

ANNUAL REPORT AND FINANCIAL STATEMENTS

VoiceAbility Advocacy

Company Number 03798884

Charity Number 1076630

VOICEABILITY ADVOCACY

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

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FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

REPORT OF THE TRUSTEES

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act, present their annual report and the audited financial statements for the year ended 31 March 2011. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005 in preparing the annual report and financial statements of the Charity.

REFERENCE AND ADMINISTRATIVE INFORMATION

Trustees	Craig Dearden-Phillips (MBE) Chairman (appointed 1 April 2010) Rebecca Carter (appointed 11 November 2010) Sally Chalk Ian Culverhouse (resigned 1 April 2010) Gloria Ferris (appointed 1 April 2010) Yusuf Firat (resigned 7 September 2010) Darren Fitzpartick (resigned 1 April 2010) Janice Levett Ian Munro (resigned 2 September 2011) David Peat (resigned 1 April 2010) Paul Rackham (appointed 18 November 2011) Philip Tatt John Willis
Secretary	Genevieve Cowcher
Chief Executive Officer	Jonathan Senker
Registered Office	First Floor Mount Pleasant House Mount Pleasant Cambridge CB3 0RN
Company Number	03798884
Charity Number	1076630
Auditors	Chater Allan LLP Beech House 4A Newmarket Road Cambridge CB5 8DT
Bankers	National Westminster Bank Plc 23 Market Street Cambridge CB2 3PA
Solicitors	Hethertons LLP Solicitors Northern House 7-9 Rougier Street York YO1 6HZ

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 30th June 1999 and registered as a charity on 19th July 1999. The Company was established under a Memorandum of Association which established the objects and powers of the Company. It is governed by its Articles of Association which, following changes introduced by the Companies Act 2006, now also contain its objects and powers. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Appointment of Trustees

As set out in the Articles of Association, members of the Board of Trustees and Directors shall be elected individually by Annual General Meeting by the members present. All users of VoiceAbility Advocacy services shall be eligible to stand for election to the Board of Trustees and Directors with the exception of any persons who are undischarged bankrupts. Members of the Board of Trustees and Directors are elected to serve for a period of three years after which they must be re-elected at the next AGM. The Trustees have the power to co-opt no more than three other persons, who need not be members of the service, to serve on the Board. Such co-opted members shall have full voting rights and serve until removed or replaced by the Board or until they resign.

Members with disabilities as well as those with traditional business skills are well represented on the Board. In an effort to maintain this broad skills mix, Trustees provide a list of their experience and skills. The range of experience is kept under review and in the event of any shortfalls, new Trustees are sought to fill the gaps.

Trustee induction and training

New Trustees undergo a period of induction to brief them on the work of VoiceAbility Advocacy, their legal obligations under charity and company law, the contents of the Memorandum and Articles of Association, the committee and decision making processes, the business plan and recent financial performance of the Charity. During the induction they meet with key employees and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Organisational Structure

The Board of Trustees, which can have up to 12 members, administers the Charity. The Board meets once per quarter with additional meetings when required to deal with issues of strategy in more depth.

The Trustees have delegated day to day responsibility for the provision of services to the Chief Executive Officer. The Chief Executive Officer is responsible for ensuring that the Charity delivers the services specified and that key performance indicators are met and has responsibility for the day to day operational management of the services and fundraising. The Chief Executive Officer is assisted by the Executive Management Team members of which are the executive managers of the Charity.

Risk Management

The Executive Management Team has conducted a review of the major risks to which the Charity is exposed. A risk register has been established and is updated at least annually. Where appropriate, systems or procedures have been established to manage the risks the Charity faces. Significant external risks to funding have led to the development of a strategic

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

plan which will allow for the diversification of funding and activities. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, service users and visitors. The Trustees feel that these business procedures ensure a consistent quality of delivery for all operational aspects of the Charity. The procedures are periodically reviewed to ensure that they continue to meet the needs of the Charity.

OBJECTIVES AND PRINCIPAL ACTIVITIES OF THE CHARITY

The objects for which the Charity has been established are:-

- a) To provide advocacy, projects, assistance, advice, representation and other services which will directly relieve the need of persons who have health problems, disabilities, or sensory impairments and/or which will relieve the needs of these people by providing support for those who care for them;
- (b) To advance the education of the general public, including specific professional and other groups, about the needs of the people listed above; and,
- (c) To advance and promote education, training and support to gain employment of people listed above.

Objectives and Principal Activities for Public Benefit

The Trustees confirm that they have referred to the guidance contained in the Charities Commission general guidance on public benefit when reviewing the organisations aims and objectives and are confident that VoiceAbility Advocacy is compliant in this area.

