



ANNUAL REPORT 2020/21





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SoundCafe Leicester
c/o St Martins House,
7 Peacock Lane,
Leicester LE1 5PZ
soundcafe.org.uk



INTRODUCTION

Our charity has adapted and grown over the last year. We overcame the challenges presented by Covid-19 to continue to serve our guests effectively. I would like to thank everyone who believed in SoundCafe's mission and funded us as we developed our service. This includes the National Lottery, Leicester & Rutland Community Foundation, Leicester City Council and a number of others.

I would also like to extend the sincere thanks of the whole organisation to our two retiring Trustee Board members, Roz Burch and Geof Pearce.

Roz retires as SoundCafe's Chair. She steered the initial working group through the complex process of achieving charitable status and enabled SoundCafe to start to realise its full potential in improving the lives of our guests. Roz leaves behind a ground-breaking charity that helps people who are homeless to discover new talents and self-worth. She has helped to guide a charity that is confident in its delivery, strategic planning, and governance. That is remarkable given the circumstances and times we are living in.

Geof led on Operational Delivery and used his significant Health & Safety expertise to ensure that SoundCafe's sessions ran safely. We were only given permission to pilot our activities in St Martin's House because Geof's input ensured rigorous assessments of our activities were made and all risks mitigated. His professionalism has provided assurance to our partners, which has helped the charity to grow.

We look forward to the future with hope. Services will be delivered to smaller groups, three days a week. The Speaking of Homelessness project is running over the summer. It will showcase the experience of those who have been homeless. This will enable us to share our work more effectively and clearly demonstrate the difference we make in supporting the transformation of guests' lives in often small, but always significant ways.

A. K. Fletcher

ALAN FLETCHER

Chair of Trustees

1. Strategic Highlights

1.1. March 2020 saw the impact of Covid-19 and the first national lockdown in the United Kingdom that had a wide-reaching impact across all communities not least of which Leicester City which remained in lockdown beyond the national timescales due to the prevalence of the disease. The pandemic has challenged society on all fronts and adapting future service delivery models to 'living with the virus' has been essential to survival.

1.2. SoundCafe Leicester (SCL) was originally developed to provide a 'safe, creative space' that would involve singing and music. In September 2020, SCL's Trustee Board revised SCL's mission to reflect the experience and understanding of the pandemic and the need to adapt SCL's service delivery model to delivering multiple safe creative spaces for smaller numbers of guests, thereby mitigating the risk factors associated with the spread of Covid-19.

1.3. SCL mission was revised as follows:

SoundCafe (SCL) aims to inspire those who are homeless or socially isolated by providing safe creative spaces. SCL offers opportunities for guests to access services that encourage their physical, emotional and spiritual well-being. We are a diverse and inclusive community who are learning to reflect on our experiences, that through this, personal lives may be transformed and empowered.*

1.4. In developing the above mission, consideration was given to:

- 'safe creative' is paramount
- we needed to address vulnerability
- be clear on what we are not i.e. we are not there to support those with substance misuse or mental health where this is the primary focus. We will support those who are homeless where substance misuse is also a factor but not the primary issue.
- provide safe creative spaces regularly for people who are homeless, have experienced homelessness, are at risk of homelessness or are socially isolated to enable them to explore their own creativity.
- provide a sense of 'belonging' for all
- facilitate guests in 'finding their voice' and ensuring that it is heard.
- build, develop and sustain partnerships which enable collaboration on projects.
- develop the creative arts through designated workshops to give greater opportunity for 'finding a voice'
- ensure that the 'SCL voice' is heard and promotes the work undertaken at different forums and events

2. Operational Highlights

2.1. With the pandemic and the closure of face-to-face services on the 17th March 2020, SCL focused on key support activities namely:

