the organisation is exempt from UK corporation tax to the extent that its income is applied to its charitable objects. No liability arose in the period.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2023****11. Tangible fixed assets**

	Fixtures, fittings & equipment £	Computer Equipment £	Total
Cost			
At 1 April 2022	2,385	11,466	13,851
Additions	-	-	-
Disposals	-	-	-
	<u>2,385</u>	<u>11,466</u>	<u>13,851</u>
At 31 March 2023	2,385	11,466	13,851
Depreciation			
At 1 April 2022	795	7,993	8,788
Charge for the year	795	3,473	4,268
Disposals	-	-	-
	<u>1,590</u>	<u>11,466</u>	<u>13,056</u>
At 31 March 2023	1,590	11,466	13,056
Net book value			
At 31 March 2023	795	-	795
	<u>1,590</u>	<u>3,473</u>	<u>5,063</u>
At 31 March 2022	1,590	3,473	5,063

12. Debtors

	2023 £	2022 £
Trade debtors	232,086	403,898
Other debtors	120	140
Prepayments	2,746	3,738
Accrued income	42,587	98,502
	<u>277,539</u>	<u>506,278</u>

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2023****13. Creditors: amounts falling due within one year**

	2023 £	2022 £
Trade creditors	25,492	19,457
Taxes and social security	40,236	120,709
Accruals	33,637	32,505
Deferred income	136,123	218,506
Other creditors	2,145	7,201
	<u>237,633</u>	<u>398,378</u>
Opening deferred income	218,506	106,190
Released in the year	(218,506)	(106,190)
Income deferred in the current year	<u>136,123</u>	<u>218,506</u>
	<u>136,123</u>	<u>218,506</u>

14. Company limited by guarantee

The limit of the total guarantees of the members of the company amounted to a maximum of £40 at the beginning of the year and £40 at the end of the year.

15. Analysis of charitable funds

Current Year	Balance at 1 April 2022	Income	Expenditure	Transfer	Balance at 31 March 2023
	£	£	£	£	£
General Funds	705,677	541,575	(771,211)	(36,170)	439,871
Designated Funds	250,000	-	-	-	250,000
Barrow Cadbury Trust	8,537	15,500	(26,162)	2,125	-
Home Office Anti Knife Crime Fund	6,967	-	-	-	6,967
Joseph Rowntree Charitable Trust	17,713	-	(17,752)	39	-
John Ellerman Foundation	72,635	-	(5,520)	-	67,115
The Queen's Belfast project	-	20,715	(54,721)	34,006	-
EAF Drug Diversion	-	27,319	(27,319)	-	-
MOJ Blended Supervision	-	27,707	(27,707)	-	-
	<u>105,852</u>	<u>91,241</u>	<u>(159,181)</u>	<u>36,170</u>	<u>74,082</u>
Restricted funds	<u>105,852</u>	<u>91,241</u>	<u>(159,181)</u>	<u>36,170</u>	<u>74,082</u>
Total	<u>1,061,529</u>	<u>632,816</u>	<u>(930,392)</u>	<u>-</u>	<u>763,953</u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

15. Analysis of charitable funds (continued)

Prior Year	Balance at 1 April 2021	Income	Expenditure	Transfer	Balance at 31 March 2022
	£	£	£	£	£
General funds	499,066	1,479,185	(1,021,297)	(251,277)	705,677
Designated Funds	-	-	-	250,000	250,000
Barrow Cadbury Trust	-	30,000	(21,463)	-	8,537
Home Office Anti Knife Crime Fund	6,967	-	-	-	6,967
Joseph Rowntree Charitable Trust	8,851	27,815	(18,953)	-	17,713
National Lottery Community Fund	17,770	-	(19,047)	1,277	-
John Ellerman Foundation	72,635	-	-	-	72,635
Social Enterprise Support Fund	3,303	-	(3,303)	-	-
The Queen's Belfast Project	-	150,782	(150,782)	-	-
Restricted funds	<u>109,526</u>	<u>208,597</u>	<u>(213,548)</u>	<u>1,277</u>	<u>105,852</u>
Total	<u>608,592</u>	<u>1,687,782</u>	<u>(1,234,845)</u>	<u>-</u>	<u>1,061,529</u>

Designated Funds

Strategic Investment Fund

Funds set aside by the directors to assist with the transition to the new strategy focused on outreach work alongside research capabilities.

Restricted Funds

BCT (Barrow Cadbury Trust)

With the support of BCT, User Voice will be able to develop a communications strategy, internally and externally by employing a communications specialist.

Home Office Anti Knife Crime Fund

Funding to gather insight from young people convicted of knife crime to develop solutions to the problem.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

15. Analysis of charitable funds (continued)

National Lottery Community Fund

To develop a National Council of service users from User Voice's community councils. Providing a national forum for service users to drive change within the probation service.

John Ellerman Foundation

Develop User Voice's Knowledge. Seeding the development of a more robust function to drive information, intelligence and data and use to influence and change policy.

The Queen's Belfast Project

Funding to enable User Voice to research the impact of covid in prisons.

Joseph Rowntree Charitable Trust

To develop a National Council of service users from User Voice's community councils. Providing a national forum for service users to drive policy change.

Social Enterprise Support Fund

Funding to enable User Voice to develop and embed new digital ways of giving people in prison and on probation a voice.

EAF Drug Diversion - Police Drug Diversion evaluation project.

User Voice's received funding to interview people who have been found in possession of drugs and diverted to a diversion scheme by the police. We are evaluation three different diversion programmes in three different areas (West Midlands, Thames Valley, and Durham). The project is funded by the Cabinet Office and led by University of Kent together with Police Commissioners.

MOJ Blended Supervision Model (BSM)

We are funded to interview people on probation about their experiences of the BSM (mix of face-to-face and remote appointments with probation officers). The MoJ, who is funding the project, wants to find out does the BSM work, and which cohorts of people it works the best. Get the Data are interviewing Probation Practitioners to find out their experience of the BSM.

16. Analysis of net assets between funds

Current Year	General Funds £	Designated Funds £	Restricted Funds £	Total 2023 £
Fixed assets	795	-	-	795
Debtors	277,539	-	-	277,539
Bank & cash	399,170	250,000	74,082	723,252
Creditors less than one year	(237,633)	-	-	(237,633)
	<u>439,871</u>	<u>250,000</u>	<u>74,082</u>	<u>763,953</u>

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2023**

Prior Year	General Funds £	Designated Funds £	Restricted Funds £	Total 2022 £
Fixed assets	5,063	-	-	5,063
Debtors	506,278	-	-	506,278
Bank & cash	592,714	250,000	105,852	948,566
Creditors less than one year	(398,378)	-	-	(398,378)
	<u>705,677</u>	<u>250,000</u>	<u>105,852</u>	<u>1,061,529</u>

17. Net cash provided by / (used in) operating activities

	2023 £	2023 £	2022 £	2022 £
Cash flows from operating activities				
Net income / (expenditure)	(297,576)		452,936	
Depreciation	4,268		4,268	
Decrease / (increase) in debtors	198,739		40,956	
Increase / (decrease) in creditors	(130,745)		144,237	
Net cash provided by / (used in) operating activities		(225,314)		642,397
Cashflow from investing activities				
Net purchase of fixed assets	-		(2,385)	
Net cash (used in) investing activities		-		(2,385)
Net increase / (decrease) in cash		<u>(225,314)</u>		<u>640,012</u>

18. Related party transactions

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

Accounts

Company Registration Number: 06820227

USER VOICE

**A COMPANY LIMITED BY GUARANTEE
(CHARITY NO. 1136047)**

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

USER VOICE

**A COMPANY LIMITED BY GUARANTEE
(CHARITY NO. 1136047)**

**ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

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USER VOICE**REPORT OF THE BOARD
FOR THE YEAR ENDED 31 MARCH 2022**

The Board is pleased to present its report and financial statements for the year ended 31 March 2022.

Reference and administrative information

Directors	Doctor Subas Roy	Chair (resigned 10/12/2021)
	Guy Robinson	Chair (appointed 10/12/2021)
	Mark Johnson	
	Max Kelly	(resigned 22/04/2022)
	Professor Shadd Maruna	
	Donna Murray-Turner	(appointed 07/05/2021)
	Julie Weston	(appointed 07/05/2021)
	Gareth Miller	(appointed 10/12/2021)
	Matthew Watt	(appointed 10/12/2021)
	Michael Barnett	Treasurer (appointed 10/12/2021)
Company Secretary	Daniel Hutt	
Chairman	Guy Robinson	Chair (appointed 10/12/2021)
	Doctor Subas Roy	Chair (resigned 10/12/2021)
Chief Executive Officer	Mark Johnson	
Senior Management Team	Chief Executive Officer	
	Chief Operating Officer	
	Head of Research	
	Operations Manager	
	Communications Manager	
	Finance and Contracts Manager	
Company Number	06820227	
Registered Charity Number	1136047	
Registered Office	20 Newburn Street, London, SE11 5PJ	
Auditors	Moore Kingston Smith LLP, 6th Floor, 9 Appold Street, London. EC2A 2AP	
Accountants	JS2 Limited, One Crown Square, Woking, Surrey, GU21 6HR	
Bankers	Coutts and Co, 440 Strand, London WC2R 0QS	

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2022

Annual review

During the last 12 months there has been a strengthening of the Board and Trustees. This has included bringing new members onto the Board and its committees and also appointing a new Chair with lived experience. We now have an excellent blend of skills and experience to support the organisation during an exciting transitional phase as we focus the organisation's structures and systems to meet the emerging next steps of the organisation.

This transition relates to significant external changes within the system. This includes prisons and probation services continuing to operate under high levels of Covid restrictions, significantly impacting our ability to deliver, and a reunified Probation Service going through significant restructuring. Whilst these changes have impacted the organisation's current operational services and delivery model, it has also been a time of organisational reflection on its incredible achievements.

During the year, User Voice recruited, trained and supported over 600 service users, who engaged nearly 12,600 of their peers, developing and putting forward over 50 solutions to prison governors and probation directors, of which over 90% were accepted.

When User Voice was founded in 2009, there was very little insight into the voices within the system. Now, this critical work is recognised as a core part of the system and is written into the new Probation Service Operating Model. Whilst we have reservations about this model and the contractual arrangement for engaging voices from the system, we can feel very proud about the role we have played.

The Board and Management Team are now fully focussed on developing a new strategy for the organisation. This will ensure User Voice remains an authentic thought leader in the sector and provides real user engagement and insight from some of the most disempowered people within society.

This strategy will also ensure User Voice continues to influence and challenge the system but also crucially informs the general public on the state and effectiveness of the criminal justice system and advocates for real systemic change.

The Board and Management Team are also incredibly proud on the recent launch of the most recent research, *Coping with Covid in Prisons* in partnership with the University of Belfast, as one of the most comprehensive and insightful studies of prisoner experience during Covid undertaken anywhere in the world. We believe this work will have a huge impact on the sector and wider population and will strive to drive change in the system.

Structure, governance and management

User Voice became registered as a charity with the Charity Commission for England and Wales on 21 May 2010. It is a charitable company limited by guarantee, with no share capital and is governed by its Memorandum and Articles of Association dated 16 February 2009, as amended by special resolution on 7 May 2010. The liability of each member in the event of winding up is limited to a maximum of £10.

In accordance with the governing document, there shall be not less than two directors at any one time. The directors, who are also the charity trustees, are normally elected by the members of the company in a general meeting. The Board may appoint any member of the company as a director either as an additional director or to fill a casual vacancy. Any member so appointed must retire at the next annual general meeting but is eligible for re-election.

