



Warrington
Speak Up

ANNUAL REPORT

2021 - 2022



Warrington Speak Up

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Warrington Speak Up

Report of the Trustees for the Year Ended 31 March 2022

The trustees present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Message from the Trustees

This year continued to be operationally very challenging due to the ongoing impact of the Covid pandemic. We are very pleased that during this time, our advocacy team have continued to provide all contracted advocacy services and give a voice to adults with care and support needs. We have strengthened our relationships with partners and continue to explore further opportunities to work with organisation to provide much needed services within the town.

At these times, it is worthwhile to pause and look back with pride at what has been achieved, before returning to the challenges of the year ahead. In that spirit, the Board of Trustees would like to extend their thanks to all the staff involved at Warrington Speak Up. Finally, a big thank you to all of the individuals and organisations who have supported us throughout this year.

Message from the CEO

I always find it more of a challenge to look back and reflect, than to look forward, plan, and deliver - but it is a good discipline to cultivate, in order to celebrate achievements, highlight the quality and excellence of our valued team, maintain positive change, shape vision, and strengthen partnerships and connections. Whilst continuing to emerge from the impact of the pandemic, we have seen considerable growth as an organisation, with new contracts, additional funding, increased advocacy delivery, further investment in mental health activity, and even greater visibility within the community. New staff and volunteers have been recruited and our induction, training programme has been enhanced and support around staff wellbeing embedded within the ethos of who we are and how we work. The need for advocacy has increased within all our advocacy streams, particularly Parent Advocacy and Care Act advocacy. Income from spot purchases has more than doubled and new grants and donations have come our way. However how can we also not mention the launch of an exciting new accessible website, being awarded the QPM and the commission of PAUSE, an innovative non-clinical mental health listening space, located on the high street but also pop-ups within community settings. None of this could have been achieved without the dedication and commitment of our board of trustees, the passion, energy and sheer determination of our staff and volunteers, and the support and resilience of our partners.

We are proud to be part of a thriving and loyal voluntary and community sector in Warrington. We are grateful for the support and encouragement of our statutory partners and funders in such challenging times. We value our independence and remain passionate about protecting people's rights and amplifying their voices. We continue to work hard to ensure advocacy remains available to all who need it and to help people achieve what matters most in their lives. Thank you to everyone who has been part of our advocacy journey so far. We look forward to the future, knowing that we have strong foundations in place, a clear sense of purpose, a culture of excellence and involvement, a person-led team delivering personalised services and well embedded community connections. It is a privilege to be part of Warrington Speak Up!

OBJECTIVES AND ACTIVITIES

Objectives and aims

Warrington Speak Up's mission is to provide independent advocacy services to Warrington residents which will directly relieve the needs of vulnerable young people and adults who have learning difficulties, disabilities, health and social care needs and mental health concerns and/or to relieve the needs of those who may be providing care and support. This mission is carried out in such a way as to affirm the dignity, individuality and integrity of each individual, ensuring their rights as ordinary citizens are protected. In addition, we seek to champion change within the field of health and social care.

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OBJECTIVES AND ACTIVITIES

Public benefit

In planning the charity's activities, the trustees have had regard to the Charity Commission's guidance on public benefit. In accordance with the National Advocacy Charter, advocacy services are independent (structurally independent from statutory organisations and other service providers) confidential, accessible and provided free of charge. Warrington Speak Up aims to ensure that buildings, policies, procedures and publicity materials promote access to the whole community. Information in a range of formats and on different platforms, is available to clients, funding agencies and other service providers, describing the scope and limitations of services, outlining eligibility criteria and promoting referral pathways.

Advocacy promotes social inclusion, equality and social justice.

Through the provision of statutory and non-statutory advocacy services individuals are able to:

- increase their confidence and self-esteem,
- have their voice heard,
- have their rights defended and upheld,
- have their views and wishes genuinely considered when decisions are being made about their lives,
- enjoy more control over their lives,
- be meaningfully involved in decision making,
- gain improved access to appropriate adult social care, health and well-being services,
- participate and contribute to their local communities,
- be kept safe from all types of abuse and have representation during safeguarding processes,

During 2021-2022 the organisation has actively worked with the following identified groups:

- Prisoners with health and social care needs
- Young people and adults with mental health issues
- Adults with learning difficulties and learning disabilities and health and social care needs
- Adults with autism
- Parents with mental health issues, learning needs, physical or sensory disabilities and/or substance misuse issues, who are involved in Early Intervention, Child in Need, Child Protection and Family Care Proceedings
- Disabled young people in transition
- Older people in care homes and hospital settings
- Older people with dementia
- Carers
- People with acquired brain injury
- People accessing homeless provision and the Street homeless
- People with a physical disability and/or sensory difficulties

In addition, Warrington Speak Up, through consultation activity, community participation events and issue-based advocacy has sought to influence the development and implementation of local agendas and commissioning priorities within health and social care reform in order to improve outcomes for local people. The CEO of Warrington Speak Up is the Chairperson of the Warrington Safeguarding Adult Forum, Chair of the Learning Disability and Autism Partnership Board and is a member of the Warrington Adult Safeguarding Board and 3rd Sector Leads Hub. In addition the Mental Health Engagement Worker and Project Co-ordinator provides representation on the Mental Health Partnership Board, Suicide Prevention Board, Hate Crime and Incident Board and Health Forum, demonstrating our commitment to ensuring the voice of the individual is at the centre of strategic decision making

Warrington Speak Up

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ACHIEVEMENT AND PERFORMANCE

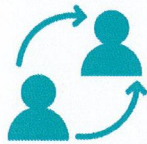
Charitable activities

The following services and hours were provided and delivered in the Hub between April 2021 and March 2022.

