

Charity no. 1159445

**VOICES**  
**Report and Unaudited Financial Statements**  
**31 August 2021**

## VOICES

### Reference and administrative details

**For the year ended 31 August 2021**

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<b>Charity number</b>	1159445
<b>Registered office</b>	PO Box 5184 Bath BA1 0RZ
<b>Trustees</b>	The trustees who served during the year and up to the date of this report were as follows: Peter Brandt Sarah Crayford-Brown (resigned 1 October 2021) Brigid Musselwhite Farha Rasul Jo Silver 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**

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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 relating to domestic abuse and family law through a regular clinic for VOICES clients.

The provision of survivor consultation and/or training to local agencies, services, researchers and local and national charity partners.

The charity operates a hardship fund to which individuals can apply. Applications are considered using a fixed set of criteria, and granted once approved by the CEO.

#### **Contribution made by volunteers**

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.

Our role in development and research alongside academic and strategic partners offers our clients the opportunity to turn their lived experiences into valuable insights for policy makers and researchers. The contribution of volunteers through consultation and in feedback to VOICES about our own services confirms that effective change and successful services can only happen through co-creation.

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VOICES' founding mission was to ensure survivors are at the heart of the conversation locally and nationally around how best to prevent and respond to domestic abuse. Volunteers with lived experience contributed to consultations in family law (family law professionals and training needs, Cafcass, and child contact), health and mental health (through consultations with researcher members of the Violence and Abuse Mental Health Network), and local government (advocating for survivors to be creating, not rating services at local area level).

Continuing lockdown due to the Covid-19 pandemic meant that there was less opportunity in 2020/21 for volunteers to take part in mentoring/peer support activities. This is expected to grow again in 2021/22.

Other contributions by volunteers in 2020/21 included:

- Design of marketing/communications materials for VOICES, with voluntary support from students at Bath Spa and Bristol Universities;
- Sponsored walks and other fundraising activities;
- Development of digital safety resources with students from the University of the West of England in Bristol; and
- Significant pro bono support was provided to VOICES by volunteer law professionals at Withers LLC in London during 2020/21.

### Achievements and performance

#### Stronger together: group programmes

*"I am a single mother in my twenties, unemployed but looking to join the Women's Work Lab (my support worker is helping me apply). I am healthy and finally making a recovery from a lifetime of abuse and neglect. I still have my ups and downs but now, the ups feel safer, and the downs don't take months away from me any more. I have learned the skills from VOICES to pick myself up and dust myself off. I have gained confidence in my abilities to be an adult and a mother. I have a social life, where no-one calls me crazy or puts me down. I am so much happier now that my situation has changed so drastically".*

Although individual support needs grew through the COVID-19 pandemic, most of VOICES' new referrals during the year (63%) were for the Freedom Programme and a further 14% were for the Recovery Toolkit. Most (68%) were from Bath and 21% from Midsomer Norton, Radstock and Paulton area. The total number receiving a full support service during the period from VOICES was 110 and of these, most were aged between 26 and 50, with a broad overall age range from 16-75 years.

Among clients with a disability, 53% had a mental health condition, 31% had a physical disability, 8% had a learning disability, 6% a long-term disability and 2% a hearing disability.

Despite the challenges of the continuing pandemic lockdown, VOICES continued to run groups for clients through 2020/21, including the Freedom Programme, the Recovery Toolkit and a social/drop-in group for clients at an outdoor, therapeutic location. 50% of all specialist support staff time was spent providing group programmes to our clients.



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A mixed approach of remote and direct support continued throughout the year, and there was no period in which the charity stopped delivering direct support entirely. A small number of clients with acute mental health or other challenges were supported throughout in liaison with other services, to ensure their safety and wellbeing. The model allowed staff to be responsive and flexible, and to support women to leave relationships safely even during lockdown conditions and achieve safe housing or relocation, while adhering to the Government's rules on lockdown and social distancing.

Remote delivery of trauma-informed working practices were piloted during the summer with a social and creative evening group running through July-August and the learning from this group enabled a remote Freedom Programme to be designed based on survivor feedback about the benefits and challenges of remote support, running from September 2020 and continuing throughout the year.

Face-to-face group work resumed from September 2020 when it became possible to resume the delivery of the Freedom Programme and the Recovery Toolkit, a follow-on programme to support recovery of people no longer in abusive relationships. These programmes were delivered at COVID-safe venues sourced and funded by VOICES in the community in Bath.

VOICES provided the only face-to-face group programmes for domestic abuse survivors during the COVID-19 pandemic in Bath & Northeast Somerset.

VOICES' approach to continuing direct and tailored support for clients and resuming group programmes as soon as possible ensured that an increased number of local people could access the life-changing benefits of the Freedom Programme despite the pandemic, and meant that face-to-face support for domestic abuse victims and survivors did not stop entirely in the Bath area as a result of the COVID-19 pandemic. A number of clients stated that face to face opportunities for support were vital for their physical and psychological safety during this period.

*"I was sceptical at first that the Freedom programme would suit me. However, from the very first session I felt very at ease in the women-only environment. We were all from different walks of life, with slightly different experiences, but we all had something in common. We had all been victims of abuse, and we all needed a safe and kind place to be able to meet and deal with what we were going through. Some were still in their relationships, some had left, but meeting other women and hearing about some of their experiences made me realise that what I was going through wasn't just in my head. I felt believed, listened to and cared about. I started to feel stronger and more confident in my own thoughts and feelings."*

*"It felt great to be in a women-only environment as I needed to be around other women who understood and because of my mental health struggles (PTSD) due to the abuse, it felt safe. I have also done the Recovery Toolkit, which was very useful."*

*"The Freedom Project allowed me to understand the abuse and changed my perceptions of my ex. Recovery Toolkit gave me the strength to move on."*

#### Individual recovery support

Individual case work grew as a proportion of VOICES' activities during the year. Among areas of support provided, emotional and mental health support was highest (42%), followed by parenting support and support for children, then housing, finance and physical health support.