The Board of Trustees is ultimately responsible for the governance of the charity to ensure that it acts in the best interests of people who have been in prison or been on probation. The Trustees delegate the day to day management of the charity to the Chief Executive and the senior management team.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2022

The Board is supported in its work by two Committees. The Finance Committee covers the adequacy of financial policies and controls, reviewing financial performance and matters relating to the year end. The People Committee covers human resources, recruitment, professional development and remuneration.

Each new trustee will receive an induction session with the Chairman and Chief Executive, where they are provided with the background to the charity and its work and receive guidance on their role as a director and trustee of the charity. Trustees are recruited through a variety of methods including User Voice's professional networks and with the support of recruitment consultants.

Trustees are periodically updated on the most important matters relating to the organisation's activities, as well as the latest charity sector developments and best practice guidance. The senior management review User Voice's risk register on a monthly basis, and update Trustees when appropriate based on the nature of the issue, and the likelihood of occurrence and potential impact. The most relevant and pressing issues can be discussed in ad hoc mini Board meetings or operational meetings, organised specifically for this purpose. The action plans contained in the risk register then incorporate Board comments and proposed mitigating activities. Trustees are encouraged to keep up-to-date with sector developments relevant to their role throughout their term of office.

Risk management

The directors have reviewed the major and financial risks that impact on the work of the charity. The systems that have been established enable the directors to review and take necessary steps to lessen these risks.

The principal risks identified include:

1. Ensuring User Voice is resilient to the ongoing challenges and uncertainty posed by Covid-19.

Although restrictions have been removed, all prisons are still under some form of restricted regime and probation is operating a blended model of in person and remote supervision.

User Voice has pioneered new ways of delivering services and maintained contractual delivery without fundamentally altering the underpinning organisational operational model. This has mitigated critical risks to contracts over the past year and innovated new ways of working for future opportunities.

The Board has ensured that there has been clear focus on the risks of contractual breaches due to non-delivery of services. As existing contracts have been renewed and new contracts have been secured the Management Team has ensured that reference is made to the differing operating models and KPIs depending on the levels of restrictions in place.

2. Ensuring User Voice is the 'go to' organisation for the voice of service users at a national level.

Prior to the unification of probation, User Voice delivered around 20 regional contracts for service user engagement. Following unification, these were brought together in one national contract until January 2022. The Probation Service has since taken the strategic decision to deliver service user engagement at a regional level in house.

So, while User Voice will continue to deliver its Council model regionally in a number of criminal justice services, the focus is now on delivering high impact consultations and peer research projects at a national, strategic and policy making level.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2022

User Voice will use its existing relationships and develop new ones with senior prison, probation, health and other officials, to ensure that it is the ‘go to’ organisation for the independent, user-led and fair voice of people on probation and in prison.

We will also develop new and exciting partnerships with research and evaluation partners to respond to tenders which increasingly include a lived experience component, strengthening our position and diversifying our income streams.

Objectives and activities

The object of User Voice is to advance education for the public benefit in criminal justice and the rehabilitation of offenders by conducting studies and research and disseminating the useful results of that research to the public.

Public benefit

The directors have complied with section 17(5) of the 2011 Charities Act, having due regard for the Charity Commission’s guidance on public benefit, including the guidance ‘Public Benefit: running a charity (PB2)’, when reviewing the charity’s aims and objectives.

Who we are

User Voice was created for and is run by people who have been in prison or been on probation. Lived experience means we engage empathetically instead of sympathetically.

We exist to reduce offending and improve rehabilitation by working with the most marginalised people in and around the criminal justice system. We ensure that practitioners and policy-makers hear their voices, through:

- **Councils:** elected groups of people in custody or the community providing solutions to decision-makers
- **Peer Commissioning:** enabling service users to be involved at all stages of the commissioning cycle
- **Consultations/Peer Research:** giving policy-makers and service providers insight directly from service users

Councils

During the year User Voice has established and continues to support elected **Councils** based on our model of service user engagement in the following areas.

Prison Councils:

- HM Prison Bronzefield, holding up to 527 adult female prisoners
- HMP Forest Bank, a Category B Prison holding up to 1,460 adult male prisoners
- HMP Northumberland, a prison holding up to 1,348 adult male prisoners
- HMP Pentonville, a local prison holding up to 1,310 adult male prisoners
- HMP Peterborough, a Category B Prison holding up to 497 adult male prisoners
- HMP Peterborough, a Category B prison holding up to 360 adult female prisoners & an additional 12 mothers on the mother & baby unit

Service User (community) Councils:

- Bristol, Gloucestershire, Somerset & Wiltshire Probation Service
- Cheshire & Merseyside Probation Service

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2022

- Cumbria Probation Service
- Durham Tees Valley Probation Service
- Essex Probation Service
- Greater Manchester Probation Service
- Hampshire & Isle of Wight Probation Service
- Humberside & North Yorkshire Probation Service
- Kent, Surrey and Sussex Probation Service
- Lancashire Probation Service
- Norfolk & Suffolk Probation Service
- Northumbria Probation Service
- Peterborough Probation Service
- West Yorkshire & Sheffield Probation Service
- MOPAC Transitions to Adulthood Hub
- Project ADDER (Addiction, Diversion, Disruption, Enforcement and Recovery) Norwich

Health Councils:

- HMP Albany
- HMP Bronzefield
- HMP Bullingdon
- HMP East Sutton Park
- HMP Ford
- HMP Highdown
- HMP Parkhurst
- HMP Winchester

User Voice has also enabled service users to be part of the commissioning cycle in a number of areas including:

- West Yorkshire Police and Crime Commissioner (for a new restorative justice service)
- NHS South West (healthcare services in all 10 male prisons)
- NHS London (healthcare services in all prisons, immigration removal centres and community liaison and diversion services)
- NHS East (HMP Peterborough)

At the end of this period User Voice had **representative structures for 45% of people in the criminal justice system (142,831), including 56% of people (132,544) on probation and 13% (10,287) of people in prison** through its Council model, recruiting, training and supporting **617 Council members** who completed **12,599 engagements** with other service users, as detailed below.

Prison and Health Councils:

- 199 new Prison Council members
- 527 total Prison Council members
- 8,718 engagements

Service User Councils:

- 90 new Service User Council members
- 90 total Service User Council members
- 3,881 engagements

All Councils:

- 289 new Council members

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REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2022

- 617 total Council members
- 12,599 engagements, of which:
 - 82% male
 - 18% female
 - 36% of those engaged were in the 25 – 34 age group
 - 10% self-reported a disability
 - 65% White, 12% Black, 9% Other, 8% Dual Heritage and 6% Asian
- 57 proposals were put forward by User Councils of which:
 - 93% were accepted
 - 19% were accepted and implemented
 - 74% were accepted and implementation is ongoing

Individual impact

User Voice regularly asks Council members to reflect on how they benefit from their experience, and how this has made a difference to them, both in terms of their personal development and skills development.

Personal development included:

- 85% felt more motivated
- 89% feel hopeful for the future
- 92% are better able to interact with others in the community
- 88% are better able to build trusting relationships

The experience of being a Council member enables people in prison and/or on probation to:

- Become more **independent** & positive about their future
“Being part of the User Voice council builds up your confidence, you’re pushed to your full potential. I was a voluntary team leader; I had more responsibility. I was inputting data, arranging meetings and team calls. I learnt leadership skills, IT skills, typing, excel. I thought ‘if I can do it here, I can do it elsewhere’. I have two jobs now, it’s brilliant. I wouldn’t be working at all without User Voice”

“I have more faith in myself through becoming a council member I don’t doubt, question myself and put myself down for the first time since coming to prison I feel like I could have a future”
- Be more **confident** about processing their experiences of offending
“Being a part of the User Voice council has been the best thing I have ever done. It has given me a purpose again and made me see my own value. I was in a dark place and being given the chance to volunteer was like a light at the end of the tunnel”

“Being on the Council helped me to regain my confidence and understand what I wanted to do with my life. It has helped me keep on the right path”

“Improved confidence, reduction in self harm. Increased motivation and desire to recover/ get better”
- Improve their **mental health and wellbeing**
“I’ve been with the council for a few years, it’s helped a lot. There were instances where my mom passed away, my ex cheated, I wasn’t working. I had bad depression and epileptic fits”

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2022

“Working with people from different backgrounds has helped me to create new relationships and taught me that not everyone I meet is going to be a bad person”

“Since I joined the prison council and work alongside User Voice, I feel more hopeful and have been inspired for the future”

90% **developed skills** since joining the Council, including:

- 90% are better able to work with others
- 91% developed better communication skills
- 78% developed better leadership skills
- 94% developed other skills such as: confidence, self-control, listening, emotional regulation

User Voice also hold regular exit interviews to understand how we have supported Council members to progress in their recovery and rehabilitation, including:

- 100% had a positive experience which helped change their outlook on life for the better
- 88% develop skills to move on with their life after being in prison and/or on probation
- 63% were provided with additional opportunities to move on with their lives which they wouldn't have had otherwise

National Service User Council

The National Service User Council is the first of its kind and was established despite Covid-19 restrictions. It is made up of up to 30 elected service user representatives from across the country.

The Council are proactive in running national campaigns that are of importance to people in their communities. They are supported to identify the key issues and then develop a plan of activity and publicity in order to influence the right decision makers and drive the necessary changes. The key aims include:

- To enable people with lived experience of crime, addiction and homelessness to change the system.
- To create opportunities for this marginalised and largely unheard group of people to influence policy making at a national level.
- To help create a system that is done with, not to, people.

The National Service User Council were a core reference point for much of User Voice's work during the year, including:

- the NHS Conference Event where they presented proposals and ideas around Mental Health, Preparation for Release and Transfer, and Covid restrictions.
- The Coping with Covid Research including a documentary
- Ministry of Justice (MOJ) Insights Festival.
- Serious Youth Violence research consultation.
- Gang violence research consultation.
- Neurodiversity research consultation.
- The bidding process for the NHS' new project Mental Health Treatment Requirement for Women.
- Reviewing NHS documents around Early Days in Custody, Mental Health, Older Adults in Custody and sat in focus groups.
- Covid Vaccines Report.
- Foreign Nationals Research consultation.
- Support with a User Voice Strategy Workshop.
- Some attended an NHS Market event for Mental Health Treatments in Custody.

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REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2022

Consultations and Peer Research

If you want different outcomes you have to try different approaches. We believe that those who have navigated the criminal justice system should be leading this conversation. User Voice Consultations and Peer Research offers policy-makers and service providers the opportunity to learn from, and act upon, the insights of those hardest to reach. Our insight leads the conversation around system change.

User Voice are currently working with HMPPS Gold Command and HMPPS New Regime Design teams to ensure lived experience insight is at the centre of all Covid-19 recovery efforts and built into the new Time Well Spent regime model.

