

Charity no. 1159445

**VOICES**  
**Report and Unaudited Financial Statements**  
**31 August 2020**

## VOICES

### Reference and administrative details

**For the year ended 31 August 2020**

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<b>Charity number</b>	1159445														
<b>Registered office</b>	PO Box 5184 Bath BA1 0RZ														
<b>Trustees</b>	<p>The trustees who served during the year and up to the date of this report were as follows:</p> <table><tr><td>Peter Brandt</td><td>appointed 23 September 2019</td></tr><tr><td>Sarah Crayford-Brown</td><td>appointed 23 September 2019</td></tr><tr><td>Brigid Musselwhite</td><td>appointed 23 September 2019</td></tr><tr><td>Farha Rasul</td><td></td></tr><tr><td>Jo Silver</td><td></td></tr><tr><td>Mark Spoors</td><td>resigned 20 April 2020</td></tr><tr><td>Dr Helen Wehner</td><td></td></tr></table>	Peter Brandt	appointed 23 September 2019	Sarah Crayford-Brown	appointed 23 September 2019	Brigid Musselwhite	appointed 23 September 2019	Farha Rasul		Jo Silver		Mark Spoors	resigned 20 April 2020	Dr Helen Wehner	
Peter Brandt	appointed 23 September 2019														
Sarah Crayford-Brown	appointed 23 September 2019														
Brigid Musselwhite	appointed 23 September 2019														
Farha Rasul															
Jo Silver															
Mark Spoors	resigned 20 April 2020														
Dr Helen Wehner															
<b>Chief executive officer</b>	Ursula Lindenberg														
<b>Bankers</b>	HSBC UK 62 George White Street Cabot Circus Bristol BS1 3BA														
<b>Independent examiners</b>	Godfrey Wilson Limited Chartered accountants and statutory auditors 5th Floor Mariner House 62 Prince Street Bristol BS1 4QD														

## **VOICES**

### **Report of the trustees**

#### **For the year ended 31 August 2020**

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Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the Constitution and the Statement of Recommended Practice - Accounting and Reporting by Charities (effective from January 2019).

#### **Objectives and activities**

To promote and protect the good health of those affected by domestic abuse. To advance the education of the public in all issues relating to domestic abuse.

Group recovery programmes, running weekly in term-time:

- The Freedom Programme, a nationally recognised programme identifying domestic abuse and enabling survivors to make safe choices in moving out of abusive relationships;
- The Recovery Toolkit, a psycho-educational group recovery programme building resilience and promoting well-being while recovering from abusive relationships; and
- A social and creative group (Meeting And Talking Empowering Survivors, or MATES) combatting social isolation and promoting peer support and sustained recovery from domestic abuse.

Individual support sessions for survivors within Bath & North East Somerset, based on a Personal Recovery Plan designed in consultation with individual clients.

Telephone advice and signposting, and the provision of information for victims and survivors, family members, friends, and the wider public, via the charity's website and social media.

The provision of combined specialist counselling and therapeutic support for survivors of domestic and sexual abuse.

The provision of free legal advice and signposting through a monthly clinic for VOICES clients.

The provision of survivor consultation to local agencies, services and local and national charity partners.

The unique value of VOICES' work derives from its foundation in survivor- and peer-led services, developing trauma informed support for victims and survivors of domestic abuse, and supporting those with lived experience to contribute to the design and delivery of domestic abuse support locally and nationally.

Volunteers with lived experience and those without direct experience of domestic abuse make a valuable contribution to the work of VOICES, modelling the benefits of recovery work and peer support, and are provided with appropriate management, support and training if working directly with clients.

Volunteers have been involved in the following activities with VOICES:

- Contribution to consultations on survivor experience and the design of services, from mental health to legal advice services;
- Providing feedback on local/national domestic abuse policy and strategy;
- Provision of therapeutic support with appropriate professional qualifications;
- Provision of sporting, creative or therapeutic sessions to social group participants;
- Provision of mentoring/peer support; and
- Design of marketing/communications materials.

## **VOICES**

### **Report of the trustees**

#### **For the year ended 31 August 2020**

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##### **Achievements and performance**

###### Practice education and training

From October 2019 to February 2020, VOICES had a further social work student on placement from Bath University. The successful placement augmented the student's understanding of domestic abuse as a future social work professional, learning about the long-term and complex impacts of domestic abuse on clients and their children, and impacts of other factors, such as housing, court processes and mental health challenges for clients and their children. VOICES gained greatly from having their input, enthusiasm and sensitivity working with clients both individually and in support of group programmes.