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No client was turned away from VOICES who sought support during the pandemic. The charity continued to offer whole-picture support on an individual basis, supporting people either remotely if wished or directly with safety and safeguarding, family court proceedings, education and child contact issues, statutory services involvement, housing & refuge, financial abuse, debt and benefits advocacy work. While fewer groups were running, the VOICES team focused on individual support, ensuring capacity existed to meet the increased complexity of clients' situations.

During the COVID-19 pandemic, clients continually told us how much they appreciate the fact they can still engage with VOICES support at this time in a way that suited them. The charity provided intensive support to those most at risk, and continued to also facilitate counselling sessions either in person, on phone or by zoom. An individual strategy for each woman rather than a blanket policy allowed us to maintain the support of our most vulnerable clients, reducing the risk of statutory services having to become involved and safeguarding their mental health, and stabilising recovery and personal safety.

*"My child and I were left without shelter, I moved into a homeless hostel with my son. I had little to no money, the only furniture I had was a high chair & a crib for my baby. I was also left scared and alone. I didn't know who was safe and who wasn't. I didn't know how to go about claiming benefits, I also didn't trust my own intelligence to fill out the forms correctly. I would often go without eating so that my child could. I became very afraid of being alone, of going out with my son alone, I felt as if I was a child, caring for a baby. I had no confidence in my abilities as a mother. I lost my home to my ex-partner, I had no income, I had to quit my job to take care of our sick child. I was completely dependent on my ex-partner. I needed to start claiming benefits. VOICES helped me claim UC and PIP. I was offered the Freedom programme, the Recovery Toolkit, 1-to-1 long-term therapy, MATES social and outdoor groups, financial support to help access white goods, support to claim benefits. I have been offered access to the Law Clinic & a staff member has come to solicitor appointments with me. A member of staff offered to come to crown court with me."*

#### Support for families

Almost everything VOICES does in terms of individual recovery and education/group work is crucially influential in the lives of the children whose parents we support.

Due to COVID-19, home schooling and mental health of children has been a new area of support for VOICES – connecting women with resources and guidance to reassure and advise them in this area, and liaising with schools around expectations and places for children in vulnerable situations.

In the Freedom Programme the sections on the Bad Father and Effects of Violence on Children are instrumental in helping mothers identify the effects on them and on their children of their situations. As they move forward with their lives, they are better informed and more able to avoid similar situations.

Younger children benefit from future relationships which are hopefully healthier. Older children have mothers who have tools to teach them about moving into their adult life in a responsible and respectful way and this will have an effect on any children they may go on to have, thus benefiting future generations. Because the mothers of pre-teen children who come to us receive help in terms of practical and emotional support around housing/debt/benefits/social aspects/education etc. we are instrumental in providing a stronger and more reliable foundation than there may have been for the children.

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##### **“Sue”- a case study (name changed to protect confidentiality)**

Sue has a young child who was born with physical difficulties. Starting school, because of his physical difficulties there were many problems that were causing the child extreme anxiety and this was affecting their relationship with peers, mum and learning.

The school was not to blame, as staff were unaware of some of the difficulties the child had. It was with support from VOICES that Sue was able to ask for a meeting with the school. During the meeting, Sue was supported and able to explain the situation, as was the school. A plan was put in place to support the child in a way that was wholly appropriate.

The child's future is now much brighter – they have begun to enjoy school, their learning, relationship with teachers and with friends has improved hugely, and Sue trusts the school and feels able to communicate with them.

Without timely support from VOICES we believe this young child would have begun to behave in a way that would have caused disruption and despair for both the school and for Sue, but most importantly for the child and their future relationships with adults and education.

##### **Family work during 2020/21**

VOICES' whole-picture approach to domestic abuse involves a strong focus on family, and particularly children. Parenting challenges included the effects of lockdown on traumatised parents and children and ongoing abuse and harassment by abusive ex-partners, which often centred on child contact and home schooling arrangements. Most of our clients received support during lockdown with parenting and 65% reported improvements in this area of concern to them.

Although VOICES was established to help adult survivors first and foremost, the team also extended their activities to provide direct support to children impacted by domestic abuse, including access to mental health support and advocacy on their behalf at multi-agency meetings. Almost a quarter (24.5%) of clients had children directly supported by VOICES.

##### **Examples of outcomes benefiting parents and children during the COVID-19 pandemic in 2020/21 include:**

- Securing safe housing by getting them on the housing priority list (Band A) for 3 women with under 12s;
- Liaising with schools in at least 5 cases over issues such as contact arrangements, homeschooling, school meals and pupil premium awards;
- Supporting a mother to apply for an assessment for her child to address her special educational needs;
- Providing a bridge into other services including Southside Family Support and children's centres;
- Liaising with midwives and health visitors to help them understand the domestic abuse a mother is suffering and the impact on the baby/ child;
- Being an active partner in child protection conferences for the same reason;
- Accessing safe accommodation (refuge) for one woman and her teenager who are now recovering from 15 years of post-separation abuse;
- Supporting a client throughout lockdown to access the right education setting for her son and to obtain a job in healthcare;
- Enabling a client we have been supporting for 2 years through separation, family abuse and care proceedings to begin her medical career with St Johns Ambulance;

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- Ensuring a client of 3 years can move home, away from toxic neighbours, by securing her priority band A status on the housing register. This had been delaying her recovery process as she felt unable to completely escape the abuse, she turned to the perpetrator for protection;
- Supporting 2 mothers of under-5s through Care proceedings in court. There is no other service providing this level of support. Both women had IDVAs (Independent Domestic Violence Advisors) but they were not able to provide support with this; and
- Our outdoor group welcomed 15 children under 12 from January-March 2021, providing their only social/ educational contact while schools were shut. We provided a childcare worker to take them on nature walks and play outdoors safely together whilst their mothers (all lone parents) were able to have a break from their 24/7 childcare responsibilities. One woman told us without this group to look forward to, she wasn't sure if she would have survived the second lockdown without a mental health crisis.