User Voice's presence as the go to organisation continues to grow as we continue to be commissioned to undertake significant Consultation and Peer Research projects. In spite of Covid-19 restrictions, User Voice was commissioned to undertake the following Consultations in the year, some of which are still ongoing:

- **HM Inspector of Probation (HMIP):** User Voice was appointed as the lived experience partner for all HMIP adult inspections. This is an ongoing project that is expected to last at least 3 years across all probation regions in England and Wales. Through questionnaires, surveys, and focus groups, we develop a greater understanding of the experiences of service users on probation. In particular, the project aims to identify issues within the Probation Service and the communication channels used with service users in order to help inspectors, management, and field staff deliver the most effective support for individuals on probation.
- **Hiding Behind Covid.** Due to the Covid-19 pandemic, the Exceptional Delivery Model for probation services was implemented at the end of 2020. However, despite Covid restrictions easing across the country, this model of delivery remained largely in place. Further, the Probation Service renationalised at the end of June 2021. We engaged around 4000 service users, providing a unique understanding service users' experience of probation through its period of significant change, recovering from the pandemic and coming together as a reunified organisation. We have worked closely with the Director General of Probation to ensure that the findings are used to inform the development of the service.
- **Coping with Covid.** An Economic and Social Research Council (ESRC) funded project in collaboration with Queens University Belfast. The project utilises qualitative and quantitative approaches to understand how prisoners across 9 prisons have coped with the stringent lockdown measures they experienced during Covid restrictions. The research is designed, administered and analysed by peers. User Voice staff and prisoners are trained in research skills and have received accreditation for their participation. The research findings have been instrumental in informing prisons about how Covid-19 has impacted prisoners and what they can do to repair the damage caused by the restrictive regimes. We have worked closely with the Director General of Prisons to ensure the insights are being used to inform the development of the Prison Service's recovery from the pandemic and its future regime design.
- **Women's Services.** This consultation was commissioned by the Greater Manchester Probation Service. The project aimed to better understand the needs of women on probation as well as identify ways that support could be improved. In addition, a key part of the project was to determine whether female service users are aware of the Problem-Solving Court. To this end, 83 female service users were consulted and asked about their experiences on probation. Following the interviews, an event was held with key criminal justice stakeholders during which the women were asked about the kinds of solutions they would like to see and the types of issues they need resolved.
- **Youth People's Experience of Education Training and Employment:** This project was commissioned by Her Majesty's Inspectorate of Probation (HMIP) to gain an understanding of children's experiences of the education, training and employment provision of youth offending services across England and Wales. The project touched on aspects that were more closely

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examined for other consultations, such as Covid and neurodiversity, and the ways these issues affected children specifically. 29 children across 6 youth offending services were interviewed about their experiences, focusing on both the effective practices and the challenges the children and their families were facing in regard to education, training and employment.

- **London Probation Service:** Using an approach that incorporated telephone interviews, one focus group, and online surveys, 144 service users were consulted on their experiences of the London Probation Service. The objective of this project was to better understand the challenges faced by service users in addition to highlighting the needs and motivations of individuals on probations and ways these can be supported. In light of the unification of probation services, the service users were also asked about their knowledge and experience of this change and how it affected them
- **NHS Covid Vaccines:** With residents in prisons being particularly affected and restricted as a result of the Covid-19 pandemic, the aim of this project was to explore the prevailing attitudes in prisons about the vaccine. A series of focus groups were conducted across three prisons to understand the reasonings and motivations of service users for getting the vaccine or choosing not to do so, in order to develop communications materials.
- **Serious Youth Violence:** This project, commissioned by the Police Inspectorate (HMICFRS) as a response to the Government's 2018 Serious Violence Strategy, aims to understand young people's experiences of reporting, safeguarding, interventions and support from the police and other services. A series of interviews were conducted by peer researchers, with 11 of the young participants being currently incarcerated and 2 on probation. In addition to understanding their experiences, the project also served as a way to explore factors that make young individuals particularly vulnerable to serious violence as well as identifying ways in which support is either facilitated or inhibited.
- **Foreign Nationals in Prison:** Commissioned to gain deeper insight into the ways foreign nationals experience their time in prison, particularly the ways in which language barriers or cultural differences impact the care they receive. The project focused on various aspects of the prison experience, including intake and the early days in custody, healthcare services, meals, and the ways in which residents can raise concerns or seek support. 9 focus groups across 6 prisons as well as number of surveys were conducted to explore the challenges faced by foreign nationals in prisons across England and Wales.

Social media

User Voice utilises Facebook, Twitter and LinkedIn regularly to share our latest news, publications and to highlight the big issues for people in prison and on probation.

Our two most recent reports had a reach of almost 1,000 people each on Facebook. Average page likes are at 1,591, up from 1,531 last year. We posted 115 times on Facebook and have 1,598 followers.

Twitter grew by 19% (1,786), from 7,529 to 9315 and we tweeted 115 times. User Voice earned 422,975 impressions (the total number of times that a tweet has been delivered to the Twitter stream of a particular account) during this period, a 63% increase on last year and achieved 12,389 profile visits.

We have recently begun to utilise LinkedIn so as to better target our audience, adjusting content to the more professional nature of the platform.

Volunteering

User Voice encourages people to volunteer, where they feel able to, in order to develop skills and gain experience as part of our commitment to offer individuals opportunity, encouragement and support. We have helped many people move from volunteering into staff positions with us. These volunteers fall broadly into two categories:

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- Office-based administrative volunteers: these volunteers assist with internal office coordination activities, such as data input. This also allows them to grow and expand their knowledge whilst helping and supporting our work as a national charity
- Delivery-based engagement volunteers: these volunteers shadow and assist the engagement team with delivery in prisons and communities. This creates opportunity for giving back, helping the greater cause, and providing strengthened peer engagement

Fundraising

Raising voluntary funds from trusts, foundations and individuals is a vital source of income for User Voice, this is the enabler to fulfil our charitable objectives more effectively. We are very grateful for the support given by all our donors.

User Voice builds and maintains solid partnerships with supporters and donors, based on mutual understanding and shared values. In order to develop an open, honest and respectful fundraising process we have taken account of the Code of Fundraising Practice issued by the Fundraising Regulator. The standards of the Code are fully complied with.

User Voice fundraising practices don't include face-to-face or telephone fundraising; all fundraising is done directly by the charity. User Voice has received no complaints about its fundraising activities either during the financial year or subsequently.

As part of its preparation for the General Data Protection Regulation that came into force in May 2019, User Voice has reviewed and updated its Privacy Policy, and this policy clearly states what personal data User Voice will hold in relation to supporters and how this data is managed.

Key strategic priorities

Like many organisations working in the criminal justice system, User Voice's delivery model continues to be impacted by Covid-19. Although restrictions have been removed, all prisons are still under some form of restricted regime and probation is operating a blended model of in person and remote supervision. As a result, we need to continue to be adaptable to changing conditions, different methods of engagement and resilient to any future further restrictions.

Now that the Probation Service has taken the strategic decision to deliver service user engagement in house, our focus has shifted to supporting the commissioning of services and delivering high impact consultation and peer research projects at a national level, utilising our relationships with senior prison, probation, health and other officials. Our policies are listed below.

- Ensure User Voice remains as the leading organisation giving service users a voice and working with decision makers to design, implement and run effective and efficient services
- Run User Voice as effectively as possible to give service users the voice they need – everything we do should be geared towards this
- Ensuring User Voice's future by developing resilient income streams and growing in times of significant policy changes
- Ensure User Voice remains resilient to any future impact of Covid-19 pandemic

Remuneration of the key management personnel

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2022

The arrangements for setting the pay of key management personnel are proposed by the CEO and discussed and decided at a Board level. Key personnel during the financial year were Mark Johnson, Daniel Hutt, Brendan Doyle, Hazel Scully, Rosie Cartwright, Maureen Farrell and Tharani Yathaven. Levels of remuneration are set in line with the market rates for the charity sector and based on people's skills and their contribution to the organization.

CEO remuneration is proposed by the Finance Committee and approved by the Trustees, following discussions at a Board meeting.

Financial review

User Voice recorded total income of £1,687,782 (2021: £1,201,818) in the year, with 87% of income coming from charitable activities (project and consultation activities). The increase in income in 2022 compared to 2021 is largely due to the one-off consolidation of User Voice's regional probation contracts into a national contract.

The overall result for the year was a surplus of £452,936 (2020: a deficit of £13,363), reflecting a surplus on unrestricted funds of £456,610 (2021: a surplus of £28,909) and a deficit on restricted funds of £3,674 (2021: a deficit of £42,272). Therefore, there was an overall increase on our accumulated unrestricted reserves, which stands at £955,677 at 31st March 2022 (2021: £499,067) whilst restricted funds decreased to £105,852 (2021: £109,526). The directors have designated £250,000 into a Strategic Development Designated fund available to support the business as it moves into its new strategy during 2022-23.

Investment policy and performance

There are no restrictions on the charity's power to invest and the current policy is to invest short term funds with the trust's bankers.

Reserves policy

The directors' aim is to establish free reserves in unrestricted funds at a level that will provide sufficient funds to cover operational costs for six months, this target is estimated at £600,000 at 31 March 2022. This will allow the charity to continue to serve service users in uncertain economic times. In addition, the directors have agreed to designate £250,000 into a Strategic Development fund to support the rollout of the new strategy in 2022-23. The actual level of free reserves at 31 March 2022 was £700,614 (2021: £492,121) which the directors consider appropriate, due to the continued economic uncertainty.

Responsibilities of the Board

Company law requires the Board to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the Board are required to:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, including (FRS102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- follow the SORP, Accounting by Charities; and
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Board are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial

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**REPORT OF THE BOARD
FOR THE YEAR ENDED 31 MARCH 2022**

statements comply with the Companies Act 2006, Accounting Standards and Statements of Recommended Practice and the regulations under the Charities Act 2011. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of disclosure to the auditor

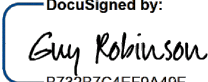
So far as the Board of Trustees are aware:

- a) there is no relevant audit information of which the charity’s auditors are unaware; and
- b) they have taken all steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the Charity’s auditors are aware of that information.

Auditors

Moore Kingston Smith LLP were appointed as auditors during the year and are deemed to be re-appointed under Section 487(2) of the Companies Act 2006.

This Report of the Board, which forms part of the Annual Report and Financial Statements, is approved by the Trustees in their capacity as Directors of the company and signed of its behalf by:

DocuSigned by:

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Mr Guy Robinson
Chair

06/09/2022
.....
Date

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

Opinion

We have audited the financial statements of User Voice (the 'company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company'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. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Act 2011 require 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 exemption in preparing the trustees' annual report and from preparing a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 11, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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 aggregate,

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- 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. 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.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Explanation as to what extent 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, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance and through reviews of relevant accounting and management records;
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, based on our work as outlined above;
- We enquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations, using associated documentary evidence to better understand items of interest.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. As well as specific audit testing, this included approaching accounting records with an inquisitive and sceptical mindset such that we examined items that were felt to be of interest or of higher risk in this area, and obtaining additional corroborative evidence as required.

To address the risk of fraud through management override of controls, we carried out the following work:

- Procedures were undertaken to identify any unusual or unexpected matters, and the rationale behind any such matters was examined;
- Journal entries were reviewed to identify unusual transactions;
- Judgements and assumptions made in determining the accounting estimates set out in the accounting policies were reviewed.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements.

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 which 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 any party other than the charitable company, the charitable company's members, as a body, for our audit work, for this report, or for the opinion we have formed.

Moore Kingston Smith LLP.

James Saunders FCCA DChA (Senior Statutory Auditor)
for and on behalf of Moore Kingston Smith LLP, Statutory Auditor

6th Floor
9 Appold Street
London
EC2A 2AP

Date: 20 October 2022

Moore Kingston Smith LLP is eligible to act as auditor in terms of Section 1212 of the Companies Act 2006.

USER VOICE**STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)****FOR THE YEAR ENDED 31 MARCH 2022**

		Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total 2022 £	Total 2021 £
	Notes				
Income					
Income from donations	2	8,240	208,597	216,837	134,969
Income from charitable activities	3	<u>1,470,945</u>	<u>-</u>	<u>1,470,945</u>	<u>1,066,849</u>
Total income		<u>1,479,185</u>	<u>208,597</u>	<u>1,687,782</u>	<u>1,201,818</u>
Expenditure					
Expenditure on raising funds	5	7,221	781	8,002	17,272
Expenditure on charitable activities	6	<u>1,014,077</u>	<u>212,767</u>	<u>1,226,844</u>	<u>1,197,909</u>
Total expenditure		<u>1,021,298</u>	<u>213,548</u>	<u>1,234,846</u>	<u>1,215,181</u>
Net income / (expenditure)	4	457,887	(4,951)	452,936	(13,363)
Transfer between funds		(1,277)	1,277	-	-
Net movement in funds		<u>456,610</u>	<u>(3,674)</u>	<u>452,936</u>	<u>(13,363)</u>
Reconciliation of funds					
Fund balance brought forward at 1 April		<u>499,067</u>	<u>109,526</u>	<u>608,593</u>	<u>621,956</u>
Fund balance carried forward at 31 March		<u>955,677</u>	<u>105,852</u>	<u>1,061,529</u>	<u>608,593</u>

The results for the period are derived from continuing operations

There were no recognised gains or losses, other than those passing through the statement of financial activities.