Care Act



Total number of
clients supported
465



Total number of
new referrals
329



Total number of
advocacy hours
3021:50

Paid RPR



Total number of
clients supported
407



Total number of
new referrals
277

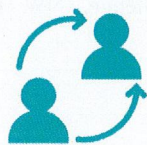


Total number of
advocacy hours
1868:45

IMHA



Total number of
clients supported
246



Total number of
new referrals
208



Total number of
advocacy hours
1733:00

IMCA



Total number of
clients supported
104



Total number of
new referrals
84

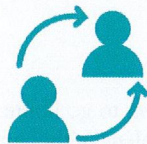


Total number of
advocacy hours
356:20

Parent Advocacy



Total number of
clients supported
125



Total number of
new referrals
81



Total number of
advocacy hours
1709:20

Statutory Advocacy

Care Act Advocacy (CAA)

Independent Mental Health Advocacy (IMHA)

Independent Mental Capacity Advocacy (IMCA)

Deprivation of Liberty Safeguards (DoLS Sect 39A, 39C, 39D)

Paid RPR (Relevant Persons Representative)

Rule 1.2 Representative

Non-Statutory Advocacy

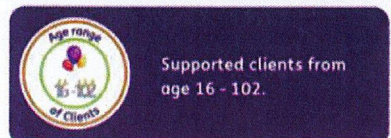
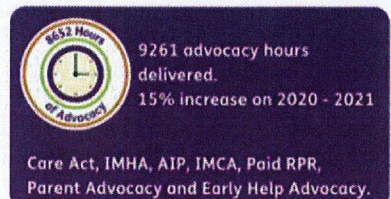
Parent Advocacy within child protection and family care proceedings

Preventative Advocacy

Self-Advocacy

Mental Health Engagement

Consultation activity within the wider community



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In addition, Warrington Speak Up continues to deliver the following activity on a commissioned basis:

Your Life, Your Say Older Peoples Project

Located in 2 care homes

Spot purchase Paid RPR

45 referrals from Warrington, Salford, Lancashire, Worcestershire, Cheshire East, Conwy, Waltham Forest, Ealing

Spot purchase Care Act

8 referrals from Warrington, Warrington CCG,

Spot purchase IMHA

1 referral from Warrington Borough Council

Spot purchase Parent Advocacy

14 referrals from Halton Borough Council, Warrington Borough Council, Wigan Council

Spot purchase 1.2 Reps

14 referrals from Warrington Borough Council

Spot purchase Graphic facilitation

Pathways Associates (Cheshire Mersey Training Partnership, Confirm and Challenge, NW Regional Meetings, Conference).

Care Act Advocacy Story



Dot's Story

About

At the time of the referral Dot was residing in a care home following an emergency respite admission due to carer breakdown. Dot has a diagnosis of dementia and had recently lost her husband. He previously provided all care and Dot's son and daughter in law temporarily moved in to care for her. They reported a significant change in her cognition and physical health, she was also presenting as aggressive on occasions.

Dot was presenting as very confused, but was aware of not being at home. She was asking to go home, trying fire exits and doors and packing her bags. A DoLS assessment was pending. Dot believed home was in St Helens, although she had not lived there for over 60 years and she was telling staff that she needed to get back home to the babies.

Advocacy need

Family had been made aware by the social worker that a 'package of care' is always considered as an option. Family were concerned the risks would be too high with this option and they could not provide the 24 hour care that Dot's husband had provided. As there was conflict between the views of family and what Dot was expressing, a referral was made for a Care Act Advocate.

How we helped

The advocate tried several times to engage Dot in conversation. She tried different times of days and used photographs of Dot's house to try to elicit a response. However, Dot would often lie on her bed facing away from the advocate and become irritable with the advocate being there. When Dot did respond she would tell the advocate to mind her own business and refuse to engage further. There was concern about Dot's mood and a request was made for Dot's community psychiatric nurse to review. Medication was changed and time given to allow this to take effect. Dot's mood did improve slightly, and she did then recognise her house from the photo's shown to her. However, she would not answer any questions about her home and views could not be obtained. She had, though, become more accepting of support from staff and had started socialising with others which was positive.