*"Together through VOICES and a solicitor, my son gets to have safe visits with his dad now once a week. (I chose to let him see his father, as long as contact is safe at all times, VOICES helps me enforce this regularly)."*

*"I don't have a lot of healthy family members, but I do have VOICES, and I can honestly say that all the members of staff are always there for me in a time of crisis. I don't know where I would be today without them. My life could have gone the other way very easily with my family history. I genuinely feel like VOICES saved me from so much pain and heartache...and I cannot thank them enough."*

#### Retaining an accessible service through 2020/21

The charity was able to obtain Ministry of Justice COVID-19 funding via Avon & Somerset PCC to take on an experienced Referrals Coordinator and Law Lead, with legal and Mackenzie Friend expertise and experience of chairing MARACs and operating refuge provision, in September 2020. This new role ensured that we were able to provide an accessible DA specialist gateway service into support at a time when many survivors had only been able to access helpline or remote advice from services, if any.

This enabled VOICES to respond to referrals and assess women quickly through 2020/21 and ensured a smoother pathway into the right VOICES service for survivors referring themselves or referred by others, and improved multi-agency working. A flexible approach has meant clients can still receive support in a way they choose and feel safe with during the pandemic. This has reduced the risk of harm for women and children, prevented crises and the need for statutory support and resources to be involved. We have maintained support and contact with all existing clients and increased our caseload also without having to resort to a "one size fits all" approach.

It also meant that VOICES was better able to "hold" the situations facing people who were coming to the charity, even when they were not able to immediately access a service, or not able to safely make changes at that point.

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*"VOICES have been so important to me from the first contact I made with them and throughout the past year and a half. They have been kind and caring, and enabled me to see that things that were happening in my married life were not normal nor acceptable. I was still living with my husband during the beginning of the pandemic, and the situation at home became even worse during this time. The Freedom Programme that I had started attending had stopped due to lockdown, and my husband was making it practically impossible for us all to leave the house at all. Even through all this, VOICES were there for me and I felt supported. I felt that someone knew what was going on in my life and cared about whether I was OK or not. I was able to grab a phone call with my support worker whenever I could sneak away from the house, and it was so comforting to talk things over. They helped me have the confidence and strength to plan to leave my home, and the abuse."*

#### **Domestic and sexual abuse counselling**

VOICES was able to sustain specialist support for both domestic and sexual abuse for our clients throughout 2020/21, with the support of COVID-related funding from the National Lottery Awards for All and Comic Relief/Womens Aid.

Domestic and sexual abuse often coexist, and the traumatic impacts of these experiences are often misunderstood or go unrecognised while survivors receive interventions or find themselves in court processes. Yet the harm caused to mental health and wellbeing is profound and widespread: recent research published in the British Journal of Psychiatry revealed that women who have been abused by a partner are 3 times more likely to suffer depression or severe conditions such as schizophrenia or bipolar disorder than other women. Generic approaches that are not trauma informed or specialist in nature may fail to address or even worsen a client's trauma and PTSD.

Being able to continue with domestic and sexual abuse counselling both face to face and remotely through the pandemic provided a critical service to stabilise and improve psychological wellbeing for clients who were particularly badly affected by lockdown. In response to people's needs, VOICES provides specialist psychotherapy support addressing both domestic abuse and often co-existing sexual abuse, or childhood abuse experiences. This is long-term, trauma-informed and person-centred psychotherapy with a focus on stabilisation and recovery. It provides added value to group work, as women are able to attend while receiving support with embedded trauma.

We use trauma informed psychotherapy (TIP) and psychoeducation. Most forms of counselling and psychotherapy use self-reflection for better understanding, however a traumatised person, especially one who has been repeatedly blamed in abusive relationships, can experience psychotherapy as a spiral into greater depths of self-blame, and if the practitioner is not trauma informed the client can be re-traumatised, deepening the harm caused in the DA relationship. It is innovative to use TIP alongside group work, the Freedom Programme and recovery work, allowing the person to grow in the therapeutic relationship and within the VOICES community, being seen and validated, which consolidates progress while reducing the risk of being re-traumatised.

The teamwork is innovative and very successful in stabilising clients as they progress. Many organisations compartmentalise different needs, mental health, physical health, and practical services, but clients can feel invisible and misunderstood. VOICES uses this approach to integrate their response. The impact in terms of local community benefit is that women who don't meet different services' criteria can access support at VOICES and recover from the impact of Domestic Abuse, mentally and physically. Many service users are mothers; recovery means they are able to care for their children, meaning the children are less often in care and are better equipped to cope with their own recovery. Well mothers and children save the state a vast amount of financial support, together with the intrinsic value of people's well-being contributing to a positive society.

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##### **Free legal clinic for VOICES clients**

VOICES' family law advice service continued throughout the pandemic, despite the temporary closure during 2020 of our free Law Clinic because of the COVID-19 pandemic lockdown affecting our partner, the University of the West of England Law Department. With some pro bono family law support and individual support from the VOICES team, women were able to continue to gain advice and support to attend remote court hearings at a safe space with a support worker or at home if preferred. There is strong uptake of this service, which is provided free of charge by VOICES, and over 40% of our clients accessed our family law support, achieving positive outcomes to legal issues due to working with the VOICES team and partners.

Funding support meant that from September 2020 VOICES had a dedicated member of staff to manage referrals, assessments and legal support (running our online Law Clinic).

*"After leaving, my husband remained living in the family home and refused to vacate this to allow me to return with the children. I applied for an occupation order, however the court was unable to deal with this at the first hearing and I did not have the financial resources to pursue this further. The children and I lived with my parents for 4 and a half months, with my daughter and me sharing a bedroom. Then in December 2020 we moved into rented accommodation. The abuse caused a lot of financial strain. Whilst in the marriage, financial threats were made on regular occasions, with him threatening to withhold money from me. This financial abuse continued after I left as he refused to provide any financial support. I have had to borrow £14,000 to date to pay for legal fees. I have now reached the point where I cannot afford legal representation and so I have represented myself through child arrangement order hearings and shortly will start on the financial settlement alone also. I have never claimed any benefits before, but now I receive Universal Credit to top up my salary, meaning we can afford to rent a house, pay for food and bills etc. I have used the Law Clinic on 3 occasions."*

##### **VOICES as a provider of practice education**

VOICES provides annual practice education to social work students from the University of Bath between September and February each year. Students have the opportunity to learn in a practice setting from VOICES' team about trauma-informed approaches to domestic abuse support and the importance of involving survivors in the design of their own service. This provides expertise and insight, which they can take into their own working practice as they begin their professional lives. In return, VOICES benefits from their engagements and support with group work, individual client support and administration for the support staff team.