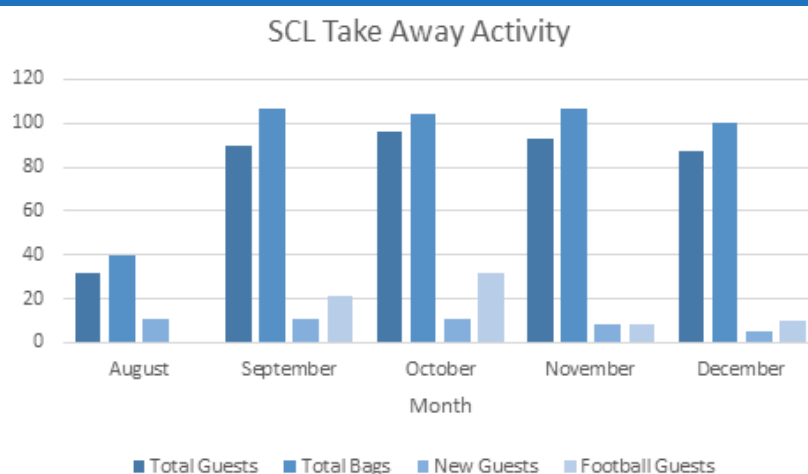
- identifying and addressing priority work packages to redesign services; facilitate communication throughout the pandemic and look at creative ways to both support guests and source funding to enable this.
- the necessary support to volunteers during the coronavirus outbreak. It was recognised that many of the volunteers were themselves isolated and SCL introduced a weekly newsletter to maintain contact and share information.
- the need to take the opportunity to progress key development projects that would underpin the future sustainability of the charity
- the essential requirement to develop and progress bids for future funding

2.2. All of this was underpinned by the development of a Communication Plan. Our thanks to Rory Palmer who volunteered during the pandemic in support of a number of charitable activities.



2.3. With the ongoing impact of Covid-19 we introduced the SoundCafe to Take Away in August 2020 providing an activity within a takeaway bag containing creative activities, resources like face masks, support information and a snack. Pastoral support was offered at the point of collection. The takeaway project enabled SCL to provide face-to-face support and use the opportunity to get both guest and volunteer feedback on how to shape the future provision of SCL services in a post-pandemic environment.

2.4. The takeaway was made possible with funding support secured through both the National Lottery Community Fund and the Leicestershire and Rutland Community Foundation Coronavirus Support Fund. The service was originally planned for 8 weeks and because of the ongoing lockdown in Leicester continued until December 2020.



2.5. The takeaway was complemented by a pastoral telephone service run by SCL pastoral volunteers. Increasing numbers of guests opted to receive a telephone call to check on how they were doing and to reduce isolation through the series of lockdowns that were maintained across Leicester City.

2.6. September 2020 saw the launch of our Football Health and Well-Being workshops in partnership with Leicester City in the Community. The first sessions were undertaken in October 2019 as a pilot with just an hour of play in an evening. The sessions proved so successful that we revised the model during the pandemic to focus more broadly on health and well-being incorporating warm-up exercise sessions; non-contact play; and then followed by time for a socially distanced lunch.

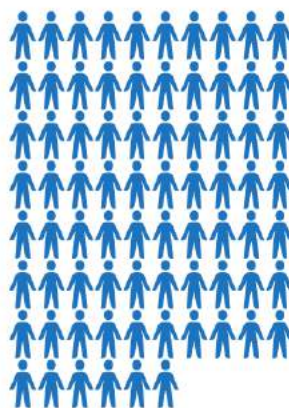
2.7 Due to the success of this model, football health & well-being workshops have now been integrated into our core offer. The workshops provide a new focus and fitness activity for those on the fringes of society who cannot otherwise access sporting & fitness opportunities. Funding was secured from Leicestershire & Rutland Community Foundation and Gift of a Wish, Vichai Srivaddhanaprabha Foundation which enabled us to provide the players with a full training kit including boots and an away kit, as well as financing venue hire and refreshments.

2.8. The sessions also support guests finding a voice through a supportive team spirit, commitment to attend and communicating through playing a sport as part of a team. Working in partnership with the venue, St Margaret's Pastures on St Margaret's Way, has proved very successful and the players were given Christmas goodie bags donated by other users of the venue.

2.9. Services were constantly adapted throughout the last year and whilst face-to-face creative workshops were planned from January 2021 a further national lockdown resulted in the launch of SCL Virtual Creative Workshops. Materials were posted out to guests to provide arts, crafts and creative writing activities. Spiritual well-being has been added to the future options available to guests. All this was made possible by a further grant through the Leicestershire and Rutland Community Foundation and the Leicester City Council Covid Safe Communities Fund administered through Voluntary Action LeicesterShire (VAL).