REVIEW OF THE YEAR

VoiceAbility's work within the social care sector has shown that where people's voices are not taken into consideration, they can lack choice and control over their lives and become more rather than less reliant on state services and finances.

With the right support, individuals and groups with disabilities or mental health illnesses, able to understand their rights and make informed choices about how they want to live, can experience greater independence, increased self-confidence and self-respect and a better standard of living.

Ensuring that the voices of people are respected by decision makers is the key to a brighter future for hundreds of thousands of people across the UK. This is central to VoiceAbility Advocacy's vision for the future of social care and approach to our own work.

The past 12 months have been of vital importance for VoiceAbility Advocacy. We've:

- worked with more people than ever before
- expanded into regions that really needed the focus that we could give them
- increased the reach, number and type of Active Voice programmes across England
- improved all of our internal processes to make it easier for our frontline staff to spend as much time working with individuals as possible
- been working with central and local government to strengthen their understanding of advocacy and the difference it can make to the lives of their constituents.

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

We've done all this and more in a year where we merged from Advocacy Partners and Speaking Up to one organisation, where we went through a comprehensive consultation period with staff and stakeholders to decide our new name, identity and key objectives for the future and where the financial climate began to bite for the first time.

We're proud of what we've achieved during the year and know that our work has made critical differences in thousands of lives. But we've also had to take a hard look at the future, knowing that the financial challenges we have faced this year are only the start.

Our Advocacy Services

When Advocacy Partners and Speaking Up came together on 1 April 2010 we already knew that the geography worked. The networks were separate and distinct and each former organisation had differing expertise in various fields.

During the year we were able to capitalise on that knowledge and experience, working to share best practice throughout the network and improve services for both the people who used them and the professionals who commissioned them.

Showing value for money and real quality are two lynchpins of ensuring that local authorities are able to retain advocacy and involvement work in their area and we have worked hard to ensure that we meet the very best standards possible in our work.

In 2009 we started work on one of the first 'super' contracts in Lincolnshire, with responsibilities for all statutory and community advocacy, as well as an ambitious involvement programme. The process of combining smaller existing contracts into one larger collective has enabled us to develop our partnership work and enhance our own knowledge and understanding of the issues faced by different client groups.

Last year, we saw the second of the new breed of super contracts being awarded in Northamptonshire. VoiceAbility Advocacy chose to form a partnership with a small but well regarded advocacy provider from Bedfordshire, called Advocacy Alliance. Together they have worked in Northamptonshire to increase the number of individuals who are able to access advocacy, reaching 882 so far in their contract, which began in August 2010.

As well as this challenging partnership, VoiceAbility Advocacy was also proud to be awarded statutory advocacy contracts in Norfolk, Barnet, Enfield and Harringey, delivering Independent Mental Health and Mental Capacity Advocacy to 172 people in the year. Both contracts started relatively late on in the year, so we look forward to reporting how their reach increases and develops over the coming twelve months.

Community and Citizen Advocacy was also a key focus for us last year and we began work on several new services, enabling 708 more people in the local authorities to understand their rights and speak up for the things that were important to them. Our new services have been:

- Children's Advocacy in Barnet
- Mental Health Advocacy across Camden and Islington
- Citizen Advocacy in Medway, Kent
- Health Advocacy in Croydon
- Mental Health Advocacy in Norfolk

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

Our Active Voice Services

VoiceAbility Advocacy had an extremely productive and powerful final year in its three year YSDF programme. The funding for the Nottinghamshire, South Yorkshire and Nottinghamshire was always due to come to a close on March 31st 2011, with the funding tailing off throughout the year.

To ensure that the outcomes of the projects, for young people to gain new skills to enable them to be more independent and reach individual goals, were achieved, additional funding was sourced in all areas.

In Nottingham, three new elements were introduced to the table - young people participated in a range of fun activities including setting up a club night run by and for disabled young people. They also planned some short breaks which they then enjoyed. And The Youth Parliament ran campaigning projects around Nottingham, influencing local decision makers on subjects such as travel and safety.

In Cambridgeshire, a range of new courses were introduced into more deprived areas, targeting marginalised groups. An Access to Work course ran for people on the Autistic Spectrum which led to successful work placements across the county. We offered travel training to eight adults with learning disabilities, focusing on planning important routes for each person so they had highly tailored support.

Our YSDF programme has now come to an end but, thanks to our work in readying each project for individuals on personal budgets, we are still able to offer participation, involvement and skills based projects to groups in South Yorkshire, the East of England and in Nottinghamshire. Added to that, we have been able to continue with our Young Active Voices work across the East of England thanks to additional funding in those areas.