##### **Financial abuse support**

##### **VOICES hardship fund**

VOICES' Hardship Fund proved crucial to clients who were victims of financial abuse and coercive control through 2020/21. Crucial, small-scale financial and practical help at the right time can be instrumental in helping survivors make significant progress towards recovery and a productive and fulfilled life after domestic abuse.

Clients subject to coercive control and financial abuse are particularly vulnerable to short-term debts and problems caused by a perpetrator. This can restrict access to other forms of financial support, and evidence of income/outgoings is particularly hard for many domestic abuse victims to provide. Specialist advocacy from VOICES and elsewhere is critical in understanding the whole picture around finances, debt and need that together create hardship for adult and child victims of domestic abuse.



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12% - almost 1 in 8 of VOICES clients - received Hardship funding during the pandemic lockdown to overcome barriers at transition points in their recovery.

During the COVID-19 pandemic, the Hardship Fund has proven an innovative and flexible way to address unexpected expenses over lockdown for women who have had a drop in income or needed to update tech in order to homeschool children.

Examples are as varied as the individual circumstances of our clients, and include:

- Fresh food and heating costs, together with budgeting support, for a client with complex PTSD and a young child;
- Health monitoring equipment for an unwell client with anxiety, living alone;
- A replacement mobile phone for isolated client with depression/anxiety, enabling them to keep in touch with family in her country of origin;
- A mattress for a client denied access to family home and belongings by ex-partner;
- UCAS application fee for a client wishing to access higher education;
- A replacement mobile phone for a teenage child at risk of harm and isolated by the need to move to safe accommodation;
- Removal costs to enable a client to leave accommodation and cut ties with abuser, until a refuge place became available; and
- Travel costs to out-of-area family court hearings.

This approach has delivered new knowledge about the nature of financial/economic abuse, about gaps in provision of short-term crisis funding for abuse survivors, and about the barriers hindering recovery for survivors and their families. Targeted crisis funding such as this has recently been recognised nationally as an effective approach, through the Circle Fund run by SafeLives and NatWest, involving specialist services around the country. VOICES' CEO is a member of the steering group for this national project.

### **Whole system change through survivor voice**

#### **Mission priority**

To create whole-system change through putting survivor voice at the heart of policy & research - develop VOICES as a platform for the unmediated voice of experience, providing opportunities for clients to contribute to research and policy, sharing learning and recovery expertise as a national resource for achieving system change in relation to domestic abuse.

To enable survivors to contribute to knowledge about domestic abuse, support to recover sufficiently must be provided. VOICES set out to fund and provide this kind of recovery support, so that whole-system learning, and change, becomes possible. Despite the pandemic, this work expanded in 2020/21.

VOICES' founding mission was to ensure survivors are at the heart of the conversation locally and nationally around how best to prevent and respond to domestic abuse. After 7 years of building relationships in the research world, as well as among national partners including SafeLives and Women's Aid, the spectrum of VOICES' consultation work has grown to include family law (family law professionals and training needs, Cafcass and child contact), health and mental health (Violence and Abuse Mental Health Network), and local government (advocating for survivors to be creating, not rating services at local area level).

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##### **Women's voices at the centre**

The involvement of survivor's voices via VOICES in developing strategies for the prevention of domestic abuse testifies to the reach a small, local, survivor-led charity can have, through its focus on long-term recovery work and advocacy for survivors to help create services. The UK Government's current move towards developing a Women's Health Strategy points to a similar focus: A consultation is now open via a call for evidence which lists six core themes, the first of which is "Placing women's voices at the centre of their health and care."

However, as a recent letter in the BMJ notes:

*"A strategy that aims to place women's voices at the centre of their health and care must not simply require women to carry on shouting into a void. It should require system leaders to start taking patient experience more seriously: treating it as evidence, and building it into practice."*

<https://blogs.bmj.com/bmj/2021/05/13/placing-womens-voices-at-the-centre-of-their-care/>

In 2020/21, VOICES brought the charity's expertise in survivor consultation and recovery work as members of the following organisations:

- The Domestic Abuse Partnership Board in Bath & North East Somerset (the only non-commissioned specialist service and survivor voice organisation on the Board);
- Women's Aid's national Research Policy, Consultation and Campaigns Group (RPCC) and Members' CEO group;
- SafeLives Domestic Abuse Services CEO group, meeting regularly through the pandemic to discuss service delivery and challenges;
- The Violence and Abuse Mental Health Research Network;
- The Mental Health Collaborative for Bath & North East Somerset;
- The LGBTQ+ Action Group for Bath & North East Somerset; and
- The Trauma Informed Network in the South West.

A key outcome of VOICES' whole-picture support model and survivor consultation was the development of the VOICES Plan on a Page as a planning tool for holistic DA service commissioning and delivery. This was:

- Offered to the Domestic Abuse Partnership board ahead of the new Domestic Abuse Bill becoming law and bringing with it new obligations and recommendations for Local Authorities ("Supporting the development of an integrated domestic violence and abuse care pathway for BANES");
- Provided a whole-picture DA service delivery model to the Mental Health Transformation partnership leads for BANES, as part of advocating for Domestic Abuse to be included in the initial MH Transformation delivery plan; and
- Used as a framework for a whole-picture and long-term Domestic Abuse response by organisations and local areas to inform a presentation by the charity's CEO about the importance of supporting meaningful consultation with survivors to over 500 participants from local authorities across the UK in a DA Bill Ready workshop organised by SafeLives in March 2021.