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The advocate represented Dot in the best interest meeting where the option of home was fully explored. However, due to the level of support Dot required in the night and family feeling unable to provide this, it was felt that home would not be a safe option. The decision was for the respite placement to be made permanent as Dot had started to show positive signs of becoming settled. The advocate ensured a DoLS authorisation was in place so that Dot had the right to change the placement in the future.

Outcome

In order to ensure Dot's rights are upheld the Paid RPR continues to closely monitor the placement and would request a care review if necessary. A 21a challenge would be made if it was evident that Dot was unhappy and looking to leave. At present Dot remains settled, receives visits from family and is integrating more within the care home.

IMHA Story



Jack's Story

About

Jack is 40 years old and lives with his partner in their own property. He is of Hungarian nationality and speaks English fluently. Jack is not known to services and has no mental health diagnosis.

Advocacy Need

Prior to admission Jack experienced drug induced psychosis and was placed at the general hospital by police under s136 of the Mental Health Act. A Mental Health Act assessment was subsequently completed, and Jack was detained under s2. Jack was then transferred to the male acute ward in the local psychiatric hospital.

On admission to the male acute ward Jack experienced thoughts of paranoia and anxiety that he may have hurt someone whilst he was under the influence of illegal drugs. An IMHA referral was received shortly after admission.

The key involvement of advocacy was to support Jack to understand his rights under section 2 of the Mental Health Act, provide assisted information and promote self-advocacy skills.

How we helped

The advocate facilitated face to face visits with Jack on the ward. He shared with the advocate that his first language is Hungarian. The advocate asked Jack if he would like an interpreter to support him with engaging on the ward, however he declined as he shared that he was very confident with the English language.

Within the appointments the advocate shared a personalised IMHA letter detailing their role and discussed Jack's rights under the Mental Health Act. Jack shared that he was in agreement to remain on the ward under s2.

Jack used his phone to scan the QR codes on the letter to access the advocacy website and mental health resources. The advocate discussed the IMHA related self-help resources available, which included the ward round planner, a helpful tool to use when preparing for his upcoming meeting with the responsible clinician. Jack shared that he would complete the planner when he was feeling more settled and was happy to do this without advocacy support.

Jack shared his anxiety that he may have hurt someone whilst under the influence of illegal drugs prior to admission. Jack's feelings of anxiety were amplified as he had recollections of a police presence and concerns that due to this, he had done something wrong. The advocate supported Jack to speak with staff who provided reassurance that they were not aware of any information or concerns in relation to events leading up to admission.

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Discussions were had with Jack around s136 police powers being used. Providing this information seemed to support Jack's understanding and relieve anxiety that he had not committed any criminal offence but was in hospital for assessment, and care and treatment.

Jack discussed with the advocate that he did not know the geographical area where he was detained. The advocate supported him to use the google maps app on his phone which identified his location. Jack then used the map as a tool to orientate himself and seemed reassured when he could see familiar landmarks and areas where he had visited previously.

During a subsequent visit Jack shared with the advocate that although he had requested his phone from staff, he still did not have access to it, causing further feelings of anxiety. Jack shared that his bills were due to be paid and was worried if he did not have his phone to use to send the payments he would fall into arrears. The advocate supported Jack to raise his right to access his phone which staff then provided.

The advocate discussed with Jack if he had been granted s17 Leave. Jack informed that he had not spent any time off the ward since admission and requested the advocate raise this on his behalf. The responsible clinician was on the ward at the time of the visit and was happy to discuss Jack's s17 Leave status with the advocate, which was subsequently authorised immediately.

Outcome

The advocacy support promoted Jack's development of his self-advocacy skills and awareness of self-help resources he could utilise. Access to advocacy was vital for Jack to ensure that information and explanations were given, and meaningful outcomes gained within the advocacy engagement. This supported his mental health recovery whilst on the ward.

Parent Advocacy Story



About

Jayne is 31 years of age and has recently had a baby. During Jayne's pregnancy, her unborn child was subject to child protection planning due to previous concerns which have led to Jayne's older children being cared for by family or through adoption. Jayne struggles with her mental health and has a learning disability. Jayne has a long-standing history of involvement with social care and has a mistrust of professionals.

Following the birth of her baby, an interim care order was granted, and Jayne was placed in a mother and baby foster placement whilst she was undertaking assessments to ensure she can safely look after her baby and meet the needs of her child.

Advocacy Need

Jayne has undergone a psychological and a cognitive assessment where it states Jayne has extremely low level of cognitive functioning, and Jayne has been open stating she finds it difficult to understand the process. Jayne is extremely emotional and has heightened anxiety, especially when it comes to social care meetings. Jayne has also shared she has a diagnosis of ADHD and struggles to concentrate.

Concerns were raised by the social worker that Jayne did not fully understand why the previous risks and concerns relate to her current situation now.