The notes on pages 20 to 30 form part of these financial statements.

USER VOICE**BALANCE SHEET****AS AT 31 MARCH 2022**

		2022		2021	
	Notes	£	£	£	£
Fixed assets					
Tangible fixed assets	11		5,063		6,946
			5,063		6,946
Current assets					
Debtors	12	506,278		547,234	
Cash at bank and in hand		948,566		308,554	
		1,454,844		855,788	
Creditors: amounts falling due within one year	13	(398,378)		(254,141)	
Total current assets less current liabilities			1,056,466		601,647
Net assets			1,061,529		608,593
Reserves					
Unrestricted funds					
Designated funds			250,000		-
General funds			705,677		499,067
Restricted funds			105,852		109,526
	16		1,061,529		608,593

These financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The notes on pages 20 to 30 form part of these financial statements.

06/09/2022

The financial statements were approved by the Board and signed on its behalf on _____ by:

DocuSigned by:

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Mr Michael Barnett
Treasurer

Company Registration Number: 06820227

USER VOICE**STATEMENT OF CASHFLOWS****FOR THE YEAR ENDED 31 MARCH 2022**

		2022	2021
		£	£
Cash flows from operating activities			
Net cash provided by / (used in) operating activities		640,012	(98,335)
Change in cash and cash equivalents in the year		640,012	(98,335)
Cash and cash equivalents at the beginning of the year		308,554	406,889
Cash and cash equivalents at the end of the year		948,566	308,554
	2021	Cash flows	2022
	£	£	£
Cash and cash equivalents			
Cash at bank and in hand	308,554	640,012	948,566
Borrowings			
Loans and financing	-	-	-
Analysis of changes in net debt	308,554	640,012	948,566

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2022**

1. Accounting policies**1.1 Basis of preparation**

The charity meets the definition of a public benefit entity, and therefore the financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) ((Second Edition, effective 1 January 2019) - (Charities SORP (FRS 102))), the Companies Act 2006 and the Charities Act 2011. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The trustees have assessed whether the use of the going concern basis is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of approval of the financial statements. In particular, the trustees have considered the charity's forecasts and projections and have taken account of the impact of the COVID-19 pandemic and pressures on contracted income.

After making enquiries the trustees have concluded that there is a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future due to the majority of the income that is being included within the 2022/23 budget already being contractually secure together with amounts held in reserves. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

The principal accounting policies adopted in the preparation of the financial statements are set out below.

The functional currency used is British pound sterling, and balances are rounded to the nearest £1.

1.2 Funds Structure

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor. Unrestricted funds are funds which are used in accordance with the charitable objects at the discretion of the trustees. Designated funds are unrestricted funds earmarked by the trustees for particular purpose.

1.3 Income

Grants, donations and other income are credited to the statement of financial activities in the year to which they relate. Grants and donations will be recognised on an entitlement basis and when receipt is probable and the amount can be measured reliably, unless it relates to a specific future period, in which case it is deferred. Other income, including investment income, is recognised on an accruals basis. Contract income is recognised over the life of the assignment, as it is earned.

1.4 Expenditure and irrecoverable VAT

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Support costs not directly attributable to an expenditure category are shown in note 7 and have been apportioned on the basis of staff activity.

Irrecoverable VAT is charged against the category of expenditure within which it was incurred.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2022**

1.5 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised as an expense when the company has demonstrably committed to terminate the employment of an employee or to provide termination benefit.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates that are calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	3 years straight line
Fixtures, fittings and equipment	3 years straight line

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

Assets are reviewed annually for impairment and adjustments are made to the carrying value when required.

1.8 Pensions

User Voice operates defined contribution pension arrangements, the assets of which are held separately from those of the Society in independently administered funds. Contributions are charged to the income and expenditure account as they become payable.

1.9 Critical accounting estimates and judgements

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

1.10 Operating leases

Rental charges are charged on a straight-line basis over the term of the lease.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2022****2. Income from donations**

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Donations	240	-	240
Grants	8,000	208,597	216,597
	<u>8,240</u>	<u>208,597</u>	<u>216,837</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Donations	5,430	-	5,430
Grants	34,600	94,939	129,539
	<u>40,030</u>	<u>94,939</u>	<u>134,969</u>

3. Income from charitable activities

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Project income	1,232,958	-	1,232,958
Consultancy & other income	237,987	-	237,987
	<u>1,470,945</u>	<u>-</u>	<u>1,470,945</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Project income	1,035,890	-	1,035,890
Consultancy & other income	12,221	18,738	30,959
	<u>1,048,111</u>	<u>18,738</u>	<u>1,066,849</u>

4. Net income for the year is calculated after charging:

	2022 £	2021 £
Audit fees	10,400	8,050
License to occupy	11,964	9,600
Depreciation	4,268	3,474

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2022****5. Expenditure on raising funds**

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Staff costs	3,564	-	3,564
Other costs	595	172	767
Support costs (see note 7)	3,062	609	3,671
	<u>7,221</u>	<u>781</u>	<u>8,002</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Staff costs	4,634	-	4,634
Other costs	9,164	408	9,572
Support costs (see note 7)	2,685	381	3,066
	<u>16,483</u>	<u>789</u>	<u>17,272</u>

6. Expenditure on charitable activities

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Staff costs	501,088	105,261	606,349
Travel and subsistence	57,195	5,038	62,233
Finance, HR & other professional fees	16,215	80,476	96,691
Other costs	55,076	12,450	67,526
Support costs (see note 7)	384,503	9,542	394,045
	<u>1,014,077</u>	<u>212,767</u>	<u>1,226,844</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Staff costs	602,781	78,787	681,568
Travel and subsistence	16,862	-	16,862
Finance, HR and other professional fees	23,716	-	23,716
Other costs	34,615	19,992	54,607
Support costs (see note 7)	364,775	56,381	421,156
	<u>1,042,749</u>	<u>155,160</u>	<u>1,197,909</u>

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2022****7. Support costs**

Current Year	Costs of Raising Funds £	Charitable Activities £	Total 2022 £
<u>Governance costs</u>			
Audit fees	104	10,296	10,400
Legal and professional fees	6	594	600
Trustee costs	1	55	56
<u>Other Support costs</u>			
Staff costs	778	107,678	108,456
Office costs	884	87,509	88,393
Travel and subsistence	38	3,803	3,841
Finance, HR & other professional fees	1,782	176,408	178,190
Sundry expenses	78	7,702	7,780
	<u>3,671</u>	<u>394,045</u>	<u>397,716</u>
Prior Year	Costs of Raising Funds £	Charitable Activities £	Total 2021 £
<u>Governance costs</u>			
Audit fees	59	8,741	8,800
Legal and professional fees	-	-	-
Trustee costs	-	33	33
<u>Other Support costs</u>			
Staff costs	884	130,734	131,618
Office costs	691	102,192	102,883
Travel and subsistence	17	2,447	2,464
Finance, HR & other professional fees	1,211	146,675	147,886
Sundry expenses	204	30,334	30,538
	<u>3,066</u>	<u>421,156</u>	<u>424,222</u>

Support costs are allocated on the basis of staff activity.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2022****8. Analysis of staff costs**

	2022	2021
	£	£
Salaries and wages	657,939	743,718
Social security costs	49,442	59,942
Pension costs	10,988	14,159
	<u>718,369</u>	<u>817,819</u>

No employee earned more than £60,000 during the year (2021: nil). All User Voice employees were enrolled in an auto-enrolment compliant, defined contribution pension scheme in both 2021 and 2022, and new employees were auto enrolled in the same scheme. Pension costs represent the employer's contribution to that scheme during the year.

The number of employees during the period was as follows:

	2022	2021
	No.	No.
Support	2	5
Charitable activities	32	30
	<u>34</u>	<u>35</u>

The Senior Management Team are considered to be the key management personnel and the total fees and employee benefits paid to them were £252,023 (2021: £235,104).

Included within staff costs are costs totalling £nil (2021: £3,500) in relation to redundancy and termination payments.

Trustees are eligible to be reimbursed for travel and incidental expenses incurred in the performance of their duties; no Trustees (2021: 0) claimed any expenses in the year (2021: £-).

9. Directors' remuneration

As allowed by the constitution of User Voice, one of the directors, Mark Johnson, received payments totalling £72,105 (2021: £73,455) from his role as self-employed consultant to the charity, which he billed through his company, MJ Innovation Ltd. During the year, he was not reimbursed for any expenses (2021: £nil). £6,555 had yet to be paid to Mark Johnson at year end.

10. Taxation

As a charity the organisation is exempt from UK corporation tax to the extent that its income is applied to its charitable objects. No liability arose in the period.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2022****11. Tangible fixed assets**

	Fixtures, fittings & equipment £	Computer Equipment £	Total
Cost			
At 1 April 2021	1,046	10,420	11,466
Additions	2,385	-	2,385
Disposals	-	-	-
At 31 March 2022	3,431	10,420	13,851
	=====	=====	=====
Depreciation			
At 1 April 2021	1,046	3,474	4,520
Charge for the year	795	3,473	4,268
Disposals	-	-	-
At 31 March 2022	1,841	6,947	8,788
	=====	=====	=====
Net book value			
At 31 March 2022	1,590	3,473	5,063
	=====	=====	=====
At 31 March 2021	-	6,946	6,946
	=====	=====	=====

12. Debtors

	2022 £	2021 £
Trade debtors	403,898	390,639
Bad debt provision	-	(2,917)
Other debtors	140	-
Prepayments	3,738	14,041
Accrued income	98,502	145,471
	506,278	547,234

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2022****13. Creditors: amounts falling due within one year**

	2022 £	2021 £
Trade creditors	19,457	5,677
Taxes and social security	120,709	90,569
Accruals	32,505	48,787
Deferred income	218,506	106,190
Other creditors	7,201	2,918
	<u>398,378</u>	<u>254,141</u>
Opening deferred income	106,190	109,166
Released in the year	(106,190)	(109,166)
Income deferred in the current year	<u>218,506</u>	<u>106,190</u>
	<u>218,506</u>	<u>106,190</u>

14. Company limited by guarantee

The limit of the total guarantees of the members of the company amounted to a maximum of £40 at the beginning of the year and £40 at the end of the year.