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#### **National consultation by VOICES during 2020/21**

##### **Cafcass**

VOICES' CEO Ursula Lindenberg with other members of the Cafcass Learning & Improvement board took part in the first independent Cafcass case moderation audit chaired by Professor Eileen Munro. The team assessed case records and moderation. She subsequently contributed to an independent Cafcass Complaints Review process, and to the development of the Cafcass Learning & Improvement Plan, due to cover all aspects of training, practice and feedback from 2021. She is a member of the Cafcass Family Forum, established in 2021.

##### **Ministry of Justice (MoJ)**

The MoJ research unit looking at Repeated Returns to Court in family justice settings consulted directly with VOICES staff and clients to compile a report provided directly to the Justice Minister.

##### **SafeLives**

VOICES CEO Ursula Lindenberg is a SafeLives Pioneer, who featured in the podcast <https://safelives.org.uk/reach-in> as part of the national Reach In campaign to raise community awareness of domestic abuse and bystander support. In September 2020, Ursula also spoke to researcher Dr. Alison Gregory at Bristol University for a SafeLives podcast about how family, friends and neighbours can support someone living with domestic abuse during the current lockdown:

<https://soundcloud.com/domestic-abuse-podcast/how-can-family-and-friends-help-someone-experiencing-domestic-abuse>

##### **Home Office - Ask for ANI scheme**

VOICES CEO also supported the development with SafeLives of the Home Office's Ask for Ani campaign, launched in January 2021 allowing people at risk from domestic abuse to seek confidential support in thousands of pharmacies across the country. The service was available in 5,000 pharmacies and was being used once every 30 hours by April 2021, with the need predicted to rise.

##### **National Perpetrator Strategy**

VOICES was a signatory to the national Call to Action for a DA Perpetrator Strategy for England & Wales in January 2020 <http://driveproject.org.uk/wp-content/uploads/2020/01/Call-to-Action-Final.pdf>. This led to a UK Government commitment to include perpetrator strategy in overall measures published in relation to the new Domestic Abuse Act 2021, and to invest £10 million in tackling perpetrator behaviour in 2020/21 and £25 million in 2021/22.

##### **Survivor voice in national health strategy**

On 10 December 2020, VOICES' CEO provided a keynote presentation to a national conference, "Identifying and Supporting People Who Are Experiencing Domestic Violence and Abuse: Improving Practice during Covid-19", speaking alongside Kenny Gibson, NHS Head of Safeguarding.

From December 2020, VOICES staff and lived experience volunteers took part in the research steering group for PRECODE, a COVID-19 research project with Professor Gene Feder and Bristol University Medical School to assess GP responses to DA survivors through remote consultations during lockdown. Researchers said the input from VOICES had resulted in significant changes to their research approach. The project will inform national guidelines on remote consultation for GPs working with people at risk from domestic abuse.

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Violence & Abuse Mental Health Research Network (VAMHN) VOICES are working with Claire Powell at UCL, facilitating survivor feedback on research design and questionnaires on a project looking at mental health outcomes for mothers and children after domestic abuse. The 2-year project began in January 2020 and consultation continued with survivor reviewers in March 2021.

### Recognition for VOICES work and impact in 2020/21

#### Co-authoring a paper published in the BMJ

VOICES' work with health researchers led to a request to provide lived experience insights to a research project looking at education of medical doctors in identifying and responding to domestic abuse among their patients, and to co-authorship of a paper published in the British Medical Journal (BMJ) in May 2021. The BMJ, which has a circulation of 80,000 is a leading international medical journal, and the article highlighted concerns about medical professionals listening and responding to survivor's needs for care and safety.

#### Providing a platform for survivor voice nationally

*"VOICES' plays a unique role working alongside SafeLives and with our stakeholders in our mission to end domestic abuse. VOICES is a highly trusted, valued and respected organisation and CEO and SafeLives Pioneer Ursula, courageously leads staff and clients to use their lived experience as expertise to authentically inform and influence our work, playing an important part in transforming the national response to domestic abuse. This has spanned 6 years and their expertise, bravery and influence keeps growing.*

*They have guided and worked alongside us by challenging the response to survivors and children in the Family Justice system, influencing the whole family response to domestic abuse and child safeguarding, to supporting local areas to be DA Bill ready. Challenging the accountability and responsibility of those in positions of power and elevating the role of survivor voice and expertise.*

*From 2018 and a meeting called by Jess Philips MP and Cafcass, to the 2020 review of Cafcass' Domestic Abuse Pathway, to most recently participating in national training of Cafcass practice staff, VOICES have brought their unique perspective of lived expertise to how processes, tools and structures impact on child and adult victims of domestic abuse.*

*VOICES critical, expertise and solution focused approach has influenced Cafcass' improvement framework and gained their trust to be invited to join the Learning and Improvement Board established as a result of the Harm Report and participate in the Moderation Panel led by Dr Eileen Munro.*

*Cafcass' Assistant Director of Policy said: "Ursula from VOICES has been a member of the Cafcass Learning and Improvement Board since it was established in September 2020 to oversee an improvement programme for Cafcass' work with children and families who have experienced domestic abuse. Ursula's input has been invaluable and has ensured that the voice of those with lived experience of domestic abuse has been at the heart of our improvement plans. We hope that the improvements will have a long lasting impact on the experiences of the children and families that Cafcass works with."*

## VOICES

### Report of the trustees

#### For the year ended 31 August 2021

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*Other key moments include in 2021 staff and clients participating in a Ministry of Justice Review to understand the causes of repeat cases. VOICES provided client expertise and challenged the approach the MOJ team were taking to their research. Results included paying survivors for their time, an expectation VOICES lead on, to demonstrate the value and equality of lived expertise.*

*Legal Education Foundation funding, which we secured in 2020, was almost entirely down to VOICES and Ursula who've pushed us for over 5 years to pay attention to what is happening in Family Court and the impact this is having on children and adult victims/survivors of domestic abuse. This uniquely collaborative project will train lawyers/barristers in family courts, shaped by understanding survivors' perspectives to get better, safer judicial outcomes for adults and children. VOICES will lead the transformation of system reform and the impact on survivors of domestic abuse having faith in the system, in believing their safety and that of their child is paramount and better, safer social justice outcomes are achieved.*

*VOICES are a trusted specialist service whose expertise and insight we need as a second tier organisation to influence national media, Government bodies, statutory organisations and even Royalty – through our patron the Duchess of Cornwall, and to reach out to survivors nationally We cannot do this as authentically or powerfully without the lived expertise that VOICES brings to these conversation."*

Michelle Phillips, Director of Practice, SafeLives, July 2021.