Jayne shared that she finds it difficult to express her views within meetings as she becomes too emotional and overwhelmed. The key advocacy issue has been to support Jayne through the child protection process, and now through the court proceedings, helping her to understand any information provided to her, and to support her to fully participate meaningfully within meetings, ensuring her voice is heard

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How we helped

Advocacy has supported Jayne to firstly understand the child protection process and court proceedings. To do this, advocacy has supported Jayne to prepare for all meetings and supported her within the meetings. The advocate has committed to numerous home visits, prior and during meetings, and has continued to do this, whilst Jayne is out of area, as this is the preferred way of communicating. In addition there have been some phone calls, texts, and video call contact. The advocate has reinforced any information shared using our bespoke easy read resources.

Jayne has struggled with living out of area, away from family and friends and has needed reassurance and encouragement to remember why remaining in the placement with her baby is so important. The advocate has provide ongoing support during these challenging times.

Prior to meetings, the advocate will meet with Jayne privately and will discuss what is working well, what can be improved, any concerns or issue's Jayne has and work though any questions she has. Jayne has stated she finds this helpful to discuss with the advocate beforehand, as she becomes overwhelmed during meetings and relies upon the agreed prompts from the advocate. Jayne states that she now feels listened to within meetings.

The advocate ensures Jayne understands the significant amount of documents, assessments and paperwork shared by professionals. This is time consuming but does ensure that Jayne's rights are upheld.

Although advocacy remains ongoing, there are positive indications that Jayne will be able to care for her baby moving forward, in her own home, with the right support in place. Jayne has gained the confidence to start advocating for herself and to communicate more effectively with professionals.

Client feedback

"I have a good relationship with my advocate and can talk to her"

"If I have any concerns, I can ring my advocate, as I don't like ringing local authority, and then my advocate can speak for me"

"I like my advocate attending meetings, I find it really helpful. When my advocate could not come to one meeting, I really struggled"

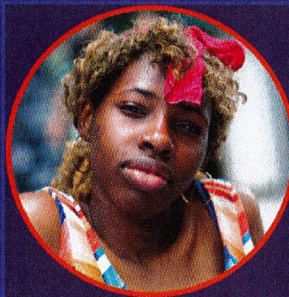
Client Feedback



“

Thank you for all your help and support, I do feel listened to now even though things are still not resolved, I don't think this would have happened without advocacy support.

”



“

Thank you for all your support, especially your really clear and helpful information re the process and my options. I did feel under pressure but having you on my side made me feel confident to challenge and share my views.

”

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Projects

It has been another busy and challenging year in terms of project work. Whilst the emergence from lockdowns helped to encourage participation and engagement, it also provided challenges in terms of delivering work in a way that was safe and accessible. It will come as no surprise given the impact of the pandemic on the mental health of the population, that demand has driven a huge expansion of our mental health work. Other projects have recovered or developed at a steady pace and we are proud of what has been achieved.



Speak Up Group

The group returned to in person meetings in the Gateway with much enthusiasm. A thank you is owed to the Gateway for the continued use of a meeting space that allows us to maintain a safe distance whilst members enjoy connecting with other again. The year began with re-establishing self-advocates core skills and confidence in speaking up, taking time to support everyone to understand and navigate the 'new normal'.

Many partner organisations have worked with the group throughout the year including Northwest Ambulance Service, Cheshire Constabulary, Warrington CCG and the MerseyCare Learning Disability Community Nursing Team. The most significant partnership however was with the British Institute of Human Rights (BIHR), co-producing a resource that would help people with learning disabilities to better understand and secure their human rights.



Oi Listen

The Connect Yourself Project seeks to work with individuals to identify and achieve their goals with a view to maximising independence. The approach of the project is entirely person centred which allows for creative and unique approaches. The young people we have worked with have presented with a range of needs from confidence building, independent travel training, to securing benefits and acquiring a bank account for the first time. Although we have worked with a small cohort of individuals the impact of the work for those young people has been immense.



Community Led Support

Warrington has joined a growing number of areas across the country in looking to implement a new programme of work in partnership with NDTi, called Community Led Support. The local authority commissioned Warrington Speak Up to undertake engagement work from the outset of this initiative to ensure that decision making is genuinely influenced by the voice of local people. The pilot site for the project is Birchwood with a particular focus on the older population.

Engagement began by attending locally organised wellbeing walks, advertising and attending local cafés in the shopping centre, the park and a local church. Reaching out to community organisations gained invitations to attend coffee mornings and drop in sessions as well as the community tennis and fitness centre. A number of open stakeholder sessions were held and others joined the conversation through social media. As partners across the town agreed that we were ready to launch a 'talking point' the intelligence gathered helped to shape what, where and how this would happen.

Since the launch engagement has continued with ongoing feedback on the approach and input being sought for how to move forward. A significant piece of work was undertaken to develop a brand identity for 'Living Well' and again engagement ensured that local individuals were able to have their say.

As this work moves into a second year the challenge is to take all the learning and expand on what is working well. It is no surprise that local people continue to value the opportunity to speak to someone face to face when they have an issue and that they identify the most important attribute for a professional is having the right attitude.

Warrington Speak Up

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Get Warrington Talking

April 2021 saw the launch of the Get Warrington Talking mental health initiative, following the end of the national Time to Change challenging stigma campaign. Having our own locally based project delivered opportunities to consider the scope and remit of the work to best fit local need. We retained a loyal following of committed volunteers keen to build on the foundations laid by the Time to Change work.