In four months of lockdown SoundCafe Leicester has ...



welcomed
76 players
to football
health &
wellbeing
sessions



distributed 458 takeaway bags





3. Looking Ahead

3.1. SCL has sustained service delivery through challenging times with the amazing support of its volunteers and grant donors. The future model for service delivery focuses on smaller activity-based events over three days of the week.

3.2. A key change is that SoundCafe can no longer access the Grand Hall at St. Martins House and will be focusing its future provision through alternative venues, including the Booth Hall, David Wilson Foundation Centre and St. Mary de Castro Church, which will become the new 'home' for SCL.

3.4. SoundCafe choir is scheduled to return on Monday afternoons from September 2021 at St. Mary de Castro Church.

3.5. Our Speaking of Homelessness project which was originally due for completion in November 2020 has now been extended to June 2022 with the ongoing support and funding through the Arts Council. This is now launching as an artistic film production with the first workshops now scheduled for July 2021. This will provide a fantastic opportunity for our guests as they return to share not only their lived experience of homelessness, but living through the challenges of the pandemic.

3.6. Whilst none of us can know how 2021/22 will unfold post the pandemic, we know that with our guests, volunteers and supporters SoundCafe has an exciting future ahead. SoundCafe is not just about service provision but about supporting the transformation of the lives of our guests.

Rachel Griffiths, Director

4. Our Team and Our Supporters

4.1. 2 part-time members of paid staff, 21 volunteers – 8 available during the pandemic, and 5 trustees.

4.2. SoundCafe's Patrons are the Bishop of Leicester, the Rt Rev Martyn Snow, Mrs Janet Arthur, and Cllr Manjula Sood.

4.3. Other SoundCafe supporters include The Diocese of Leicester, West Leicester Mission Partnership, St. Martins House Conference Centre, Leicester Cathedral, and The Samaritans.



FINANCIAL SUMMARY

In total, our income in the financial year to 9 March 2021 was £84,220. This is more than a threefold increase over the previous financial year (£25,967). We are tremendously grateful to: the Friends of SoundCafe Leicester; the Leicester Diocesan Board of Finance; those organisations which have given us grants; and those organisations and individuals who have donated money.

In terms of grants, the availability of designated monies to support organisations as they find new ways of working through the pandemic has been invaluable. In the last financial year, we have received support from:

- the Arts Council
- the Comic Relief Community Fund (England)
- the Coronavirus Community Support Fund, distributed by the National Lottery Community Fund
- the Henry Smith Foundation
- Leicester City Council COVID Safe Communities Fund
- the Leicestershire & Rutland Community Foundation
- Paragon Banking Group PLC
- the Sylvia Waddilove Foundation UK
- the Vichai Srivaddhanaprabha Foundation, "Gift of a Wish Campaign"

Thank you to the Government for the support granted through the Coronavirus Community Support Fund, distributed by the National Lottery Community Fund. Due to the pandemic, our business model has changed several times. The grants and donations have been used to fund specific projects, the take-away service, the virtual workshops and football health and well-being sessions.

Reflecting this, our expenditure for the year was £44,416. This is an 18% increase on the previous financial year. Due to the pandemic and the revised business model, there has been a move away from a main large session to multiple smaller activity-based workshops. Spending on equipment has gone up; this was principally associated with the purchase of equipment items for the take-away service. Employment costs have risen due in part to the utilisation of professional advisers and the use of a PR company to help support the future sustainability and ongoing development of the charity. Where possible, in the future, it is hoped to increasingly seek professional support through the appointment of Associates and suitably experienced Trustees.

Overall, the net result for the financial year is extraordinary with an excess of receipts over payments of £39,805. With the funds carried over from the previous year, the total assets carried forward on 10 March 2021 were £91,679. Of these funds, £61,030 is classified as unrestricted and £30,649 is classified as restricted.

Looking forward, we acknowledge that the financial year ending 9 March 2021 was an extraordinary one with some grants being made available due to the pandemic which would not otherwise be available. We have therefore adapted our bid model to target key service areas for example, music, sport and arts and crafts.