15. Analysis of charitable funds

Current Year	Balance at 1 April 2021 £	Income £	Expend- iture £	Transfer £	Balance at 31 March 2022 £
Unrestricted funds					
General Fund	499,067	1,479,185	(1,021,298)	(251,277)	705,677
Designated					
Strategic Investment Fund	-	-	-	250,000	250,000
	<u>499,067</u>	<u>1,479,185</u>	<u>(1,021,298)</u>	<u>(1,277)</u>	<u>955,677</u>
Barrow Cadbury Trust	-	30,000	(21,463)	-	8,537
Home Office Anti Knife Crime Fund	6,967	-	-	-	6,967
National Lottery Community Fund	17,770	-	(19,047)	1,277	-
John Ellerman Foundation	72,635	-	-	-	72,635
Joseph Rowntree Charitable Trust	8,851	27,815	(18,953)	-	17,713
Social Enterprise Support Fund	3,303	36,840	(3,303)	-	-
Coping with Covid	-	150,782	(150,782)	-	-
	<u>109,526</u>	<u>208,597</u>	<u>(213,548)</u>	<u>1,277</u>	<u>105,852</u>
Restricted funds					
Total	<u>608,593</u>	<u>1,687,782</u>	<u>(1,234,846)</u>	<u>-</u>	<u>1,061,529</u>

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2022****15. Analysis of charitable funds (continued)**

Prior Year	Balance at 1 April 2020 £	Income £	Expend- iture £	Transfer £	Balance at 31 March 2021 £
Unrestricted funds - General	470,158	1,088,141	(1,059,232)	-	499,067
Barrow Cadbury Trust	4,900	15,000	(19,900)	-	-
Social Business Trust	18,109	33,828	(51,937)	-	-
AB Charitable Trust	5,400	-	(5,400)	-	-
Home Office Anti Knife Crime Fund	6,967	-	-	-	6,967
National Lottery Community Fund	32,596	-	(14,826)	-	17,770
John Ellerman Foundation	80,000	-	(7,365)	-	72,635
Awards for All	3,826	-	(3,826)	-	-
Joseph Rowntree Charitable Trust	-	9,272	(421)	-	8,851
Social Enterprise Support Fund	-	36,839	(33,536)	-	3,303
Coping with Covid	-	18,738	(18,738)	-	-
Restricted funds	151,798	113,677	(155,949)	-	109,526
Total	621,956	1,201,818	(1,215,181)	-	608,593

Designated Funds**Strategic Investment Fund**

Funds set aside by the directors to assist with the transition to the new strategy in 2022-23.

Restricted Funds**Social Business Trust**

Provided cash and in-kind support to assist the development of User Voice's growth.

BCT (Barrow Cadbury Trust)

With the support of BCT, User Voice will be able to develop a communications strategy, internally and externally by employing a communications specialist.

Home Office Anti Knife Crime Fund

Funding to gather insight from young people convicted of knife crime to develop solutions to the problem.

AB Charitable Trust

Develop and strengthen User Voice's communications and policy function.

National Lottery Community Fund

To develop a National Council of service users from User Voice's community councils. Providing a national forum for service users to drive change within the probation service.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2022****15. Analysis of charitable funds (continued)****John Ellerman Foundation**

Develop User Voice's Knowledge. Seeding the development of a more robust function to drive information, intelligence and data and use to influence and change policy.

Awards for All

To develop a facilitator led, outdoors programme of inspiration and personal growth for service users.

Joseph Rowntree Charitable Trust

To develop a National Council of service users from User Voice's community councils. Providing a national forum for service users to drive policy change.

Social Enterprise Support Fund

Funding to enable User Voice to develop and embed new digital ways of giving people in prison and on probation a voice.

Coping with Covid

Peer Research project to understand prisoners' experience of coping with covid.

16. Analysis of net assets between funds

Current Year	General Funds £	Designated Funds £	Restricted Funds £	Total 2022 £
Fixed assets	5,063	-	-	5,063
Debtors	506,278	-	-	506,278
Bank & cash	592,714	250,000	105,852	948,566
Creditors less than one year	(398,378)	-	-	(398,378)
	<u>705,677</u>	<u>250,000</u>	<u>105,852</u>	<u>1,061,529</u>

Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Fixed assets	6,946	-	6,946
Debtors	547,234	-	547,234
Bank & cash	199,028	109,526	308,554
Creditors less than one year	(254,141)	-	(254,141)
	<u>499,067</u>	<u>109,526</u>	<u>608,593</u>

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2022****17. Net cash provided by / (used in) operating activities**

	2022	2022	2021	2021
	£	£	£	£
Cash flows from operating activities				
Net income / (expenditure)	452,936		(13,363)	
Depreciation	4,268		3,474	
Decrease / (increase) in debtors	40,956		(69,188)	
Increase / (decrease) in creditors	144,237		(8,838)	
Net cash provided by / (used in) operating activities	<u> </u>	642,397	<u> </u>	(87,915)
Cashflow from investing activities				
Net purchase of fixed assets	(2,385)		(10,420)	
Net cash (used in) investing activities	<u> </u>	(2,385)	<u> </u>	(10,420)
Net increase / (decrease) in cash		<u>640,012</u>		<u>(98,335)</u>

Accounts

Company Registration Number: 06820227

USER VOICE

**A COMPANY LIMITED BY GUARANTEE
(CHARITY NO. 1136047)**

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

USER VOICE

**A COMPANY LIMITED BY GUARANTEE
(CHARITY NO. 1136047)**

**ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

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USER VOICE**REPORT OF THE BOARD
FOR THE YEAR ENDED 31 MARCH 2021**

The Board is pleased to present its report and financial statements for the year ended 31 March 2021.

Reference and administrative information

Directors	Doctor Subas Roy	Chair (appointed 09/10/20, Treasurer from 09/10/20, Chair from 24/01/21)
	Lord Roy Kennedy	Chair (appointed 09/10/20, resigned 24/01/21)
	Mark Johnson	
	Max Kelly	
	Guy Robinson	
	Professor Shadd Maruna	
	Camilla Camley	(appointed 09/10/20, resigned 26/01/21)
	Donna Murray-Turner	(appointed 07/05/21)
	Julie Weston	(appointed 07/05/21)
Company Secretary	Daniel Hutt	
Chairman	Doctor Subas Roy	Chair (appointed 09/10/20, Treasurer from 09/10/20, Chair from 24/01/21)
	Lord Roy Kennedy	Chair (appointed 09/10/20, resigned 24/01/21)
Chief Executive Officer	Mark Johnson	
Senior Management Team	Chief Executive Officer	
	Director of Operations	
	Director of Resources	
	Strategic Advisor	
	HR Manager	
Company Number	06820227	
Registered Charity Number	1136047	
Registered Office	20 Newburn Street, London, SE11 5PJ	
Auditors	Moore Kingston Smith LLP, Devonshire House, 60 Goswell Road, London, EC1M 7AD	
Accountants	JS2 Limited, One Crown Square, Woking, Surrey, GU21 6HR	
Bankers	Coutts and Co, 440 Strand, London WC2R 0QS	

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2021

Annual review

The year has been dominated by the effects of the global pandemic. Covid-19 has hit people in prison and on probation harder than many. Most prisoners (including children) have been confined to their cells for up to 23 hours per day (longer on weekends and in some facilities), with visits, therapeutic and educational activities stopped. One inspection during found that prisoners with symptoms were unable to shower for the entirety of their two-week quarantine period. People on probation have had all face to face support withdrawn. Most support and opportunities are online, yet many do not have access to smartphones or data.

At one point there were five suicides in prisons in just six days, fuelling fears that this highly restrictive regime in place to combat the spread of the virus was having a devastating impact on prisoners and their mental health. During lockdown, 77% of prisoners we spoke to have felt more isolated and 43% of people on probation felt less supported, having stopped receiving at least one service.

Organisationally, like many small charities who operate face to face delivery, we had to significantly adjust our operating model very quickly. Access into prisons was completely stopped and we were not able to engage with people in the community on probation.

This uncertain period has also provided an opportunity. While we had been going through a period of digital transformation this has been accelerated. In the community we have used phone contact, text and other messaging services, email and video calls. At one point, around 20,000 people on probation were texted and around 90% consented to us contacting them, an overwhelming response. For prisoners we set up a freephone number so they could call us at no cost and used the 'Email a Prisoner' scheme in which emails are printed for prisoners the next day.

During this period we have also invested in our infrastructure, staff and volunteers to ensure that we have been able to meet the operational challenges whilst ensuring that we are resilient to any future restrictions.

As a result, during the year we were able to directly undertake 13,204 engagements with people in prison and on probation (compared to 44,000 in 2019/20) and ensure this reached prison and probation decision makers regionally and nationally to inform their decision making.

The Board of Trustees, and its Committees, have therefore focussed on three critical change programmes which are essential to sustaining our leadership position as an advocate of service user engagement; firstly, refining the User Voice Way and embedding the associated best practices across our regional teams; secondly, strengthening our Research and Knowledge capability to ensure it generates new insights and innovation into our core delivery services; and, thirdly, adjusting our operating model to leverage central capabilities more effectively and empower our delivery teams to work more collaboratively.

The fruits of the change programme have become evident as the year progressed and will provide sound building blocks for our continued expansion:

- Our people have the right skills and tools to do their jobs properly, demonstrating strong leadership and a clear respect for the organisation's culture and values.
- Our processes are more consistent across locations and we operate with more common standards.
- Our resources and funding have remained satisfactory, demonstrating efficient quality and financial management of contracts and business development activities, optimising the working capital cycle and maintaining a stable cash flow position.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2021

Overall, we have emerged from a year of modernisation with a stronger leadership team, more consistent results and more sustainable innovation in our service offers. We look forward to building on these core strengths next year and to maintaining our pre-eminent position as the leader in service user engagement in the UK.

Structure, governance and management

User Voice became registered as a charity with the Charity Commission for England and Wales on 21 May 2010. It is a charitable company limited by guarantee, with no share capital and is governed by its Memorandum and Articles of Association dated 16 February 2009, as amended by special resolution on 7 May 2010. The liability of each member in the event of winding up is limited to a maximum of £10.

In accordance with the governing document, there shall be not less than two directors at any one time. The directors, who are also the charity trustees, are normally elected by the members of the company in a general meeting. The Board may appoint any member of the company as a director either as an additional director or to fill a casual vacancy. Any member so appointed must retire at the next annual general meeting but is eligible for re-election. The trustees delegate the day to day management to the senior management team.

Each new trustee will receive an induction session with the Chairman and Chief Executive, where they are provided with the background to the charity and its work and receive guidance on their role as a director and trustee of the charity.

Trustees are periodically updated on the most important matters relating to the organization's activities, as well as the latest charity sector developments and best practice guidance. The senior management review User Voice's risk register on a monthly basis, and update Trustees when appropriate based on the nature of the issue, and the likelihood of occurrence and potential impact. The most relevant and pressing issues can be discussed in ad hoc mini Board meetings or operational meetings, organised specifically for this purpose. The action plans contained in the risk register then incorporate Board comments and proposed mitigating activities. Trustees are encouraged to keep up-to-date with sector developments relevant to their role throughout their term of office.

Risk management

The directors have reviewed the major and financial risks that impact on the work of the charity. The systems that have been established enable the directors to review and take necessary steps to lessen these risks.

The principal risks identified include:

1. Ensuring User Voice resilient to the ongoing challenges and uncertainty posed by Covid-19.

The impact of Covid-19 outbreak has been considered in User Voice's short and long term risk management and planning. This includes budgeting and forecasting. The effect of the outbreak will continue to bring significant risk, especially regarding User Voice's delivery model of engagement.

The Board has ensured that there has been clear focus on the risks of contractual breaches due to non delivery of services. Strong stakeholder relationships and management has mitigated this risk with performance KPIs being adhered to and reported to commissioners frequently. Whereby delivery has been at risk of being impacted due to Covid-19 restrictions the SMT has worked closely with senior commissioners to manage contract risk.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2021

User Voice has pioneered new ways of delivering services and maintain contractual delivery without fundamentally altering the underpinning organisational operational model. This has mitigated critical risks to contracts in the short- and medium-term and innovated new ways of working for future opportunities.

Operating in prisons has required a greater focus on infection control and the use of PPE and socially distanced working. Additionally, User Voice has been led by guidance from NHS England and HMPPS regarding the safety of delivering in such environments.