Spring and summer saw a series of community events including a day of 'walk and talk' sessions in Victoria Park, the 'Heart movement' bus visit to Warrington Hospital and Golden Square, the Battling Suicide Tour Bus visit and two further Five a Side Chess sessions in Golden Square, a stand at the Tour of Britain stage end event and the launch of the new Dallam and Bewsey Livewire Hub.

A social supper was held at local coffee shop, to network with, build connections, and share knowledge with over 40 peer led support and community projects available across the town providing mental health, wellbeing and crisis support.

Warrington has a strong tradition of providing excellent men's suicide prevention projects. A decision was made therefore to explore how we could effectively reach out to women. A series of women's only 'Walk and Talk' sessions and monthly women's supper club were subsequently.



PAUSE

The close of the year saw the launch of a non-clinical community mental health listening space where people can talk openly about their mental health, free from stigma and judgement. The initiative is part of Warrington's suicide prevention strategy, encouraging conversation, improving wellbeing, supporting access to appropriate services, raising awareness and understanding of mental health and aiming to save lives.

We secured an office at the front of the Gateway and collaborated with young people at The Verve to design a space that is safe, colourful and welcoming, that would help people to feel comfortable and valued. Creating a branding that was professional, inclusive and communicated a strong message was a priority. Over 120 people attended the launch event, with initial footfall and feedback being one hundred percent positive.

PAUSE is open Monday, Wednesday and Friday between 11am – 4pm whilst we evaluate need, with the added offer of Pop-Up PAUSE sessions in appropriate settings. To date we have established excellent partnership working within The Verve, Priestley College and Warrington Vale Royal College. These venues help us to connect with our 18-24year old primary target audience while allowing the space to cater for all adults.

Your Life, Your Say Older People's Project

Provides instructed and non-instructed advocacy support to residents within 2 residential/nursing homes. Advocacy is aimed at residents with little or no family contact or other social networks, tackling social isolation within care settings. Activity includes life story work, discussion and contribution to resident surveys, end of life care planning.

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ACHIEVEMENT AND PERFORMANCE

Fundraising activities

During the year the Charity continued to pursue a policy of securing additional sources of income in order to build on Warrington Speak Up's activities and retain sufficient reserves.

We have 6 main strands of income:

- 1) Specific contracts to deliver mainstream advocacy services within the local authority ie Advocacy Hub
- 2) Funding received through grants to deliver specific projects ie Connect Yourself, PAUSE, Get Warrington Talking
- 3) Income generated through offering bespoke training and consultancy
- 4) Gifts/donations from individuals and organisations
- 5) Out of area and local spot purchase arrangements,
- 6) Individual commissioned work i.e. graphic facilitation, Community Led Support

The Charity has received its main income from the Local Authority for the provision of advocacy services. Smaller grants and sources of income include University of Chester, Warrington Community Living, Krinvest, NorthWest Training and Development Team (Pathways), Cheshire Community Foundation, Warrington Borough Council, NHS England, Cheshire West and Chester Council, Inclusion North and a number of regional and London based local authorities.

FINANCIAL REVIEW

Financial position

The Charity has made a surplus in the year of £131,661. Its principal funding source is from grants which totalled £326,270. Total reserves at the yearend were £310,585.

Reserves policy

The Trustees have reviewed the policy for reserves for the charity. This review encompassed the nature of the income and expenditure streams, the need to match funding income with fixed commitments and the nature of the reserves. The review concluded that to allow the charity to be managed efficiently and to provide an uninterrupted service to our client base, a general reserve which equates to approximately 6 months running costs should be maintained. In addition to this the Trustees agreed the reserves for the charity should also include costs to meet redundancy obligations for eligible staff.

Going concern

The Trustees are continually reviewing the operations of the charity and its ability to deliver its objects, following the Covid 19 pandemic. As the organisation has received confirmation that core funding for advocacy delivery has been confirmed for the next two years it is the opinion of the Trustees that they have the structure and resources to ensure the Charity remains a going concern. The Board however are mindful of the potential ongoing impact of Covid 19 on additional sources of income and will ensure that this is assessed on a regular basis.

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FUTURE PLANS

Objectives carried over from 2020 to 2021 due to impact of pandemic

1. To complete the QPM

Achieved - We successfully achieved the QPM in July 2021. This award lasts for three years, to be renewed in July 2024.

“

It is clear that advocates at Warrington Speak Up are committed and tenacious and follow issues through to seek outcomes and resolution of issues.

The team demonstrate a deep understanding of people's rights and entitlements, including human rights.

QPM

”

“

The culture and ethos at Warrington Speak Up is extremely strong; the emphasis on excellence in advocacy delivery alongside the equally valued emphasis on staff wellbeing came through in all conversations held during the site visit.

Throughout the QPM process it was evident that Warrington Speak Up provides highly person led, person centred and empowering advocacy services.