As part of the charity's partnership with the University of the West of England Law Department, VOICES also provided training around domestic abuse to law students from the department participating in the VOICES free legal clinic in Bath.

During November 2019, VOICES also provided support for the student-led Bristol University Law Clinic to develop accessible information for clients attending the pro bono law clinic pertaining to domestic abuse and legal support.

VOICES' staff provided group training to Social Care children's services social workers in October 2019 and support throughout the year to local professionals working in key areas of social care, health and mental health around individual cases and triaging clients who might benefit from specialist domestic abuse support.

###### Community-based awareness-raising

VOICES partnered the University of Bath women's group, the Minervas, providing healthy relationships training for students on campus, while the group and others within the Students Union raised funds and awareness for VOICES and local domestic abuse support organisations.

In November 2019, VOICES partnered with Bath Spa University to run a local 16 Days of Action campaign against violence against women and girls, with a film event at the University, live poetry by Naomi Donald, educator and founder of PODS (Protect Our Daughters and Sons) and creative work from VOICES clients.

###### Strengthening the financial position of VOICES through fundraising

VOICES was extremely grateful to our funders during the year, for enabling the delivery of our integrated services to over 160 local people and their families. Funders included St John's Foundation, Lloyds Bank Foundation, National Lottery Corona Virus Community Support Fund, The National Lottery Reaching Communities, The Tampon Tax/Quartet Community Foundation, Allen Lane Foundation, The Souter Charitable Trust, Bath Building Society, Rotary Club Bath, Bath Boules, McGreevy No 5 Settlement, Leonard Laity Stoate Charitable Trust, 90 Degrees South, Sir Jules Thorne Charitable Trust and The Blakemore Foundation. VOICES were fortunate to receive a major donation from ZEDRA, which was a stabilising factor for the charity in a challenging fundraising environment, and enabled us to continue and grow services.

Funding from St John's Foundation ensured the continued development of services and group programmes. Lloyds Bank Foundation provided support in the form of both our Invest grant for ground-breaking domestic abuse recovery work, and Enhance support for organisational development involving work with consultants, which has proven invaluable in strengthening processes and procedures and developing a business and partnerships strategy for the charity.

## **VOICES**

### **Report of the trustees**

#### **For the year ended 31 August 2020**

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In March 2020, VOICES was awarded a Reaching Communities grant totalling £319,000 over 5 years by The National Lottery towards core costs of the charity. This is a key step towards further sustainability of the charity and enables VOICES to develop both direct services to clients and lived experience consultation over the coming years.

#### Service delivery

From September 2019 to March 2020, VOICES continued to expand group programmes, individual recovery work, specialist counselling, legal and debt management advice to clients, providing an integrated service at the charity's premises. The charity worked with c. 140 clients and their families' needs over the period.

#### Group programmes

VOICES' weekly Freedom Programme was full to capacity until lockdown in March 2020, with continuing support of creche facilities from Bath Area Play Project. The Recovery Toolkit, a trauma-informed psycho-educational follow-on programme, also generated strong participation from clients having completed the Freedom Programme, while participation in both programmes was strengthened by access to specialist counselling through VOICES and individual recovery support.

#### Individual support

VOICES' recovery practitioner and counsellor supported clients throughout the year, with the recovery practitioner having a full caseload by March 2020. Significant successes were recorded for clients who achieved transitions to safe housing, successful outcomes for child contact and other cases involving child/parent relationship concerns, as well as reductions in anxiety, risk levels, mental and physical health challenges for adult clients and children.

#### Law clinic

VOICES law clinic for local people impacted by domestic abuse continued successfully on a face-to-face basis until lockdown in March 2020.