In addition, we became a member of the Parish Giving Scheme with a view to being able to raise revenues through this route. However, we recognise that the current pandemic has had a large impact on the money-raising efforts of churches. Finally, we have continued our local campaign to raise annuity income from local businesses and benefactors.

In many different ways, it has been an unprecedented year and we are extremely thankful to all those who have helped us to support many of the most vulnerable in our society.



FINANCIAL STATEMENTS

For the year 10 March 2020 - 9 March 2021

Receipts and Payment Account	Unrestricted Funds	Restricted Funds	Designated Funds	Endowment Funds	Total Year
Receipts					(Rounded)
Donations from Individuals and Companies	16,440	2,050			18,490
Growth Fund and Leicester Diocese Board of Finance	7,500	6,630			14,130
Friends of SoundCafe	2,146	-			2,146
Grants	11,000	38,189			49,189
HMRG Gift Aid	251	-			251
SoundCafe Events	-	-			-
Donations of CDs and Anthologies	-	-			-
Arts and Crafts	-	-			-
Other	14	-			14
Total Income	37,351	46,869			84,220
Payments					
Room Hire and Refreshments	500	-			500
Manager Salary, NIC, Payroll	10,808	10,986			21,794
Co-ordinator Salary, NIC, Payroll	5,137	769			5,906
Parking	85	65			150
Replacement Lead	-	-			-
Refreshments at Sessions	55	7,460			7,515
Art and Crafts	-	-			-
Choir	260	-			260
Football	0	565			565
ICT	1,042	-			1,042
Equipment	0	1,918			1,918
Stationary, Postage, Printing	63	-			63
Pastoral	-	-			-
Volunteers	30	-			30
Insurance	546	-			546
Fundraising, Media	2,612	814			3,426
Sundries	634	-			634
Bank Charges	66	-			66
Total Expenditure	21,839	22,577			44,416

Details	Amount
Income, 2020 - 2021	84,220.15
Less Expenditure, 2020 - 2021	44,415.65
Balance Outstanding, 9 March 2021	39,804.50
Add Cash Brought Forward at 10 March 2020	51,874.35
Total Cash to Carry Forward, 10 March 2021	91,678.85
Details	
CAF Bank Balance, 9 March 2021	89,443.36
Co-op Bank Ltd Balance, 9 March 2021	2,169.82
Petty Cash, Held by Trustee, 9 March 2021	35.84
Petty Cash, Held by Director, 9 March 2021	29.83
Total Funds Carried Forward, 10 March 2021	91,678.85
Details	
Restricted Funds Brought Forward, 10 March 2020	4,356.30
Restricted Funds Income, 2020 - 2021	46,869.00
Total Restricted Funds	51,225.30
Less Restricted Funds Expenditure, 2020 - 2021	22,576.55
Plus contribution from SoundCafe Leicester	2,000.00
Restricted Funds Carried Forward 10 March 2021	30,648.75
Unrestricted Funds Brought Forward, 10 March 2020	47,518.05
Unrestricted Funds Income, 2020 - 2021	37,351.15
Total Unrestricted Funds	84,869.20
Less Unrestricted Funds Expenditure, 2020 - 2021	21,839.10
Less contribution from SoundCafe Leicester	2,000.00
Unrestricted Funds Carried Forward 10 March 2021	61,030.10
All Restricted Funds are held at CAF Bank.	



Notes to Financial Statements

Presented to the Trustees of SoundCafe Leicester on 11th August 2021

A total of £84,220 was received in the 12 months from 10 March 2020 to 9 March 2021 and a total of £44,416 was paid out.

The net result was an excess of receipts over payments of £39,805. With the funds carried over from previous year, the total assets carried forward on 10 March 2021 were £91,679.

Of these funds, £61,030 is classified as unrestricted and £30,649 is classified as restricted.

The accounts have been prepared on a payments and receipts basis as required by the Charity Commission for a charity the size of SoundCafe Leicester.

Funding

SoundCafe Leicester was fortunate to receive a fifth year of Tier 2 funding and an additional donation from the Leicester Diocese Board of Finance. SoundCafe Leicester received no income from the Parish Giving Scheme.

Reserve Policy

The charity maintains a balance on unrestricted funds of four months' operating costs. This was reviewed in 2019 and is £14,000.