QPM

”

2. To launch new accessible website

Achieved - The website was officially launched in Spring 2021, including new promotional videos.

Objectives for 2021-2022

1. To co-produce a new three-year development plan for the organisation including a review of the staff structure, succession planning and securing financial stability through a new contract with the local authority.

Ongoing - The development day was rolled over to July 2022 and the new plan is currently being written up into a three-year strategy July 2022 to July 2025

2. Maintain and develop the new website and increase social media presence

Achieved and ongoing

Website continues to be maintained, reviewed and updated.

Our social media presence has significantly increased, with specific positive impact on our mental health and self-advocacy project work.

3. Secure long term independent funding for Get Warrington Talking, increase staff hours and develop new Get Warrington Talking initiatives.

Achieved and ongoing

We successfully achieved a one-off grant and additional three year funding for GWT initiatives and to develop a new mental health listening space called PAUSE

Objectives for 2022-2023

1. Complete three-year strategy document and associated action plan and review core values
2. Secure ongoing funding for Dementia Advocacy project
3. Increase number of trustees
4. Review and develop training plan and embed into practice for staff and volunteers

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STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust and constitutes an unincorporated charity.

The charity was registered on 11th July 2006 and is governed by its constitution adopted on 27th June 2006. After the year end, the constitution of the charity was amended, and was adopted by the Board on 26th February 2013. The amendment was made to reflect the expansion of the charity and its area of activity. The charity operates under the name of Warrington Speak Up from its offices at The Gateway.

In October 2014 the charity was registered as CIO (Charitable Incorporated Organisation and ratified by the Charities Commission. The new organisation came into effect on January 1st 2015.

Warrington Speak Up is an independent advocacy organisation actively promoting social inclusion, equality and social justice. Our aim is to strengthen the voice of people living in Warrington who face discrimination, disadvantage or social isolation. Advocacy supports and enables people who find it difficult or lack the confidence to speak up, to express their views, exercise their rights and make informed choices.

Advocacy is available to any Warrington resident over the age of 18 or to a disabled young person from the age of 16. We work with people disadvantaged through age, mental illness, disability, ill health, family and social circumstances.

Recruitment and appointment of new trustees

Induction and training of new trustees

New trustees undergo a period of induction to brief them on the work of Warrington Speak Up, structures, decision making processes and recent financial performance. During induction, trustees meet with the staff team and other members of the Board. Formal training is accessed via Warrington Voluntary Action, a local voluntary organisation that provides a range of services to 3rd Sector organisations including training on governance. A revised Trustee Induction Pack has been developed.

Organisational structure

Warrington Speak Up is managed by a Board of Trustees. We actively seek to appoint trustees who demonstrate their understanding of the values and ethos of Warrington Speak Up and who offer a range of experience, skill and expertise. In addition, we benefit from the support of external advisors offering specific areas of expertise and knowledge in the field of health and social care, community development and 3rd sector infrastructure and general legal advice.

The Board is keen to promote and support meaningful opportunity to any person who accesses advocacy services to share their views on the development of the organisation and influence decision making. This is supported through regular consultation events with clients and group members, satisfaction surveys and through a robust complaints, comments and compliments policy. In addition, trustees commit to meeting with members of self-advocacy groups on an annual basis to listen to their views and experiences of the organisation.

The Board of Trustees must have a minimum of three trustees but with no maximum number. We currently have four trustees.

Trustees meet bimonthly with additional meetings when required to deal with specific issues. The primary focus of the Board is to review performance of the charity, review strategic and financial plans, support organisational growth and development and agree policy and procedure. Day to day responsibility and decision making is delegated to the CEO who has overall responsibility for ensuring that the services specified are delivered to a high standard, for securing funding and the day to day management of the staff team.

During this period the Board has:

- overseen the development of governance processes
- ensured that our health and safety policies are fit for purpose and enable all the staff team to work in a happy, healthy and safe environment
- helped to embed a new staffing structure.

Risk management

The trustees continue to assess the major risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error and manage identified risks.

Adequate insurance cover is in place in line with contractual obligations and the finances are kept under constant review with external auditing

Warrington Speak Up

Report of the Trustees for the Year Ended 31 March 2022

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on and signed on its behalf by:



.....

1st December 2022

Warrington Speak Up
Report of the Trustees
for the Year Ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management conti'd....

Significant external risks to funding have led to the development of a 'strategic plan' allowing for the diversification of funding and activities. Generating new income takes place through the promotion of specific advocacy products including spot purchase arrangements from external local authorities for statutory advocacy, provider consultation and quality assurance, graphic facilitation services across the northwest, design of easy read information and training and commissioned project work.

Cash flow, expenditure and income generation is monitored and checked regularly against the annual budget. Internal control risks are minimised by the implementation of procedures for authorisation of all financial and contractual transactions.