#### **Achievements against objectives set**

Despite the challenges of 2020/21 due to the COVID-19 pandemic, VOICES achieved all of the objectives set for the organisation for this operating year:

- Sustainable growth - VOICES has grown in terms of capacity and income, while maintaining its core activities and ensuring that clients were not turned away where capacity was a challenge;
- Increased partnership working - VOICES has developed partnerships not only around direct support for clients but also consultation and survivor voice work, through connections with researchers and national DA organisations, and locally, achieving greater connection with health/mental health commissioners and preparing the ground for co-located services with services working in the sexual violence and criminal justice/rehabilitation sectors;
- Diversifying income - Research and consultation are beginning to develop as new income streams for VOICES, raising the prospect, along with room hire and training, of increasing our unrestricted income and improving VOICES' financial position going forward;
- Safe working spaces - VOICES took a step further towards the development of a new Safe Space Centre for Bath and began raising funds for this purpose, scoping premises options and finding partner organisations with expertise in trauma informed working. This work will continue in 2021/22; and
- Increasing VOICES' influence, both through consultation and social media/website development - VOICES achieved funding and pro bono support to create a new website for the charity in 2021, and developed a partnership with specialist social media consultants 92MinutesLtd.

The Covid-19 pandemic caused significant strain for VOICES as both community and corporate support was severely hampered by lock-down (community events) and working from home (corporate events). Unfortunately this meant that VOICES was not able to benefit from being Charity of the Year for a local business or from local Rotary Club fund-raising events.

## **VOICES**

### **Report of the trustees**

#### **For the year ended 31 August 2021**

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Whilst this deficit was addressed through success in gaining a number of emergency Covid related grants these came with strict spending timescales and did not provide funding that supported longer-term investment in staff and services.

VOICES position has been safeguarded by the Five Year NLF grant.

Further difficulties facing the charity included a breach in confidentiality which required us to spend unrestricted money on sourcing other working locations through lockdown and beginning the project to bring a Safe Space Centre to Bath.

Finally, the loss of a significant local funder due to changing priorities in funding strategy, means the charity is seeking additional multi-year funding for core activities and to secure the continued work and development of the organisation as a centre of excellence for domestic abuse recovery work and lived experience consultation.

#### **Financial review**

The charity ended the 2020/2021 operating year with increased reserves and no unplanned debtors.

It was able to deliver all planned activities without compromise to quantity or quality.

VOICES finished 2020/21 in a strong financial position with net assets of £146,026 compared with £132,264 in 2019/20. This increase of 10% on the previous year reflected an improved income position, benefiting from the second year of the 5 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 has also strengthened its financial governance arrangements and secured the services of an independent book-keeping and accountancy firm as planned. Between June and August 2021, the charity worked with Modula Digital to develop a trauma-informed website designed to provide digital services to beneficiaries and the general public around domestic abuse recovery support. During the same period, VOICES identified and fundraised towards a move to new and larger premises to enable the activities of the charity to develop and expand, and to create increased partnership opportunities with other organisations addressing violence against women and girls.

#### **Reserves policy**

VOICES held unrestricted reserves of £52,024 as of 31 August 2021 (2020: £30,704). The stated aim of the charity being to hold unrestricted reserves to cover 3 months' operating costs (£54,705, based on annual expenditure of £218,820), the amount of unrestricted reserves held is 24% of the annual expenditure and close to the target set at the end of the period.

The board of trustees has 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.

## **VOICES**

### **Report of the trustees**

#### **For the year ended 31 August 2021**

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##### **Principle risks**

The principal risks facing the charity are:

- Financial pressures resulting from rising demand for specialist domestic abuse services, including mental health support and existential support for clients, compounded by the continuing pandemic, the additional upheaval for corporate charity supporters created by Britain exiting the European Union in January 2021, and the loss of a multi-year core funder;
- Continued access to appropriate working premises that can facilitate the delivery of VOICES services; and
- Workload increases both in direct service delivery and demand for fundraising and partnership working cannot be met by existing staff without risk of burn-out and/or resignations.

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

Vacancies arising may be filled by the decision of the members at the AGM or by charity trustees “at any time” (clause 13 (4) and (5) of CIO Constitution).

Positions are advertised through local charity networks and appropriate social media. In addition informal personal networks are used.

A written role description is used and prospective trustees present CVs and have discussions with CEO and Trustees prior to appointment. Any links with existing Trustees are declared at this point.

During 2020/21, VOICES had a board of 6 trustees, including the Chair, Secretary, and Chairs of Finance and HR Sub-Committees. VOICES was led by a CEO assisted by an Administrator, a Head of Services who manages the staff team comprising a Referrals and Law Lead, a Recovery Practitioner, an associate psychotherapist and students on placement.

No paid services were provided by related parties of either staff or trustees during 2020/21.

##### **Public benefit**

The trustees have had due regard to the guidance issued 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.



## **VOICES**

### **Report of the trustees**

#### **For the year ended 31 August 2021**

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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.

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 re-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 28 February 2022 and signed on their behalf by

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 2021, which are set out on pages 19 to 32.