#### Lived experience advocacy

VOICES has continued to represent and advocate for lived experience involvement in policy and services, through the local Domestic Abuse Partnership Board, through survivor consultations organised with the Violence and Abuse Mental Health Research Network, and through consultation work with national charities SafeLives and Women's Aid. The charity organised consultations with survivors and researchers, journalists and national organisations, and ran a 2019 pilot drama group exploring survivors' experience of family court proceedings. VOICES' Director also championed the value of lived experience through her work as a SafeLives lived experience trustee and Pioneer. This included talking about lived experience at the "Top 100" learning development event for public sector leaders organised by the Home Office in December 2019, presenting the work of VOICES to the Duchess of Cornwall in London in February 2020, and talking about the health response to domestic abuse at a Domestic Abuse Healthcare Summit in London in January 2020, alongside Nicole Jacobs, the Domestic Abuse Commissioner for England and Wales.

VOICES also attended the Legal Policy Forum on the Family Court system in London in January 2020, at which our Director was a keynote speaker, advocating for lived experience involvement in reform of the Family Court system.

Later in 2020, our Director was involved in a SafeLives steering group developing a system for hardship payments to domestic abuse survivors on behalf of NatWest bank.

## **VOICES**

### **Report of the trustees**

#### **For the year ended 31 August 2020**

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##### COVID-19 impact and response

When the COVID-19 pandemic led to a national lockdown situation in March 2020, VOICES entered a period of huge change and potential threat, along with clients and the entire community.

The charity was able to respond in an agile and rapid way, in part due to the scale and nature of working relationships, and the high level of trust already established between staff and clients.

Staff conducted individual risk assessments for all clients, and agreed a support plan with each, ranging from occasional to intensive support by telephone and Zoom. As a result, all clients who wished to, continued to receive VOICES support on an individual basis.

VOICES continued to receive new referrals, albeit initially at a low level, but building more rapidly as lockdown eased in June/July.

##### Challenges for clients

Many clients had complex and escalating levels of mental health need and many with child contact responsibilities faced increasing levels of harassment and threats of legal action by ex-partners. Due to isolation and anxiety about both public health and potential risks from perpetrators, several women and families faced additional barriers to accessing support, including food and medicines. VOICES were able to partner with Sporting Family Change, local community groups and supermarkets to provide what people said they most needed: fresh food supplies for families with children, arts and crafts materials, school uniforms and shoes, and individual items through our Hardship Fund, including IT for children having to use mobile phones to access school work.

VOICES piloted a Zoom social and creative group through the summer to combat isolation and rebuild some social cohesion, and is now well-placed to return to online group delivery should that be required by the public health situation.

##### Challenges for the organisation

The pandemic mandated that staff work from home for several weeks, meaning that VOICES had to source new resources for staff, ensure that the building was secured and deep cleaned, and that risk assessments for both home working and an eventual return to office spaces were undertaken. Normal fundraising sources were in some cases no longer accessible, and community fundraising all but impossible. Anticipated income as Bath Building Society's Charity of the Year and through their and other charity events in the community was not forthcoming and students were unable to support VOICES after March 2020.

The charity not only had increased costs in providing more and different kinds of support to clients and through an increasing caseload, but also through the additional work needed to maintain and increase funding to ensure VOICES' continued services and sustainability, in an unprecedented situation where planning proved extremely difficult.

VOICES were involved in work to advocate that public messaging for domestic abuse support locally and nationally should be effective and accessible. VOICES worked with the local Domestic Abuse Partnership Board and the local authority to contribute to their responses to the pandemic, and worked as members of the Covid-19 Domestic Abuse Taskforce to share information and insights with others in the sector.

## **VOICES**

### **Report of the trustees**

#### **For the year ended 31 August 2020**

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##### VOICES' position by August 2020

By August 2020, VOICES had achieved emergency Covid-19 funding from the Ministry of Justice / Avon & Somerset Police & Crime Commissioner fund of £24,771 and from National Lottery Corona Virus Community Support Fund of £9,913, enabling the charity to employ a clinical referrals coordinator to manage the increased level of demand for VOICES services and ensure effective triage and gateway services to specialist support. The charity is now in a position to be able to reposition itself as a remote provider of services alongside direct support, and to improve its use of social media and web-based resources to benefit the wider community and reach a larger number of people in need due to the impact of domestic abuse on their lives and those of their children.

The charity was able to plan and prepare group programmes at new locations ready for delivery from September 2020, ensuring that interrupted programmes could be resumed and new programmes started. Despite a brief closure to new referrals in August, the charity was able to maintain an uninterrupted (albeit transformed) service to local people in Bath and surrounding area.

