

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	

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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 People on probation have had all face to face support withdrawn.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.

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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.

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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.

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- **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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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"

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- 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.

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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

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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.

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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

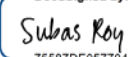
So far as the Board of Trustees are aware:

- 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	1,048,111	18,738	1,066,849	1,166,069
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	1,042,749	155,160	1,197,909	1,360,167
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		470,158	151,798	621,956	616,105
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		<u>6,946</u>		<u>-</u>
			-		-
Current assets					
Debtors	12	547,234		478,046	
Cash at bank and in hand		<u>308,554</u>		<u>406,889</u>	
		855,788		884,935	
Creditors: amounts falling due within one year	13	<u>(254,141)</u>		<u>(262,979)</u>	
Total current assets less current liabilities			601,647		621,956
			<u>608,593</u>		<u>621,956</u>
Net assets					
Reserves					
Unrestricted funds			499,067		470,158
Restricted finds			<u>109,526</u>		<u>151,798</u>
	16		<u>608,593</u>		<u>621,956</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 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:

 75587DE057704CF...

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)
	<hr/>	<hr/>	<hr/>
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)
	<hr/>	<hr/>	<hr/>
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
	<hr/>	<hr/>
	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	-	9,956	(6,130)	-	3,826
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>