#### **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 management accounts and 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: 28 February 2022

**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 2021

	Note	Restricted £	Unrestricted £	2021 Total £	2020 Total £
<b>Income from:</b>					
Donations	3	27,000	47,455	<b>74,455</b>	56,445
Charitable activities	4	<u>154,527</u>	<u>1,600</u>	<b>156,127</b>	<u>138,246</u>
<b>Total income</b>		<u>181,527</u>	<u>49,055</u>	<b>230,582</b>	<u>194,691</u>
<b>Expenditure on:</b>					
Raising funds		-	16,840	<b>16,840</b>	8,767
Charitable activities		<u>187,585</u>	<u>14,395</u>	<b>201,980</b>	<u>121,732</u>
<b>Total expenditure</b>	6	<u>187,585</u>	<u>31,235</u>	<b>218,820</b>	<u>130,499</u>
<b>Net income / (expenditure)</b>		(6,058)	17,820	<b>11,762</b>	64,192
Transfers between funds		<u>(3,500)</u>	<u>3,500</u>	-	-
<b>Net movement in funds</b>	7	(9,558)	21,320	<b>11,762</b>	64,192
<b>Reconciliation of funds:</b>					
Total funds brought forward		<u>103,560</u>	<u>30,704</u>	<b>134,264</b>	<u>70,072</u>
<b>Total funds carried forward</b>		<u>94,002</u>	<u>52,024</u>	<b>146,026</b>	<u>134,264</u>

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 13 to the accounts.



## VOICES

### Balance sheet

As at 31 August 2021

	Note	£	2021 £	2020 £
<b>Current assets</b>				
Debtors	10	56,360		-
Cash at bank and in hand		<u>96,868</u>		<u>151,036</u>
		<b>153,228</b>		151,036
<b>Liabilities</b>				
Creditors: amounts falling due within 1 year	11	<u>(7,202)</u>		<u>(16,772)</u>
<b>Net assets</b>	12		<u><b>146,026</b></u>	<u>134,264</u>
<b>Funds</b>	13			
Restricted funds			<b>94,002</b>	103,560
Unrestricted funds			<u><b>52,024</b></u>	<u>30,704</u>
<b>Total charity funds</b>			<u><b>146,026</b></u>	<u>134,264</u>

Approved by the trustees on 28 February 2022 and signed on their behalf by

Brigid Musselwhite  
Chair of the trustees

## VOICES

### Notes to the financial statements

#### For the year ended 31 August 2021

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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, despite the impact of the continuing COVID-19 pandemic. The charity holds unrestricted, general reserves of £52,024 and a cash balance of £96,868. The trustees therefore 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 2021

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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:

	2021	2020
Raising funds	4.9%	4.7%
Charitable activities	95.1%	95.3%

##### i) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

##### j) 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.

##### k) 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.

##### l) 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.

##### m) 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.

## VOICES

### Notes to the financial statements

#### For the year ended 31 August 2021

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#### 1. Accounting policies (continued)

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

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.

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

##### n) Pension costs

The charity 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 £	2020 Total £
<b>Income from:</b>			
Donations	6,500	49,945	<b>56,445</b>
Charitable activities	<u>138,246</u>	<u>-</u>	<b><u>138,246</u></b>
<b>Total income</b>	<u>144,746</u>	<u>49,945</u>	<b><u>194,691</u></b>
<b>Expenditure on:</b>			
Raising funds	-	8,767	<b>8,767</b>
Charitable activities	<u>95,260</u>	<u>26,472</u>	<b><u>121,732</u></b>
<b>Total expenditure</b>	<u>95,260</u>	<u>35,239</u>	<b><u>130,499</u></b>
<b>Net income and net movement in funds</b>	<u><u>49,486</u></u>	<u><u>14,706</u></u>	<b><u><u>64,192</u></u></b>

## VOICES

### Notes to the financial statements

For the year ended 31 August 2021

#### 3. Income from donations

	Restricted £	Unrestricted £	2021 Total £
Donations	27,000	23,672	<b>50,672</b>
Gifts in kind	-	23,783	<b>23,783</b>
<b>Total income from donations</b>	<b>27,000</b>	<b>47,455</b>	<b>74,455</b>

#### Prior period comparative:

	Restricted £	Unrestricted £	2020 Total £
Donations	6,500	45,045	51,545
Gifts in kind	-	4,900	4,900
	<b>6,500</b>	<b>49,945</b>	<b>56,445</b>

Gifts in kind includes the following items:

	2021 £	2020 £
Project / session expenses	<b>1,500</b>	400
Office expenses	-	2,500
Consultancy	<b>6,000</b>	2,000
Legal and professional fees	<b>16,283</b>	-
	<b>23,783</b>	<b>4,900</b>

## VOICES

### Notes to the financial statements

#### For the year ended 31 August 2021

#### 4. Income from charitable activities

	Restricted £	Unrestricted £	2021 Total £
Grants > £5,000			
Avon & Somerset Police & Crime Commissioner	27,143	-	27,143
Quartet Community Foundation	10,000	-	10,000
Lloyds Bank Foundation	24,565	-	24,565
St John's Foundation	11,025	-	11,025
The National Lottery Reaching Communities	60,794	-	60,794
Comic Relief	15,000	-	15,000
Grants < £5,000	6,000	-	6,000
Training income	-	1,600	1,600
<b>Total income from charitable activities</b>	<b>154,527</b>	<b>1,600</b>	<b>156,127</b>

#### Prior period comparative:

	Restricted £	Unrestricted £	2020 Total £
Grants > £5,000			
Avon & Somerset Police & Crime Commissioner	24,771	-	24,771
Quartet Community Foundation	9,928	-	9,928
National Lottery Corona Virus Community Support Fund	9,913	-	9,913
Lloyds Bank Foundation	24,565	-	24,565
St John's Foundation	30,630	-	30,630
The National Lottery Reaching Communities	27,000	-	27,000
Grants < £5,000	11,439	-	11,439
<b>Total income from charitable activities</b>	<b>138,246</b>	<b>-</b>	<b>138,246</b>

#### 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 2021 was £87,937 (2020: £61,684). There are no unfulfilled conditions or contingencies attaching to these grants.

## VOICES

### Notes to the financial statements

For the year ended 31 August 2021

#### 6. Total expenditure

	Raising funds £	Charitable activities £	Support and governance costs £	2021 Total £
Staff costs (note 8)	3,701	71,338	42,571	117,610
Project / session expenses	-	7,913	-	7,913
Other staff costs	-	2,046	-	2,046
Volunteer expenses	-	340	-	340
Provision of charitable services	-	2,032	-	2,032
Fundraising expenses	8,025	-	-	8,025
Office expenses	490	9,447	5,638	15,575
Insurance and premises costs	400	7,714	4,603	12,717
Consultancy	-	19,745	6,000	25,745
Legal and professional fees	-	-	18,018	18,018
Accountancy	277	5,337	3,185	8,799
<b>Sub-total</b>	12,893	125,912	80,015	218,820
Allocation of support and governance costs	3,947	76,068	(80,015)	-
<b>Total expenditure</b>	<b>16,840</b>	<b>201,980</b>	<b>-</b>	<b>218,820</b>

Total governance costs were £2,563 (2020: £3,091).