##### **Financial review**

VOICES finished 2019/20 in a strong financial position with net assets of £134,264 compared with £70,072 in 2018/19. This increase of 92% on the previous year reflected an improved income position, in large part due to the success of the Charity in securing a five year National Lottery Reaching Communities grant of £319,000. In addition, the Covid-19 pandemic resulted in a number of ad-hoc, non-recurrent grants being available to address short-term pressures resulting from restrictions in community fundraising and demand for services. The strengthened income position allowed the Charity to invest in additional clinical support to meet increased service demands. VOICES also recognised the need for it to strengthen its financial governance arrangements and secured the services of an independent book-keeping and accountancy firm to assist in this regard.

##### Reserves

VOICES held unrestricted reserves of £30,704 as of 31 August 2020. This was an increase of 92% from the previous year when this figure was £15,998. The stated aim of the charity being to hold unrestricted reserves to cover 3 months' operating costs (£27,935, based on annual expenditure of £111,741), this figure is 10% higher than the target set for unrestricted reserves at the end of this period.

The Board of Trustees has, during 2020 considered its reserves policy and set itself the ambition to have reserves at a level that meet the following criteria:

- To sustain the charity's core services supported by unrestricted funds, for a period of three months without detriment to its beneficiaries;
- To support the charity in providing a skeleton service for a further three months (including overheads) to enable emergency funding to be sought and available for use; and
- To meet the winding up costs for the charity should there be no prospect of funding going forward – such costs would be in terms of redundancies and meeting any contractual debts.

An annual review of this ambition will support the Trustees in working to meet the criteria over the next three-year period.

## **VOICES**

### **Report of the trustees**

#### **For the year ended 31 August 2020**

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The principal funding sources of the charity in the reporting period were charitable foundations and grant-making trusts. The grants awarded by these sources (as detailed above) enabled VOICES to provide trauma-informed tailored support to clients, to address the needs of domestic abuse survivors not covered by commissioned and statutory services, and support the involvement of people with lived experience in the development of domestic abuse policy and practice.

The principal risks facing the charity arise from the constrained funding environment and rising level of demand for specialist domestic abuse services, including mental health support and existential support for clients, compounded by the pandemic and the expected additional upheaval of Britain exiting the European Union in January 2021. A further key risk concerns continued access to appropriate working premises that can facilitate the delivery of VOICES services.

#### **Structure, governance and management**

Trustees are appointed or reappointed at quarterly trustee meetings.

#### **Public benefit**

The trustees have had due regard to the guidance issues by the Charity Commission on public benefit in their oversight of the main activities undertaken by VOICES during the year referred to in this report.

#### **Statement of responsibilities of the trustees**

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

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and the incoming resources and application of resources, including the net income or expenditure, of the charity for the year. 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 Charities SORP;
- state whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which 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 constitution. The trustees 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.



## VOICES

### Report of the trustees

#### **For the year ended 31 August 2020**

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Members of the charity have no liability to contribute to the assets of the charity in the event of winding up. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

#### **Independent examiners**

Godfrey Wilson Limited were appointed as independent examiners to the charity during the year and have expressed their willingness to continue in that capacity.

Approved by the trustees on 25 January 2021 and signed on their behalf by

*Brigid Musselwhite*

Brigid Musselwhite  
Chair of the trustees

## **Independent examiner's report**

### **To the trustees of**

### **VOICES**

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I report to the trustees on my examination of the accounts of VOICES (the CIO) for the year ended 31 August 2020, which are set out on pages 10 to 22.

#### **Responsibilities and basis of report**

As the charity trustees of the CIO 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 CIO's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

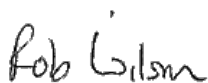
#### **Independent examiner's statement**

Godfrey Wilson Limited also provides bookkeeping/payroll services to the CIO. I confirm that as a member of the ICAEW I am subject to the FRC's Revised Ethical Standard 2016, which I have applied with respect to this engagement.

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 CIO 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.