Robust policies and procedures ensure compliance with health and safety regulations and safeguarding in relation to staff, volunteers, service users and visitors. All procedures and policies are reviewed in a systematic way to ensure that they continue to meet the needs of the Charity, service users and contractual obligations. It is our aim to seek to continually improve the effectiveness of our quality management system through the implementation of policies, quality objectives, audit results, analysis of data, corrective and preventative actions and management review.

The Board of Trustees have been committed to communicating the importance of quality assurance whilst meeting the needs of clients, commissioners and relevant statutory requirements. All advocacy activity is reviewed and evaluated against outcome-based measures and the views of clients and stakeholders are actively sought and used to identify, set objectives and achieve improvements in the quality of its service.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1158888

Principal address

The Gateway
89 Sankey Street
Warrington
Cheshire
WA1 1SR

Trustees

Ms S L Bennett
M Horne
Mrs A O'Mahony
S Woof (resigned 4th January 2022)
Mrs K Donnelly
S P Cullen (appointed 23rd June 2022)

Independent Examiner

Voisey & Co LLP
Chartered Accountants
8 Winmarleigh Street
Warrington
Cheshire
WA1 1JW

**Independent Examiner's Report to the Trustees of
Warrington Speak Up**

Independent examiner's report to the trustees of Warrington Speak Up

I report to the charity trustees on my examination of the accounts of Warrington Speak Up (the Trust) for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of BA FCA which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Lee Warburton
BA FCA
Voisey & Co LLP
Chartered Accountants
8 Winmarleigh Street
Warrington
Cheshire
WA1 1JW

Date: 19th December 2022

Warrington Speak Up

Statement of Financial Activities for the Year Ended 31 March 2022

	Notes	Unrestricted fund £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		5,195	-	5,195	202
Charitable activities					
Advocacy, counselling and support		<u>436,547</u>	<u>33,255</u>	<u>469,802</u>	<u>310,266</u>
Total		<u>441,742</u>	<u>33,255</u>	<u>474,997</u>	<u>310,468</u>
EXPENDITURE ON					
Charitable activities					
Advocacy, counselling and support		310,081	33,255	343,336	285,977
NET INCOME		131,661	-	131,661	24,491
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>178,924</u>	<u>-</u>	<u>178,924</u>	<u>154,433</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>310,585</u></u>	<u><u>-</u></u>	<u><u>310,585</u></u>	<u><u>178,924</u></u>

The notes form part of these financial statements

Warrington Speak Up

Balance Sheet 31 March 2022

	Notes	Unrestricted fund £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
FIXED ASSETS					
Tangible assets	4	8,405	-	8,405	5,147
CURRENT ASSETS					
Debtors	5	51,701	-	51,701	9,776
Cash at bank and in hand		<u>362,474</u>	<u>65,245</u>	<u>427,719</u>	<u>301,270</u>
		414,175	65,245	479,420	311,046
CREDITORS					
Amounts falling due within one year	6	(111,995)	(65,245)	(177,240)	(137,269)
NET CURRENT ASSETS		<u>302,180</u>	<u>-</u>	<u>302,180</u>	<u>173,777</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>310,585</u>	<u>-</u>	<u>310,585</u>	<u>178,924</u>
NET ASSETS		<u>310,585</u>	<u>-</u>	<u>310,585</u>	<u>178,924</u>
FUNDS	8				
Unrestricted funds				<u>310,585</u>	<u>178,924</u>
TOTAL FUNDS				<u>310,585</u>	<u>178,924</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 1st December 2022 and were signed on its behalf by:


S L Bennett - Trustee


M Horne - Trustee

The notes form part of these financial statements

Warrington Speak Up

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

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

In the opinion of the Trustees the charity has sufficient resources and funding for the foreseeable future and as a result have prepared the financial statements on a going concern basis.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Donations are recognised when the Charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, are recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

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

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

- Expenditure on charitable activities includes the costs incurred by the charity to enable it to fulfil its core operations.

- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Tangible fixed assets

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

Fixtures and fittings	- 25% on cost
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Warrington Speak Up

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

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

Computer equipment - 33% on cost

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

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

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments

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

Financial instruments are recognised in the charity's statement of financial position when the charity becomes party to the contractual provisions of the instrument.

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

Basic financial assets

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

Other financial assets

Other financial assets, including investments in equity instruments which are not subsidiaries, associates or joint ventures, are initially measured at fair value, which is normally the transaction price. Such assets are subsequently carried at fair value and the changes in fair value are recognised in profit or loss, except that investments in equity instruments that are not publicly traded and whose fair values cannot be measured reliably are measured at cost less impairment.

Impairment of financial assets

Financial assets, other than those held at fair value through profit or loss, are assessed for indicators of impairment at each reporting end date.

Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. If an asset is impaired, the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in profit or loss.

Warrington Speak Up

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

1. ACCOUNTING POLICIES - continued

Financial instruments

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the company transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

Employee benefits

The costs of the short-term employee benefits are recognised as a liability and an expense unless those costs are required to be recognised as part of the costs of stock or fixed assets. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

3. STAFF COSTS

	31.3.22	31.3.21
	£	£
Wages and salaries	263,257	220,738
Social security costs	18,937	14,037
Other pension costs	<u>6,897</u>	<u>6,031</u>
	<u>289,091</u>	<u>240,806</u>

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

	31.3.22	31.3.21
Staff	<u>11</u>	<u>10</u>

No employees received emoluments in excess of £60,000.