2. Ensuring User Voice is best placed to respond to and resilient to the outcome of the unification of probation.

In 2020 probation services announced a plan to move to a national probation service by June 2021. For User Voice this meant that around 20 individual contracts would be subsumed into a single national contract, extended to January 2022 in which time it would be competed.

As a result, our focus has been on ending the previous contracts with the private probation providers (Community Rehabilitation Companies), negotiate an extension of all these contracts and prepare for the competition for this national contract.

Most importantly, during this period of uncertainty for probation staff, service users and its operational partners, we have continued to ensure that people on probation have been given a voice to bring some level of stability.

Objectives and activities

The object of User Voice is to advance education for the public benefit in criminal justice and the rehabilitation of offenders by conducting study and research and disseminating the useful results of that research to the public.

Public benefit

The directors have complied with section 17(5) of the 2011 Charities Act, having due regard for the Charity Commission's guidance on public benefit, including the guidance 'Public Benefit: running a charity (PB2)', when reviewing the trust's aims and objectives.

Who we are

User Voice was created for and is run by people who have been in prison and on probation. Lived experience means we engage empathetically instead of sympathetically.

We exist to reduce offending and improve rehabilitation by working with the most marginalised people in and around the criminal justice system. We ensure that practitioners and policy-makers hear their voices, through:

- **Change for institutions: User Councils** give decision-makers feedback and solutions from their service users. User Voice delivers Councils in three-quarters of probation and one-fifth of prisons. A proposal put forward in a Prison Council resulted in £100,000 prison investment in training prisoners as violence mediators.
- **Change for individuals: User-Led Change.** With the right opportunity, encouragement and support, everyone can play an influential role in society. An ex-offender member of staff applied for over 100 jobs before being employed by User Voice. He is now a criminology lecturer at a leading university.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2021

- **Change in the agenda: User Consultations**, that give decision makers the opportunity to hear, and act upon, service user insights. User Voice has delivered nearly 80 consultations with over 10,000 participants.

Change for institutions

During the year User Voice has established and continues to support elected **Councils** based on our model of service user engagement in the following areas.

Prison Councils:

- HM Prison Aylesbury, holding up to 444 of the longest sentenced young adult males in the English prison system.
- HM Prison Bronzefield, holding up to 527 adult female prisoners
- HMP Forest Bank, a Category B Prison holding up to 1,460 adult male prisoners
- HM Prison The Mount, a Category C training prison holding 1,028 adult male prisoners
- HM Prison Northumberland, a prison holding up to 1348 adult male prisoners
- HM Prison Pentonville, a local prison holding up to 1310 adult male prisoners
- HMP Peterborough, a Category B Prison holding up to 497 adult male prisoners (male and female)
- HMP Northumberland, a Category C training prison holding 1,048 adult male prisoners

Service User (community) Councils:

- Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire Community Rehabilitation Company
- Bristol, Gloucestershire, Somerset & Wiltshire Community Rehabilitation Company
- Cheshire & Greater Manchester Community Rehabilitation Company
- Cumbria and Lancashire Community Rehabilitation Company, including the National Probation Service
- Essex Community Rehabilitation Company, including the National Probation Service
- Hampshire & Isle of Wight Community Rehabilitation Company
- Humberside, Lincolnshire & North Yorkshire Community Rehabilitation Company
- Kent, Surrey and Sussex Community Rehabilitation Company
- Merseyside Community Rehabilitation Company
- Norfolk & Suffolk Community Rehabilitation Company
- Northumbria Community Rehabilitation Company, including the National Probation Service
- South Yorkshire Community Rehabilitation Company
- West Yorkshire Community Rehabilitation Company

Health Councils

- HM Prison Bronzefield
- HM Prison Cookham Wood
- HM Prison East Sutton Park
- HM Prison Highdown
- HM Prison Isle of Wight
- HM Prison Ford

At the end of this period User Voice had **representative structures for 1 in 4 people (78,937) in the criminal justice system**, including **29% of people on probation** and **17% of people in prison** through its Council model, recruiting, training and supporting **695 Council members** who completed **13,204 engagements** with their peers, as detailed below.

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REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2021

Prison and Health Councils:

- 107 new Prison Council members
- 283 total Prison Council members
- 5,296 engagements

Service User Councils:

- 174 new Service User Council members
- 412 total Service User Council members
- 7,908 engagements

All Councils:

- 281 new Council members
- 695 total Council members
- 13,204 engagements, of which:
 - 86% male
 - 14% female
 - Average age 37.2, with an age range of 14 to 101
 - 2,789 (21%) self-reported a disability
 - 73% white, 9% black, 7% Asian, 4% dual heritage and 4% other
- 55 proposals were put forward by User Councils of which:
 - 95% were accepted
 - 16% were accepted and implemented
 - 78% were accepted and implementation is ongoing
 - 5% of proposals were rejected

Change for individuals: User-Led Change

User Voice regularly asks Council members to reflect on how they benefit from their experience, and how this has made a difference to them, both in terms of their personal development and skills development.

Personal development included:

- 88% felt more motivated
- 88% feel hopeful for the future
- 87% are better able to interact with others in the community
- 82% are better able to build trusting relationships

The experience of being a Council member enables people in prison and/or on probation to:

- Become more **independent**
"I no longer rely on someone else to support me and give me purpose"
- Be more **confident** about processing their experiences of offending
"I feel comfortable with who I am and able to move on from the past"
"So much more confident talking about my own experiences to help others"
"I am so much more confident in talking to other people"
"I am more confident in myself now and my business is going really well"
"I'm more confident in myself"
"I'm more of a part of something which has given me more confidence"
"I have struggled but I feel like I am more of a fighter and don't want to give up"

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2021

- Improve their **mental health and wellbeing**
"My mental health as improved"
"I have had a really hard time recently but this has kept me sane"
"More of a reason to be sober"
"I have learnt to be honest with myself and others about my mental health"
"I don't drink like I used to"
"I can talk to different people about real issues, and it has helped me think more positively"

94% **developed skills** since joining the Council, including:

- 99% are better able to work with others
- 98% developed better communication skills
- 92% developed other skills such as; confidence, self-control, listening, emotional regulation
- 84% feel more part of a community
- 84% more valued as an individual
- 78% developed better leadership skills

User Voice also hold regular exit interviews to understand how we have supported Council members to progress in their recovery and rehabilitation, including:

- 87% develop skills to move on with their life after being in prison and/or on probation
- 81% were provided with additional opportunities to move on with their lives which they wouldn't have had otherwise
- 78% changed their outlook on life for the better
- 66% went to employment or education

National Service User Council

The National Service User Council is the first of its kind and was established despite Covid-19 restrictions. It is made up of elected service user representatives from across the country. During the year, over 12,000 people on probation were engaged, 235 of them recruited, trained and supported to be regional Council members, from which the 28 National Council members were elected.

The Council are proactive in running national campaigns that are of importance to people in their communities. They are supported to identify the key issues and then develop a plan of activity and publicity in order to influence the right decision makers and drive the necessary changes. The key aims include:

- To enable people with lived experience of crime, addiction and homelessness to change the system.
- To create opportunities for this marginalised and largely unheard group of people to influence policy making at a national level.
- To help create a system that is done with, not to, people.

Change in the agenda

If you want different outcomes you have to try different approaches. We believe that those who have navigated the criminal justice system should be leading this conversation. User Voice Consultations offers policy-makers and service providers the opportunity to learn from, and act upon, the insights of those hardest to reach. Our insight leads the conversation around system change.

Most significantly, User Voice has continued to be a member of the **HMPPS Service User Advisory Group**. Since User Voice was founded one of the main aims has been to show the value of involving people with lived experience in the criminal justice system from a national policy to a local service provision level.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2021

After years of making the case and demonstrating the impact this Group was established to develop a set of standards around service user involvement for prison and probation services. During the year significant commitments were made by the Ministry of Justice through the [National Probation Service Service User Involvement Plan](#) and including service user involvement as a key component of the [Probation Target Operating Model](#). What has previously been missing is identified budget for user involvement. It has always been funded from underspends and other budget lines. In 2020, for the first time the Ministry of Justice confirmed that as part of the unification of probation, there will be a national contract for ‘engaging people on probation’. After over 10 years of lobbying this represents a milestone for User Voice.

User Voice’s presence at the go to organisation continues to grow as we continue to be commissioned to undertake significant **Consultation** projects. In spite of Covid-19 restrictions, User Voice was commissioned to undertake the following Consultations in the year, some of which are still ongoing:

- **Neurodiversity... What?** Neurodiversity within the criminal justice system is an under-researched but vitally important issue. Neurodiversity covers many conditions related to how the brain functions including ADHD, autism, intellectual disabilities, traumatic brain injury and motor disorders. Estimates suggest that neurodiverse conditions are three times more common in the criminal justice system than in the general population. However, our [findings](#) indicate that there is limited screening for these conditions and the true figure may be much higher. User Voice directly engaged with 118 people in prison and on probation who had a diagnosed neurodiverse condition across 10 probation services in England. This consultation was commissioned by Her Majesty’s Inspectorate of Probation as part of a wider evidence review on neurodiversity in the criminal justice system being carried out on behalf of the Ministry of Justice.
- **The User Voice of Lockdown.** Even under the most extreme lockdown measures, User Voice never stopped engaging. We sent out 20,000 texts to service users and set up a freephone number in prisons, along with engaging through ‘Email a Prisoner’. This meant that we were some of the only organisations supporting prisoners and people on probation during this time. The experiences were harrowing, with staff regularly talking people through suicidal thoughts and intentions. This [report](#) was published to get their voices heard and highlight to devastating impact of the lockdown regime.
- **Coping with Covid.** An ESRC funded project in collaboration with Queens University Belfast. The project utilises qualitative and quantitative approaches to understand how prisoners across 9 prisons have coped with the stringent lockdown measures they experienced during Covid restrictions. The research is designed, administered and analysed by peers. User Voice staff and prisoners are trained in research skills and will receive accreditation for their participation. The research findings will be instrumental in informing prisons about how Covid-19 has impacted prisoners and what they can do to repair the damage caused by the restrictive regimes.
- **Young Black Men and Boys’ Experiences of Youth Offending Services.** The overrepresentation of black, Asian and ethnic minority boys in the criminal justice system has received renewed attention in light of the Black Lives Matter debate. This consultation was commissioned by Her Majesty’s Inspectorate of Probation (HMIP) to assess black and mixed heritage boy’s experiences of youth offending services across England and Wales. The objectives of the consultation were to understand the effectiveness and quality of support the boys received from their Youth Offending Teams (YOTs) and identify any particular challenges they faced. We interviewed 38 children across 9 YOTs. Through this consultation we were able to hear directly from black and mixed heritage boys and present their unfiltered feedback to the key decision makers, responsible for youth offending services. The report is scheduled to be published in September 2021.
- **Banged Up: Out of Sight But Not Out Of Mind.** NHS England commissioned User Voice to carry out a consultation to assess substance misuse trends during lockdown and to enable

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2021

residents to outline what support needs to be in place as regime restrictions are gradually lifted. We spoke to 113 prisoners through focus group discussion and surveys across five sites. Overall, the consultation found that lockdown has been a missed opportunity to support those who have experienced a period of enforced abstinence. The report will be published later in 2021.

Social media

User Voice utilises Facebook and Twitter regularly to share our latest news, publications and to highlight the big issues for people in prison and on probation.

Our two most recent reports had a reach of almost 1,000 people each on Facebook. Average page likes are at 1,591, up from 1,531 last year. We posted 115 times on Facebook and have 1,598 followers.

Twitter grew by 19% (1,786), from 7,529 to 9315 and we tweeted 115 times. User Voice earned 422,975 impressions (the total number of times that a tweet has been delivered to the Twitter stream of a particular account) during this period, a 63% increase on last year and achieved 12,389 profile visits.