Date: 25 January 2021

**Rob Wilson FCA**

**Member of the ICAEW**

For and on behalf of:

**Godfrey Wilson Limited**

Chartered accountants and statutory auditors

5th Floor Mariner House

62 Prince Street

Bristol

BS1 4QD

## VOICES

### Statement of financial activities

For the year ended 31 August 2020

	Note	Restricted £	Unrestricted £	2020 Total £	Restated 2019 Total £
<b>Income from:</b>					
Donations	3	6,500	49,945	<b>56,445</b>	13,080
Charitable activities	4	<u>138,246</u>	<u>-</u>	<b>138,246</b>	103,614
<b>Total income</b>		<u>144,746</u>	<u>49,945</u>	<b>194,691</b>	116,694
<b>Expenditure on:</b>					
Raising funds		-	8,767	<b>8,767</b>	8,858
Charitable activities		<u>95,260</u>	<u>26,472</u>	<b>121,732</b>	105,584
<b>Total expenditure</b>	6	<u>95,260</u>	<u>35,239</u>	<b>130,499</b>	114,442
<b>Net income and net movement in funds</b>		49,486	14,706	<b>64,192</b>	2,252
<b>Reconciliation of funds:</b>					
Total funds brought forward		<u>54,074</u>	<u>15,998</u>	<b>70,072</b>	67,820
<b>Total funds carried forward</b>		<u>103,560</u>	<u>30,704</u>	<b>134,264</b>	70,072

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 12 to the accounts. The 2019 comparatives have been restated from accounting on a receipts and payments basis to an accruals basis and to include pension costs, as detailed in note 14 to the accounts.

## VOICES

### Balance sheet

As at 31 August 2020

	Note	£	2020 £	Restated 2019 £
<b>Current assets</b>				
Cash at bank and in hand		<u>151,036</u>		<u>77,545</u>
<b>Liabilities</b>				
Creditors: amounts falling due within 1 year	10	<u>(16,772)</u>		<u>(7,473)</u>
<b>Net assets</b>	11		<u><u>134,264</u></u>	<u><u>70,072</u></u>
<b>Funds</b>	12			
Restricted funds			<u>103,560</u>	<u>54,074</u>
Unrestricted funds			<u>30,704</u>	<u>15,998</u>
<b>Total charity funds</b>			<u><u>134,264</u></u>	<u><u>70,072</u></u>

Approved by the trustees on 25 January 2021 and signed on their behalf by

*Brigid Musselwhite*

Brigid Musselwhite  
Chair of the trustees

## VOICES

### Notes to the financial statements

#### For the year ended 31 August 2020

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##### 1. Accounting policies

###### a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

VOICES meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

###### b) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern. However, the COVID-19 pandemic has had a profound impact on the global economy, and may in turn affect the charity. The trustees have considered the impact of this issue on the charity's current and future financial position. The charity holds unrestricted, general reserves of £37,695 and a cash balance of £151,036. The trustees consider that the charity has sufficient cash reserves to continue as a going concern for a period of at least 12 months from the date on which these financial statements are approved.

###### c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

###### d) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item, is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

###### e) Interest receivable

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.

###### f) Funds accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

## VOICES

### Notes to the financial statements

#### For the year ended 31 August 2020

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#### 1. Accounting policies (continued)

##### g) Expenditure

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

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

##### h) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities on the basis of staff costs:

	2020	2019
Raising funds	4.7%	4.7%
Charitable activities	95.3%	95.3%

##### i) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

##### j) Creditors

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

##### k) Financial instruments

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

##### l) Accounting estimates and key judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

## VOICES

### Notes to the financial statements

#### For the year ended 31 August 2020

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#### 1. Accounting policies (continued)

##### l) Accounting estimates and key judgements (continued)

There are no key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements.

##### m) Pension costs

The company operates a defined contribution pension scheme for its employees. There are no further liabilities other than that already recognised in the SOFA.

#### 2. Prior period comparatives: statement of financial activities

	Restricted	Unrestricted	Restated 2019 Total
	£	£	£
<b>Income from:</b>			
Donations	-	13,080	<b>13,080</b>
Charitable activities	<u>96,644</u>	<u>6,970</u>	<b><u>103,614</u></b>
<b>Total income</b>	<u>96,644</u>	<u>20,050</u>	<b><u>116,694</u></b>
<b>Expenditure on:</b>			
Raising funds	-	8,858	<b>8,858</b>
Charitable activities	<u>91,669</u>	<u>13,915</u>	<b><u>105,584</u></b>
<b>Total expenditure</b>	<u>91,669</u>	<u>22,773</u>	<b><u>114,442</u></b>
<b>Net income / (expenditure) and movement in funds</b>	<u><u>4,975</u></u>	<u><u>(2,723)</u></u>	<b><u><u>2,252</u></u></b>