## VOICES

### Notes to the financial statements

For the year ended 31 August 2021

#### 6. Total expenditure (continued) Prior period comparative

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



## VOICES

### Notes to the financial statements

#### For the year ended 31 August 2021

##### 7. Net movement in funds

This is stated after charging:

	2021 £	2020 £
Trustees' remuneration	Nil	Nil
Trustees' reimbursed expenses	Nil	Nil
Independent examiners' remuneration:		
▪ Independent examination (including VAT)	1,800	1,740
▪ Other services	6,767	732

##### 8. Staff costs and numbers

Staff costs were as follows:

	2021 £	2020 £
Salaries and wages	109,961	75,153
Social security costs	3,870	2,609
Pension costs	3,779	4,290
	<u>117,610</u>	<u>82,052</u>

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

The key management personnel of the charity comprise the Chief Executive Officer and Head of Services. The total employee benefits of the key management personnel were £62,720 (2020: £53,114).

	2021 No.	2020 No.
Average head count	<u>5.00</u>	<u>4.00</u>

##### 9. Taxation

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

##### 10. Debtors

	2021 £	2020 £
Accrued income	<u>56,360</u>	<u>-</u>

## VOICES

### Notes to the financial statements

#### For the year ended 31 August 2021

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

	2021 £	2020 £
Trade creditors	1,473	-
Accruals	3,819	8,591
Other taxation and social security	1,447	848
Pension	464	7,333
	<b>7,202</b>	<b>16,772</b>

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

	Restricted funds £	Unrestricted funds £	Total funds £
Current assets	95,821	57,407	<b>153,228</b>
Current liabilities	(1,819)	(5,383)	<b>(7,202)</b>
<b>Net assets at 31 August 2021</b>	<b>94,002</b>	<b>52,024</b>	<b>146,026</b>
<b>Prior year comparative</b>			
	Restricted funds £	Unrestricted funds £	Total funds £
Current assets	110,979	40,057	<b>151,036</b>
Current liabilities	(7,419)	(9,353)	<b>(16,772)</b>
<b>Net assets at 31 August 2020</b>	<b>103,560</b>	<b>30,704</b>	<b>134,264</b>

# VOICES

## Notes to the financial statements

For the year ended 31 August 2021

### 13. Movements in funds

	At 1 September 2020 £	Income £	Expenditure £	Transfers between funds £	At 31 August 2021 £
<b>Restricted funds</b>					
Hardship Various Funders	5,390	-	(1,890)	(3,500)	-
Persula Foundation	185	-	(185)	-	-
Avon & Somerset Police & Crime Commissioner	20,652	27,143	(43,672)	-	<b>4,123</b>
Allen Lane Foundation	1,262	3,500	(4,309)	-	<b>453</b>
Quartet Community Foundation	4,183	10,000	(4,184)	-	<b>10,000</b>
National Lottery Corona Virus Community Support	9,840	-	(9,840)	-	-
The National Lottery Reaching Communities	262	56,000	(56,262)	-	-
Group Costs Various Funders	2,439	-	(1,212)	-	<b>1,227</b>
Lloyds Bank Foundation	20,057	24,565	(26,106)	-	<b>18,516</b>
Care Forum Health Watch BANES	2,500	2,500	(4,226)	-	<b>774</b>
St John's Foundation (Freedom)	2,195	1,025	(2,534)	-	<b>686</b>
St John's Foundation (Admin, Comms & Counselling Pot Various Funders)	-	10,000	-	-	<b>10,000</b>
St John's Foundation (Programme)	6,500	-	(2,535)	-	<b>3,966</b>
Comic Relief Women's Aid	28,095	-	(15,632)	-	<b>12,463</b>
The National Lottery (New Premises)	-	15,000	(15,000)	-	-
	-	31,794	-	-	<b>31,794</b>
<b>Total restricted funds</b>	<b>103,560</b>	<b>181,527</b>	<b>(187,585)</b>	<b>(3,500)</b>	<b>94,002</b>
<b>Unrestricted funds</b>					
General funds	30,704	49,055	(31,235)	3,500	<b>52,024</b>
<b>Total unrestricted funds</b>	<b>30,704</b>	<b>49,055</b>	<b>(31,235)</b>	<b>3,500</b>	<b>52,024</b>
<b>Total funds</b>	<b>134,264</b>	<b>230,582</b>	<b>(218,820)</b>	<b>-</b>	<b>146,026</b>

## VOICES

### Notes to the financial statements

#### For the year ended 31 August 2021

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

##### 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. Funders have agreed to transfer funds to unrestricted due to a new hardship funding source from the Circle.
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 coordinator.
Allen Lane Foundation	To go towards core costs of the charity up until November 2021.
Quartet Community Foundation	To go towards the costs of a new premises.
The National Lottery Reaching Communities	To go towards core costs up until 30 September 2021.
Group Costs Various Funders	To cover the costs of refreshments and other group services costs.
Lloyds Bank Foundation	To cover the costs of the recovery practitioner up until 31 March 2022.
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 (Marketing)	To go towards expenses relating to our new premises.
Counselling Pot Various Funders	To go towards the cost of counselling services for clients.
St John's Foundation (Programme)	To cover the salary for the head of services and costs associated with group work.
Comic Relief Women's Aid	This was a one off COVID grant to go towards our new website development, communications consults and survivor consultation.
The National Lottery (New Premises)	Uplift funding as part of existing Reaching Communities grant. Designated for premises project costs.

# VOICES

## Notes to the financial statements

For the year ended 31 August 2021

### 13. Movements in funds (continued)

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

### 14. Related party transactions

There were no related party transactions in the year.