We have recently begun to utilise LinkedIn so as to better target our audience, adjusting content to the more professional nature of the platform.

Volunteering

User Voice encourages people to volunteer, where they feel able to, in order to develop skills and gain experience as part of our commitment to offer individuals opportunity, encouragement and support. We have helped many people move from volunteering into staff positions with us. These volunteers fall broadly into two categories:

- Office-based administrative volunteers: these people assist Engagement Team Members with internal office coordination activities, such as data input, filing, diary management. This also allows them to grow and expand their knowledge whilst helping and supporting our work as a national charity
- Delivery-based engagement volunteers: these people shadow and assist the engagement team with delivery in prisons and communities. This creates opportunity for giving back, helping the greater cause, and providing strengthened peer engagement

Fundraising

Raising voluntary funds from trusts, foundations and individuals is a vital source of income for User Voice, this is the enabler to fulfil our charitable objectives more effectively. We are very grateful for the support given by all our donors.

User Voice builds and maintains solid partnerships with supporters and donors, based on mutual understanding and shared values. In order to develop an open, honest and respectful fundraising process we have taken account of the Code of Fundraising Practice issued by the Fundraising Regulator.

User Voice fundraising practices don't include face-to-face or telephone fundraising. Therefore User Voice has received no complaints about its fundraising activities either during the financial year or subsequently.

As part of its preparation for the General Data Protection Regulation that came into force in May 2019, User Voice has reviewed and updated its Privacy Policy, and this policy clearly states what personal data User Voice will hold in relation to supporters and how this data is managed.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2021

Key strategic priorities

- Ensure User Voice remains as the leading organisation giving service users a voice and working with decision makers to design, implement and run effective and efficient services
- Run User Voice as effectively as possible to give service users the voice they need – everything we do should be geared towards this
- Ensuring User Voice's future by developing resilient income streams and grows in times of significant policy changes
- Ensure User Voice remains resilient to any future impact of Covid-19 pandemic

User Voice has proudly and purposefully delivered face-to-face for 10 years. In March when the Covid-19 pandemic hit we, like many others, had to leave prisons and probation offices. We moved quickly and adapted our delivery model to continue working with people in the criminal justice system through virtual delivery and innovative engagement. Although restrictions have been removed, all prisons are still under some form of restricted regime and probation is operating a blended model of in person and remote supervision. As a result, we need to continue to be adaptable to changing conditions, different methods of engagement and resilient to any future further restrictions.

Development plans for the year ahead will depend on the outcome of the competition for the national probation contract. User Voice is well positioned to secure this contract and is also developing and securing other sources of income, including through NHS England and Improvement.

Remuneration of the key management personnel

The arrangements for setting the pay of key management personnel are proposed by the CEO and discussed and decided at a Board level. Key personnel during the financial year were Mark Johnson, Daniel Hutt, Simon Boddys, Andy Nuttall and Derek Sweeney. Levels of remuneration are set in line with the market rates for the charity sector and based on people's skills and their contribution to the organization.

CEO remuneration is proposed by the Finance Committee and approved by the Trustees, following discussions at a Board meeting.

Financial review

User Voice recorded total income of £1,201,818 (2020: £1,401,298) in the year, with 89% of income coming from charitable activities (project and consultation activities). The overall result for the year was a deficit of £13,363 (2020: a surplus of £5,851), reflecting a surplus on unrestricted funds of £28,909 (2020: a deficit of £70,176) and a deficit on restricted funds of £42,272 (2020: a surplus of £76,027). Therefore, there was an overall increase on our accumulated unrestricted reserves, which stands at £499,067 at 31st March 2021 (2020: £470,158) whilst restricted funds decreased to £109,526 (2020: £151,798). This level of unrestricted reserves this remains more than sufficient to support the running of User Voice's business and meets the current reserve policy.

Investment policy and performance

There are no restrictions on the charity's power to invest and the current policy is to invest short term funds with the trust's bankers.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2021

Reserves policy

The directors' aim is to establish free reserves in unrestricted funds at a level that will provide sufficient funds to cover operational costs for four months, this target is estimated at £500,000 at 31 March 2021. The actual level of these reserves at 31 March 2021 was £499,067 (2020: £470,158) which the directors consider appropriate, due to the majority of the income that is being included within the 2021/22 budget already being contractually secure.

Responsibilities of the Board

Company law requires the Board to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the Board are required to:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, including (FRS102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- follow the SORP, Accounting by Charities; and
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Board are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006, Accounting Standards and Statements of Recommended Practice and the regulations under the Charities Act 2011. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of disclosure to the auditor

So far as the Board of Trustees are aware:

- a) there is no relevant audit information of which the charity's auditors are unaware; and
- b) they have taken all steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Auditors

Moore Kingston Smith LLP were appointed as auditors during the year and are deemed to be re-appointed under Section 487(2) of the Companies Act 2006.

By order of the Board:

DocuSigned by:

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 Dr Subas Roy
Director

21st September 2021

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

Opinion

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

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company'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. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

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 the audit:

- the information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; 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 exemption in preparing the trustees' annual report and from preparing a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 11, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- we obtained an understanding of the legal and regulatory requirements applicable to the charitable company through the use of permanent audit file information, updated this year for any changes that have been identified by management or by our own investigations and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council;
- we obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance and through reviews of relevant accounting and management records;
- we assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, based on our work as outlined above;
- we enquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations, using associated documentary evidence to better understand items of interest;
- based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. As well as specific audit testing, this included approaching accounting records with an inquisitive and sceptical mindset such that we examined items that were felt to be of interest or of higher risk in this area, and obtaining additional corroborative evidence as required.

To address the risk of fraud through management override of controls, we carried out the following work:

- procedures were undertaken to identify any unusual or unexpected matters, and the rationale behind any such matters was examined;
- journal entries were reviewed to identify unusual transactions;
- judgements and assumptions made in determining the accounting estimates set out in the accounting policies were reviewed.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- 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. 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;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees;
- conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern;
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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 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 any party other than the charitable company and charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Moore Kingston Smith LLP.

20th October 2021

James Saunders FCCA DChA (Senior Statutory Auditor)
for and on behalf of Moore Kingston Smith LLP, Statutory Auditor

Devonshire House
60 Goswell Road
London
EC1M 7AD

USER VOICE**STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)****FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total 2021 £	Total 2020 £
Income					
Income from donations	2	40,030	94,939	134,969	235,229
Income from charitable activities	3	<u>1,048,111</u>	<u>18,738</u>	<u>1,066,849</u>	<u>1,166,069</u>
Total income		<u>1,088,141</u>	<u>113,677</u>	<u>1,201,818</u>	<u>1,401,298</u>
Expenditure					
Expenditure on raising funds	5	16,483	789	17,272	35,280
Expenditure on charitable activities	6	<u>1,042,749</u>	<u>155,160</u>	<u>1,197,909</u>	<u>1,360,167</u>
Total expenditure		<u>1,059,232</u>	<u>155,949</u>	<u>1,215,181</u>	<u>1,395,447</u>
Net income / (expenditure)	4	28,909	(42,272)	(13,363)	5,851
Transfer between funds		-	-	-	-
Net movement in funds		<u>28,909</u>	<u>(42,272)</u>	<u>(13,363)</u>	<u>5,851</u>
Reconciliation of funds					
Fund balance brought forward at 1 April		<u>470,158</u>	<u>151,798</u>	<u>621,956</u>	<u>616,105</u>
Fund balance carried forward at 31 March		<u>499,067</u>	<u>109,526</u>	<u>608,593</u>	<u>621,956</u>

The results for the period are derived from continuing operations

There were no recognised gains or losses, other than those passing through the statement of financial activities.

The notes on pages 19 to 30 form part of these financial statements.

USER VOICE**BALANCE SHEET****AS AT 31 MARCH 2021**

		2021		2020	
	Notes	£	£	£	£
Fixed assets					
Tangible fixed assets	11		6,946		-
			-		-
Current assets					
Debtors	12	547,234		478,046	
Cash at bank and in hand		308,554		406,889	
		855,788		884,935	
Creditors: amounts falling due within one year	13	(254,141)		(262,979)	
Total current assets less current liabilities			601,647		621,956
Net assets			608,593		621,956
Reserves					
Unrestricted funds			499,067		470,158
Restricted finds			109,526		151,798
	16		608,593		621,956

These financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The notes on pages 19 to 30 form part of these financial statements.

The financial statements were approved by the Board and signed on its behalf on 21st September 2021 by:

DocuSigned by:

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Dr Subas Roy
Director

Company Registration Number: 06820227

USER VOICE**STATEMENT OF CASHFLOWS****FOR THE YEAR ENDED 31 MARCH 2021**

		2021 £	2020 £
Cash flows from operating activities			
Net cash provided by / (used in) operating activities		(98,335)	105,298
Change in cash and cash equivalents in the year		(98,335)	105,298
Cash and cash equivalents at the beginning of the year		406,889	301,591
Cash and cash equivalents at the end of the year		308,554	406,889
	2020 £	Cash flows £	2021 £
Cash and cash equivalents			
Cash at bank and in hand	406,889	(98,335)	308,554
Borrowings			
Loans and financing	-	-	-
Analysis of changes in net debt	406,889	(98,335)	308,554

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2021**

1. Accounting policies**1.1 Basis of preparation**

The charity meets the definition of a public benefit entity, and therefore the financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) ((Second Edition, effective 1 January 2019) - (Charities SORP (FRS 102)), the Companies Act 2006 and the Charities Act 2011. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The trustees have assessed whether the use of the going concern basis is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of approval of the financial statements. In particular, the trustees have considered the charity's forecasts and projections and have taken account of the impact of the COVID-19 pandemic and pressures on contracted income.

After making enquiries the trustees have concluded that there is a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future due to the majority of the income that is being included within the 2021/22 budget already being contractually secure together with amounts held in reserves. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

The principal accounting policies adopted in the preparation of the financial statements are set out below.

The functional currency used is British pound sterling, and balances are rounded to the nearest £1.

1.2 Funds Structure

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor. Unrestricted funds are funds which are used in accordance with the charitable objects at the discretion of the trustees.

1.3 Income

Grants, donations and other income are credited to the statement of financial activities in the year to which they relate. Grants and donations will be recognised on an entitlement basis and when receipt is probable and the amount can be measured reliably, unless it relates to a specific future period, in which case it is deferred. Other income, including investment income, is recognised on an accruals basis. Contract income is recognised over the life of the assignment, as it is earned.

1.4 Expenditure and irrecoverable VAT

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Support costs not directly attributable to an expenditure category are shown in note 7 and have been apportioned on the basis of staff activity.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2021**

Irrecoverable VAT is charged against the category of expenditure within which it was incurred.

1.5 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised as an expense when the company has demonstrably committed to terminate the employment of an employee or to provide termination benefit.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates that are calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	3 years straight line
Fixtures, fittings and equipment	4 years straight line

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

Assets are reviewed annually for impairment and adjustments are made to the carrying value when required.

1.8 Pensions

User Voice operates defined contribution pension arrangements, the assets of which are held separately from those of the Society in independently administered funds. Contributions are charged to the income and expenditure account as they become payable.