## VOICES

### Notes to the financial statements

**For the year ended 31 August 2020**

#### 3. Income from donations

	Restricted £	Unrestricted £	2020 Total £
Donations	6,500	45,045	<b>51,545</b>
Gifts in kind	-	4,900	<b>4,900</b>
<b>Total income from donations</b>	<b>6,500</b>	<b>49,945</b>	<b>56,445</b>
<b>Prior period comparative:</b>	Restricted £	Unrestricted £	2019 Total £
Donations	-	13,080	13,080
Gifts in kind includes the following items:		<b>2020 £</b>	2019 £
Project / session expenses		<b>400</b>	-
Office expenses		<b>2,500</b>	-
Consultancy		<b>2,000</b>	-
		<b>4,900</b>	-



## VOICES

### Notes to the financial statements

**For the year ended 31 August 2020**

#### 4. Income from charitable activities

	Restricted £	Unrestricted £	2020 Total £
Grants > £5,000			
Avon & Somerset Police & Crime Commissioner	24,771	-	<b>24,771</b>
Quartet Community Foundation	9,928	-	<b>9,928</b>
National Lottery Corona Virus Community Support Fund	9,913	-	<b>9,913</b>
Lloyds Bank Foundation	24,565	-	<b>24,565</b>
St John's Foundation	30,630	-	<b>30,630</b>
The National Lottery Reaching Communities	27,000	-	<b>27,000</b>
Grants < £5,000	<u>11,439</u>	<u>-</u>	<u><b>11,439</b></u>
<b>Total income from charitable activities</b>	<u><b>138,246</b></u>	<u><b>-</b></u>	<u><b>138,246</b></u>
<b>Prior period comparative:</b>			2019
	Restricted £	Unrestricted £	Total £
Grants > £5,000			
Lloyds Bank Foundation	24,965	-	24,965
St John's Foundation	58,813	-	58,813
Grants < £5,000	<u>12,866</u>	<u>6,970</u>	<u>19,836</u>
<b>Total income from charitable activities</b>	<u><b>96,644</b></u>	<u><b>6,970</b></u>	<u><b>103,614</b></u>

#### 5. Government grants

The charity receives government grants, defined as funding from Avon & Somerset Police & Crime Commissioner and The National Lottery. The total value of such grants during the year ended 31 August 2020 was £61,684 (2019: £nil). There are no unfulfilled conditions or contingencies attaching to these grants.

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### Notes to the financial statements

For the year ended 31 August 2020

#### 6. Total expenditure

	Raising funds £	Charitable activities £	Support and governance costs £	2020 Total £
Staff costs (note 8)	2,606	52,820	26,626	<b>82,052</b>
Project / session expenses	-	3,291	-	<b>3,291</b>
Other staff costs	-	-	623	<b>623</b>
Volunteer expenses	-	217	887	<b>1,104</b>
Provision of charitable services	-	2,132	-	<b>2,132</b>
Fundraising expenses	3,704	-	-	<b>3,704</b>
Marketing	-	1,914	-	<b>1,914</b>
Office expenses	259	5,242	2,643	<b>8,144</b>
Insurance and premises costs	409	8,296	4,181	<b>12,886</b>
Consultancy	-	11,558	-	<b>11,558</b>
Legal and professional fees	-	-	619	<b>619</b>
Accountancy	-	-	2,472	<b>2,472</b>
<b>Sub-total</b>	<b>6,978</b>	<b>85,470</b>	<b>38,051</b>	<b>130,499</b>
Allocation of support and governance costs	<u>1,789</u>	<u>36,262</u>	<u>(38,051)</u>	<u>-</u>
<b>Total expenditure</b>	<b><u>8,767</u></b>	<b><u>121,732</u></b>	<b><u>-</u></b>	<b><u>130,499</u></b>

Total governance costs were £3,091 (2019: £Nil)