Warrington Speak Up

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

4. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2021	4,377	9,602	13,979
Additions	-	6,089	6,089
Disposals	-	(4,957)	(4,957)
At 31 March 2022	<u>4,377</u>	<u>10,734</u>	<u>15,111</u>
DEPRECIATION			
At 1 April 2021	3,848	4,984	8,832
Charge for year	147	2,131	2,278
Eliminated on disposal	-	(4,404)	(4,404)
At 31 March 2022	<u>3,995</u>	<u>2,711</u>	<u>6,706</u>
NET BOOK VALUE			
At 31 March 2022	<u>382</u>	<u>8,023</u>	<u>8,405</u>
At 31 March 2021	<u>529</u>	<u>4,618</u>	<u>5,147</u>

5. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22 £	31.3.21 £
Trade debtors	42,162	4,293
Prepayments and accrued income	<u>9,539</u>	<u>5,483</u>
	<u>51,701</u>	<u>9,776</u>

6. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22 £	31.3.21 £
Trade creditors	5,933	3,592
Social security and other taxes	6,227	4,582
Other creditors	1,929	1,582
Accruals and deferred income	<u>163,151</u>	<u>127,513</u>
	<u>177,240</u>	<u>137,269</u>

Deferred income comprises grant income received in advance of the year to which it relates.

	31.03.22 £
Balance as at 1st April 2021	125,238
Amount released to income earned from charitable activities	(125,238)
Amount deferred in year	<u>160,826</u>
Balance as at 31st March 2022	<u>160,826</u>

Warrington Speak Up

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

7. LEASING AGREEMENTS

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

	31.3.22	31.3.21
	£	£
Within one year	-	8,000
Between one and five years	-	4,000
	<u>-</u>	<u>12,000</u>

8. MOVEMENT IN FUNDS

	At 1.4.21	Net movement in funds	At 31.3.22
	£	£	£
Unrestricted funds			
General fund	178,924	131,661	310,585
	<u>178,924</u>	<u>131,661</u>	<u>310,585</u>
TOTAL FUNDS			
	<u>178,924</u>	<u>131,661</u>	<u>310,585</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	441,742	(310,081)	131,661
Restricted funds			
Inpatient advocacy support	1,727	(1,727)	-
Get Warrington Talking	31,528	(31,528)	-
	<u>33,255</u>	<u>(33,255)</u>	<u>-</u>
TOTAL FUNDS	<u>474,997</u>	<u>(343,336)</u>	<u>131,661</u>

Comparatives for movement in funds

	At 1.4.20	Net movement in funds	At 31.3.21
	£	£	£
Unrestricted funds			
General fund	154,433	24,491	178,924
	<u>154,433</u>	<u>24,491</u>	<u>178,924</u>
TOTAL FUNDS			
	<u>154,433</u>	<u>24,491</u>	<u>178,924</u>

Warrington Speak Up

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

8. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	310,468	(285,977)	24,491
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>310,468</u>	<u>(285,977)</u>	<u>24,491</u>

9. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

10. REMUNERATION OF KEY MANAGEMENT PERSONNEL

The charity considers its key management personnel to comprise its trustees and manager. The total employment benefits including employer pension contributions of the key management personnel were £49,150 (2021 £45,508). No employee had employee benefits in excess of £60,000.

Warrington Speak Up

Detailed Statement of Financial Activities for the Year Ended 31 March 2022

	31.3.22 £	31.3.21 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	5,195	202
Charitable activities		
Services and events	143,532	86,339
Grants	<u>326,270</u>	<u>223,927</u>
	<u>469,802</u>	<u>310,266</u>
Total incoming resources	474,997	310,468
EXPENDITURE		
Charitable activities		
Wages	263,257	220,738
Social security	18,937	14,037
Pensions	6,897	6,031
Other operating leases	14,554	14,360
Travel expenses	3,783	883
Training	2,103	2,393
Local projects	<u>8,806</u>	<u>2,021</u>
	318,337	260,463
Support costs		
Management		
Insurance	1,134	1,227
Telephone	4,010	4,004
Postage and stationery	675	1,049
Sundries	3,678	2,662
IT costs	7,974	10,390
Repairs and renewals	741	136
Depreciation of tangible assets	2,278	1,586
Loss on sale of tangible fixed assets	<u>553</u>	<u>-</u>
	21,043	21,054
Finance		
Bank charges	86	86
Governance costs		
Accountancy and legal fees	2,536	2,980
Legal fees	<u>1,334</u>	<u>1,394</u>
	<u>3,870</u>	<u>4,374</u>
Total resources expended	<u>343,336</u>	<u>285,977</u>
Net income	<u>131,661</u>	<u>24,491</u>

This page does not form part of the statutory financial statements