1.9 Critical accounting estimates and judgements

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

1.10 Operating leases

Rental charges are charged on a straight-line basis over the term of the lease.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2021****2. Income from donations**

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Donations	5,430	-	5,430
Grants	34,600	94,939	129,539
	<u>40,030</u>	<u>94,939</u>	<u>134,969</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Donations	5,280	-	5,280
Grants	6,000	223,949	229,949
	<u>11,280</u>	<u>223,949</u>	<u>235,229</u>

3. Income from charitable activities

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Project income	1,035,890	-	1,035,890
Consultancy & other income	12,221	18,738	30,959
	<u>1,048,111</u>	<u>18,738</u>	<u>1,066,849</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Project income	1,091,593	-	1,091,953
Consultancy & other income	74,476	-	74,476
	<u>1,166,069</u>	<u>-</u>	<u>1,166,069</u>

4. Net income for the year is calculated after charging:

	2021 £	2020 £
Audit	8,050	8,050
Audit under / over accrual	-	(1,600)
License to occupy	9,600	9,600

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2021****5. Costs of raising funds**

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Staff costs	4,634	-	4,634
Other costs	9,164	408	9,572
Support costs (see note 7)	2,685	381	3,066
	<u>16,483</u>	<u>789</u>	<u>17,272</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Staff costs	1,450	-	1,450
Other costs	30,468	21	30,489
Support costs (see note 7)	2,786	555	3,341
	<u>34,704</u>	<u>576</u>	<u>35,280</u>

6. Costs of charitable activities

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Staff costs	602,781	78,787	681,568
Travel and subsistence	16,862	-	16,862
Finance, HR & other professional fees	23,716	-	23,716
Other costs	34,615	19,992	54,607
Support costs (see note 7)	364,775	56,381	421,156
	<u>1,042,749</u>	<u>155,160</u>	<u>1,197,909</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Staff costs	671,855	55,688	727,543
Travel and subsistence	101,169	2,949	104,118
Finance, HR and other professional fees	48,551	-	48,551
Other costs	57,003	7,405	64,408
Support costs (see note 7)	333,488	82,059	415,547
	<u>1,212,066</u>	<u>148,101</u>	<u>1,360,167</u>

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2021****7. Support costs**

Current Year	Costs of Raising Funds £	Charitable Activities £	Total 2021 £
<u>Governance costs</u>			
Audit fees	59	8,741	8,800
Legal and professional fees	-	-	-
Trustee costs	-	33	33
<u>Other Support costs</u>			
Staff costs	884	130,734	131,618
Office costs	691	102,192	102,883
Travel and subsistence	17	2,447	2,464
Finance, HR & other professional fees	1,211	146,675	147,886
Sundry expenses	204	30,334	30,539
	<u>3,066</u>	<u>421,156</u>	<u>424,222</u>
Prior Year	Costs of Raising Funds £	Charitable Activities £	Total 2020 £
<u>Governance costs</u>			
Audit fees	43	6,407	6,450
Audit fees (prior year)	-	-	-
Legal and professional fees	5	708	713
Trustee costs	2	268	270
<u>Other Support costs</u>			
Staff costs	621	91,806	92,427
Office costs	633	93,579	94,212
Travel and subsistence	328	48,470	48,798
Finance, HR & other professional fees	1,675	169,095	170,770
Sundry expenses	34	5,215	5,249
	<u>3,341</u>	<u>415,548</u>	<u>418,889</u>

Support costs are allocated on the basis of staff activity.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2021****8. Analysis of staff costs**

	2021	2020
	£	£
Salaries and wages	743,718	745,742
Social security costs	59,942	63,598
Pension costs	14,159	12,080
	<u>817,819</u>	<u>821,420</u>

No employee earned more than £60,000 during the year (2020: nil). During 2020, all User Voice employees were enrolled in an auto-enrolment compliant, defined contribution pension scheme. During 2021, new employees were auto enrolled in the same scheme. Pension costs represent the employer's contribution to that scheme during the year.

The number of employees during the period was as follows:

	2021	2020
	No.	No.
Support	5	2
Charitable activities	30	34
	<u>35</u>	<u>36</u>

The Senior Management Team are considered to be the key management personnel and the total fees and employee benefits paid to them were £235,104 (2020: £192,503).

Included within staff costs are costs totalling £3,500 (2020: £6,897) in relation to redundancy and termination payments.

Trustees are eligible to be reimbursed for travel and incidental expenses incurred in the performance of their duties; no Trustees (2020: 2) claimed any expenses in the year (2020: £2,410).

9. Directors' remuneration

As allowed by the constitution of User Voice, one of the directors, Mark Johnson, received payments totalling £73,455 (2020: £73,320) from his role as self-employed consultant to the charity, which he billed through his company, MJ Innovation Ltd. During the year, he was not reimbursed for any expenses (2020: £2,369). £6,555 had yet to be paid to Mark Johnson at year end.

10. Taxation

As a charity the organisation is exempt from UK corporation tax to the extent that its income is applied to its charitable objects. No liability arose in the period.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2021****11. Tangible fixed assets**

	Fixtures, fittings & equipment £	Computer Equipment £	Total
Cost			
At 1 April 2020	1,546	10,857	12,403
Additions	-	10,420	10,420
Disposals	(500)	(10,857)	(11,357)
At 31 March 2021	1,046	10,420	11,466
	=====	=====	=====
Depreciation			
At 1 April 2020	1,546	10,857	12,403
Charge for the year	-	3,474	3,474
Disposals	(500)	(10,857)	(11,357)
At 31 March 2021	1,046	3,474	4,520
	=====	=====	=====
Net book value			
At 31 March 2021	-	6,946	6,946
	=====	=====	=====
At 31 March 2020	-	-	-
	=====	=====	=====

12. Debtors

	2021 £	2020 £
Trade debtors	390,639	277,173
Bad debt provision	(2,917)	(18,683)
Other debtors	-	69
Prepayments	14,041	8,781
Accrued income	145,471	210,706
	547,234	478,046

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2021****13. Creditors: amounts falling due within one year**

	2021	2020
	£	£
Trade creditors	5,677	22,213
Taxes and social security	90,569	86,152
Accruals	48,787	42,293
Deferred income	106,190	109,166
Other creditors	<u>2,918</u>	<u>3,155</u>
	<u>254,141</u>	<u>262,979</u>
Opening deferred income	109,166	48,645
Released in the year	(109,166)	(48,645)
Income deferred in the current year	<u>106,190</u>	<u>109,166</u>
	<u>106,190</u>	<u>109,166</u>

14. Company limited by guarantee

The limit of the total guarantees of the members of the company amounted to a maximum of £40 at the beginning of the year and £40 at the end of the year.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2021****15. Analysis of charitable funds**

Current Year	Balance at 1 April 2020	Income	Expenditure	Transfer	Balance at 31 March 2021
	£	£	£	£	£
Unrestricted funds	<u>470,158</u>	<u>1,088,141</u>	<u>(1,059,232)</u>	<u>-</u>	<u>499,067</u>
Barrow Cadbury Trust	4,900	15,000	(19,900)	-	-
Social Business Trust	18,109	33,828	(51,937)	-	-
AB Charitable Trust	5,400	-	(5,400)	-	-
Home Office Anti Knife Crime Fund	6,967	-	-	-	6,967
National Lottery Community Fund	32,596	-	(14,826)	-	17,770
John Ellerman Foundation	80,000	-	(7,365)	-	72,635
Awards for All	3,826	-	(3,826)	-	-
Joseph Rowntree Charitable Trust	-	9,272	(421)	-	8,851
Social Enterprise Support Fund	-	36,839	(33,536)	-	3,303
Coping with Covid	<u>-</u>	<u>18,738</u>	<u>(18,738)</u>	<u>-</u>	<u>-</u>
Restricted funds	<u>151,798</u>	<u>113,677</u>	<u>(155,949)</u>	<u>-</u>	<u>109,526</u>
Total	<u><u>621,956</u></u>	<u><u>1,201,818</u></u>	<u><u>(1,215,181)</u></u>	<u><u>-</u></u>	<u><u>608,953</u></u>

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2021****15. Analysis of charitable funds (continued)**

Prior Year	Balance at 1 April 2019	Income	Expenditure	Transfer	Balance at 31 March 2020
	£	£	£	£	£
Unrestricted funds	<u>540,334</u>	<u>1,177,349</u>	<u>(1,246,770)</u>	<u>(755)</u>	<u>470,158</u>
Barrow Cadbury Trust	10,740	-	(5,840)	-	4,900
Social Business Trust	4,458	37,428	(23,777)	-	18,109
AB Charitable Trust	11,240	-	(5,840)	-	5,400
West Yorkshire Office of the Police and Crime Commissioner	8,156	14,345	(23,236)	755	-
Home Office Anti Knife Crime Fund	20,477	-	(13,510)	-	6,967
Garfield Weston Foundation	20,200	-	(19,293)	-	907
NHS England Community Grant	500	-	(500)	-	-
National Lottery Community Fund	-	34,720	(2,121)	-	32,599
John Ellerman Foundation	-	120,000	(40,000)	-	80,000
Paul Hamlyn Foundation	-	7,500	(7,500)	-	-
Awards for All	<u>-</u>	<u>9,956</u>	<u>(6,130)</u>	<u>-</u>	<u>3,826</u>
Restricted funds	<u>75,771</u>	<u>223,949</u>	<u>(148,677)</u>	<u>755</u>	<u>151,798</u>
Total	<u>616,105</u>	<u>1,401,298</u>	<u>(1,395,447)</u>	<u>-</u>	<u>621,956</u>

Social Business Trust

Provided cash and in-kind support to assist the development of User Voice's growth.

BCT (Barrow Cadbury Trust)

With the support of BCT, User Voice will be able to develop a communications strategy, internally and externally by employing a communications specialist.

West Yorkshire Office of the Police and Crime Commissioner

Consultation with service users to inform the Police and Crime Commissioner's Strategic Plan.

Home Office Anti Knife Crime Fund

Funding to gather insight from young people convicted of knife crime to develop solutions to the problem.

Garfield Weston Foundation

Support to develop User Voice Knowledge.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2021

15. Analysis of charitable funds (continued)

NHS England Community Grant

Funding for sharing and celebrating patient and public involvement in prison healthcare.

AB Charitable Trust

Develop and strengthen User Voice's communications and policy function

National Lottery Community Fund

To develop a National Council of service user from User Voice's community councils. Providing a national forum for service users to drive change within the probation service

John Ellerman Foundation

Develop User Voice's Knowledge. Seeding the development of a more robust function to drive information, intelligence and data and use to influence and change policy

Paul Hamlyn Foundation

Amplifying the voice of young people within the criminal justice system

Awards for All

To develop a facilitator led, outdoors programme of inspiration and personal growth for service users.

Joseph Rowntree Charitable Trust

To develop a National Council of service users from User Voice's community councils. Providing a national forum for service users to drive policy change.

Social Enterprise Support Fund

Funding to enable User Voice to develop and embed new digital ways of giving people in prison and on probation a voice.

Coping with Covid

Peer Research project to understand prisoners' experience of coping with covid

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2021****16. Analysis of net assets between funds**

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Fixed assets	6,946	-	6,946
Debtors	547,234	-	547,234
Bank & cash	199,028	109,526	308,554
Creditors less than one year	(254,141)	-	(254,141)
	<u>499,067</u>	<u>109,526</u>	<u>608,593</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Debtors	478,046	-	478,046
Bank & cash	255,091	151,798	406,889
Creditors less than one year	(262,979)	-	(262,979)
	<u>470,158</u>	<u>151,798</u>	<u>621,956</u>

17. Net cash provided by / (used in) operating activities

	2021 £	2021 £	2020 £	2020 £
Cash flows from operating activities				
Net income / (expenditure)	(13,363)		5,851	
Depreciation	3,474		-	
(Increase) / Decrease in debtors	(69,188)		118,717	
(Decrease) in creditors	(8,838)		(19,270)	
Net cash provided by / (used in) operating activities		(87,915)		105,298
Cashflow from investing activities				
Net purchase of fixed assets	(10,420)		-	
Net cash provided by / (used in) investing activities		(10,420)		-
Net increase in cash		<u>(98,335)</u>		<u>105,298</u>