#### Prior period comparative

	Raising funds £	Charitable activities £	Support and governance costs £	Restated 2019 Total £
Staff costs (note 8)	2,468	50,026	25,217	77,711
Project / session expenses	-	4,452	-	4,452
Volunteer expenses	-	856	3,422	4,278
Provision of charitable services	-	1,100	-	1,100
Fundraising expenses	4,157	-	-	4,157
Marketing	-	3,553	-	3,553
Office expenses	138	2,870	1,412	4,420
Insurance and premises costs	461	9,338	4,707	14,506
Consultancy	-	265	-	265
<b>Sub-total</b>	<b>7,224</b>	<b>72,460</b>	<b>34,758</b>	<b>114,442</b>
Allocation of support and governance costs	<u>1,634</u>	<u>33,124</u>	<u>(34,758)</u>	<u>-</u>
<b>Total expenditure</b>	<b><u>8,858</u></b>	<b><u>105,584</u></b>	<b><u>-</u></b>	<b><u>114,442</u></b>

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### Notes to the financial statements

#### For the year ended 31 August 2020

#### 7. Net movement in funds

This is stated after charging:

	2020 £	2019 £
Trustees' remuneration	Nil	Nil
Trustees' reimbursed expenses	Nil	Nil
Independent examiners' remuneration:		
▪ Independent examination (including VAT)	1,740	-
▪ Other services	732	-
	<u>2,472</u>	<u>-</u>

#### 8. Staff costs and numbers

Staff costs were as follows:

	2020 £	2019 £
Salaries and wages	75,153	69,821
Social security costs	<u>2,609</u>	<u>5,189</u>
	<u>77,762</u>	<u>75,010</u>

No employee earned more than £60,000 during the year.

The key management personnel of the charitable company comprise the Chief Executive Officer and Head of Services. The total employee benefits of the key management personnel were £53,114 (2019: £51,663).

	2020 No.	2019 No.
Average head count	<u>4.00</u>	<u>3.00</u>

#### 9. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

#### 10. Creditors : amounts due within 1 year

	2020 £	Restated 2019 £
Accruals	8,591	3,889
Other taxation and social security	848	883
Pension	<u>7,333</u>	<u>2,701</u>
	<u>16,772</u>	<u>7,473</u>

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### Notes to the financial statements

For the year ended 31 August 2020

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#### 11. Analysis of net assets between funds

	Restricted funds £	Unrestricted funds £	Total funds £
Current assets	110,979	40,057	151,036
Current liabilities	<u>(7,419)</u>	<u>(9,353)</u>	<u>(16,772)</u>
<b>Net assets at 31 August 2020</b>	<b><u>103,560</u></b>	<b><u>30,704</u></b>	<b><u>134,264</u></b>
	Restricted funds £	Unrestricted funds £	Total funds £
Current assets	55,894	21,651	77,545
Current liabilities	<u>(1,820)</u>	<u>(5,653)</u>	<u>(7,473)</u>
<b>Net assets at 31 August 2019</b>	<b><u>54,074</u></b>	<b><u>15,998</u></b>	<b><u>70,072</u></b>

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### Notes to the financial statements

For the year ended 31 August 2020

#### 12. Movements in funds

	At 1 September 2019 £	Income £	Expenditure £	Transfers between funds £	At 31 August 2020 £
<b>Restricted funds</b>					
Hardship Various Funders	3,373	3,000	(983)	-	5,390
Persula Foundation	185	-	-	-	185
Avon & Somerset Police & Crime Commissioner	-	24,771	(4,119)	-	20,652
Allen Lane Foundation	-	3,500	(2,238)	-	1,262
Quartet Community Foundation	1,608	9,928	(7,353)	-	4,183
National Lottery Corona Virus Community Support Fund	572	9,913	(645)	-	9,840
The National Lottery Reaching Communities	-	27,000	(26,738)	-	262
Group Costs Various Funders	-	2,439	-	-	2,439
Bath Building Society	-	-	-	-	-
Lloyds Bank Foundation	14,965	24,565	(19,473)	-	20,057
Care Forum Health Watch BANES	-	2,500	-	-	2,500
St John's Foundation (Freedom)	6,439	-	(4,244)	-	2,195
St John's Foundation (Admin, Comms & Marketing)	2,914	-	(2,914)	-	-
Counselling Pot Various Funders	-	6,500	-	-	6,500
Rosa Fund for Women	-	-	-	-	-
St John's Foundation (Programme)	24,018	30,630	(26,553)	-	28,095
<b>Total restricted funds</b>	<b>54,074</b>	<b>144,746</b>	<b>(95,260)</b>	<b>-</b>	<b>103,560</b>
<b>Unrestricted funds</b>					
General funds	15,998	49,945	(35,239)	-	30,704
<b>Total unrestricted funds</b>	<b>15,998</b>	<b>49,945</b>	<b>(35,239)</b>	<b>-</b>	<b>30,704</b>
<b>Total funds</b>	<b>70,072</b>	<b>194,691</b>	<b>(130,499)</b>	<b>-</b>	<b>134,264</b>