Investment Policy

All money is held in instant access accounts.



Trustee Remuneration and Related-Party Transactions

No member of the Trustee Board received any remuneration or travel costs during the year. No trustee or any person related to them had any personal interest in any transaction entered into by the charity during the year.

Assets

SoundCafe Leicester owns no land, buildings, furniture, investments or trading stock. It owns a small amount of equipment necessary for the running of the charity but this has little financial value and is treated as expenditure in the year of purchase.

Volunteers

At the moment, we do not repay the expenses of volunteers, helpers or Samaritans.



SCL GOVERNANCE FRAMEWORK

SCL is governed through a Trustee Board and underpinned by an Operations Group that addresses operational service delivery. The Trustee Board members and roles at 1st March 2021 are outlined below:

Role	Scope of Role
Chair Alan Fletcher Appointed 1st March 2021	Lead the Trustee Board in ensuring the effective performance of its governance, ensuring there is an effective relationship between the Board and SCL staff, volunteers and stakeholders. Lead on the assessment of SCL's corporate and operational risks; and ensuring risk is appropriately assessed and mitigated where appropriate. Chair Trustee meetings so that the Board functions effectively and carries out its duties; and the finances of SCL are systematically accounted for, audited, independently examined and publicly available.
Treasurer Andrew Schofield Appointed September 2020	Overseeing SCL's financial reporting; planning and management; agreeing targets and evaluating performance against them. Exercise financial controls in order to ensure the financial stability of the Charity and to scrutinise and challenge the trustees in planning, advising on financial matters, overseeing strategy on development matters.
Business Management Pete Miller	Providing a business perspective to the board, networking with local businesses to encourage further support – both financial and practical. Promoting SCL's use of social media to actively engage with its public and the business community.

Role	Scope of Role
Pastoral Sandie Sobieraj	Lead on SCL's guest pastoral support, specifically addressing: <ul style="list-style-type: none"> • An awareness and appreciation of guests needs • Supporting volunteers in their pastoral care of guests • Nurturing by empowering guests to seek assistance and achieve their potential • Ensuring the Trustee Board are aware of the key issues and how SCL can develop to address the needs of guests.
Operational Delivery/ Health & Well-Being Ruth Olugbenga Appointed September 2020	Ensuring SCL meets the health & well-being needs of guests and appropriately measures the outcome of its services and projects. Ensuring feedback shapes future service delivery. Advise on specific operational issues and policies that may affect SCL service delivery. Ensure the Trustee Board are aware of any key risk issues and impact for SCL. Provide a Trustee interface to the Operational Management Group.

Two Trustees stepped down at the February 2021 Trustee board as detailed below:

Role	Scope of Role
Chair - (BMO Lead) Rosamunde Burch	Chair of Trustees and BMO lead. Roz retains the BMO lead role and continues as a volunteer with SCL.
Health & Safety Operational Geof Pearce	Responsibility for ensuring SCL adheres to appropriate health & safety legislation; advise on specific safety and operational issues that may affect SCL sessions and performances/events. Geof continues as a volunteer with SCL

- Two part-time staff are employed: Director (0.6wte) and a Service Co-ordinator (0.3wte).
- 22 volunteers are registered with SCL, but available numbers through covid have been reduced to 8.
- SCL uses independent service contractors for the provision of expert advice and support as demonstrated in the organisation structure below:

SOUNDCAFE LEICESTER ORGANISATION CHART



INDEPENDENT AUDITOR'S REPORT



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

**Independent examiner's report
on the accounts**

Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
SoundCafe Leicester

**On accounts for the year
ended**

9th March 2021

**Charity no
(if any)**

1162987

Set out on pages

1-2

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 9th March 2021.

**Responsibilities and
basis of report**

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

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 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**

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

- the accounting records were not kept in accordance with section 130 of the Act; or
- the accounts did not accord with the accounting records; or
- the accounts did 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.

Signed:

Date:

2/8/2021

Name:

Paul Stothard FCA

**Relevant professional
qualification(s) or body
(if any):**

ICAEW

Address:

c/o St Martin's House, 7, Peacock Lane, Leicester. LE1 5PZ