#### Purposes of restricted funds

Hardship Various Funders	For clients who need emergency funding which they can not get anywhere else or within the required time constraints.
Persula Foundation	To go towards core costs and counselling services for clients.
Avon & Somerset Police & Crime Commissioner	COVID-19 emergency funding to go towards the core operations of the charity and to cover the costs of the referrals support
Allen Lane Foundation	To go towards core costs of the charity up until November 2020.
Quartet Community Foundation	To go towards the cost of counselling support for clients.

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### Notes to the financial statements

#### For the year ended 31 August 2020

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#### 12. Movements in funds (continued)

##### Purposes of restricted funds (continued)

National Lottery Corona Virus Community Support Fund	To go towards the costs of counselling and clinical referral services up until March 2021.
The National Lottery Reaching Communities	To go towards core costs up until 31 September 2020.
Group Costs Various Funders	To cover the costs of refreshments and other group services costs.
Bath Building Society	To go towards core costs.
Lloyds Bank Foundation	To cover the costs of the recovery practitioner up until 31 March 2021.
Care Forum Health Watch BANES	To cover the costs associated with the Healthwatch survey.
St John's Foundation (Freedom)	Project costs for Freedom group work.
St John's Foundation (Admin, Comms & Marketing)	Used towards the costs of developing and running the website.
Counselling Pot Various Funders	To go towards the cost of counselling services for clients.
Rosa Fund for Women	To cover the costs of counselling and 1-to-1 work with clients.
St John's Foundation (Programme)	To cover the salary for the head of services.

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### Notes to the financial statements

For the year ended 31 August 2020

#### 12. Movements in funds (continued)

Prior year comparative	At 1 September 2018 £	Income £	Expenditure £	Transfers between funds £	At 31 August 2019 £
<b>Restricted funds</b>					
Hardship Various Funders	-	4,500	(1,127)	-	<b>3,373</b>
Persula Foundation	3,000	-	(2,815)	-	<b>185</b>
Allen Lane Foundation	-	3,500	(3,500)	-	<b>-</b>
Quartet Community Foundation	-	4,866	(3,258)	-	<b>1,608</b>
National Lottery Corona Virus					
Community Support Fund	6,865	-	(6,293)	-	<b>572</b>
Lloyds Bank Foundation	-	24,965	(10,000)	-	<b>14,965</b>
St John's Foundation (Freedom)	410	8,183	(2,154)	-	<b>6,439</b>
St John's Foundation (Admin, Comms & Marketing)	16,431	-	(13,517)	-	<b>2,914</b>
St John's Foundation (Salary)	343	20,000	(20,343)	-	<b>-</b>
St John's Foundation (Programme)	22,050	30,630	(28,662)	-	<b>24,018</b>
<b>Total restricted funds</b>	<b>49,099</b>	<b>96,644</b>	<b>(91,669)</b>	<b>-</b>	<b>54,074</b>
<b>Unrestricted funds</b>					
General funds	18,721	20,050	(22,773)	-	<b>15,998</b>
<b>Total unrestricted funds</b>	<b>18,721</b>	<b>20,050</b>	<b>(22,773)</b>	<b>-</b>	<b>15,998</b>
<b>Total funds</b>	<b>67,820</b>	<b>116,694</b>	<b>(114,442)</b>	<b>-</b>	<b>70,072</b>

#### 13. Related party transactions

There were no related party transactions in the year.

#### 14. Prior year adjustment

The opening funds have been restated from accounting on a receipts and payments basis to accounting on an accruals basis to include £4,772 of accrued expenditure and payroll taxes and pension costs of £2,701.

	Restricted £	Unrestricted £	Total £
At 31 August 2019 as originally stated	56,378	21,167	<b>77,545</b>
Accrued expenditure and payroll taxes	(2,304)	(2,468)	<b>(4,772)</b>
Pension costs	-	(2,701)	<b>(2,701)</b>
Restated at 31 August 2019	<b>54,074</b>	<b>15,998</b>	<b>70,072</b>