New Active Voice Projects

Keen to ensure that the voices of those who would otherwise be marginalised were heard, our Active Voice programme has expanded, with new projects starting in five new areas:

Surrey	Hate Crime Awareness Group – who will be creating tools to raise awareness of the issue and what to do if you experience it. A new Self Advocacy Group started in Surrey, enabling people with learning disabilities to be included in, and influence the changes that are happening as a result of personalisation.
Wandsworth	Another new Self Advocacy Group started for new parents with learning disabilities.
Peterborough	Summer activities ran throughout the summer months for vulnerable youths.
Doncaster	A short breaks service for young people on the Autistic Spectrum was provided.
Suffolk	A Stay Safe scheme was set up throughout the county.

Support Planning and Brokerage

With personalisation also affecting more people across England, VoiceAbility Advocacy looked at ways in which it could support people to understand the process of getting a personal budget and the options that it opened up for them.

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

Support Planning and Brokerage is a service that both Advocacy Partners and Speaking Up had been involved with in a couple of areas. During 2010 we were able to extend our offering through Wandsworth and Croydon thanks to the experience of the teams in the areas and successful partnership working.

Our Awareness Programmes

At the end of 2009, our board game My Life, My Budget, was launched and 200 games offered free to organisations and local authorities across the UK. The game lets people with disabilities experience personal budgets and helps increase their understanding of both the process and opportunity that personal budgets bring. The waiting list for the game meant that, in addition to the 200 given out, another 250 games were sold in the UK and abroad. There is now only a handful left and we are looking for additional funding to produce some valuable add-ons for the game.

VoiceAbility Advocacy also made the decision at the end of last year to give away some of our publications and toolkits that were created under the old name of Speaking Up. Having the happy problem of distributing these resources across the country was something that over 400 organisations took advantage of and we distributed over 3,500 titles.

We have created some new titles this year, which we have distributed via our website as free downloads. The titles are Guides and toolkits which will enable other organisations to use the learning our staff have gained over the years of running our Active Voice Projects; Next Steps and Youth Parliament. The 4 titles, which demonstrate to project co-ordinators how to run such programmes have been downloaded 1,820 times.

Supporting the frontline

After VoiceAbility Advocacy became one organisation in April last year (albeit under an interim name), we needed to focus on bringing the two existing organisations together as one. There was a wealth of knowledge that we needed to harness and best practice disciplines to learn from.

A series of internal programmes were embarked upon:

EQUIP : our work to promote Equal voices by further improving the Quality, Impact and Productivity of our services across VoiceAbility Advocacy. Practice Forums for specific services helped shape processes that had previously been only used by one or two offices, combining knowledge and finding the best approach for staff and for the people using our services. The EQUIP programme led to VoiceAbility Advocacy applying for the Action for Advocacy Quality Performance Mark (QPM); the only advocacy specific quality assurance standard. We were awarded this distinction earlier in 2011.

New Directions: has enabled us to explore and plan new and complementary ways to ensure that people have a voice that counts in a changing world. Supporting teams to develop local offers has been a key part of this.

Value for Money: ensuring that our finances stretch as far as possible by improving the responsiveness and efficiency of our core systems, negotiating new contracts and educating all staff on the financial responsibilities held by them all.

Training and Development: With local managers being asked to more than just manage services as part of their new remit, VoiceAbility Advocacy needed to ensure that they had the

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

skills to do their jobs to the fullest. A new online toolkit was launched for managers, with helpful guides and lessons for all management roles.

Project Management training, through Prince2 was given to all staff who it could benefit, leading to a more streamlined and productive approach to project management.

Internal Celebration and Development

In any merger year, motivation needs to remain high or turnover of staff can lead to gaps in delivery and additional recruitment costs. Communication has remained a key priority and using surveys to measure the effectiveness, we found that 95% of staff rated our internal comms as being good or above. An all staff event was a huge part of this, celebrating the new organisation and sharing learnings in workshops run by staff members and external experts.

VoiceAbility Advocacy has introduced several new initiatives to keep motivation high, with a new staff reward scheme and a staff involvement forum, where representatives bring the views of their peers to the table and help shape the VoiceAbility Advocacy of the future.

A new Beginning

The name VoiceAbility Advocacy was chosen by our Trustees and came into effect on 1st December 2010, after being shortlisted by our 'Identity Champions' – staff members who were passionate about our brand. To ensure that our new name was right for our staff, stakeholders and funders as well as for the people who use our services, we went through a process of consultation and review, enabling the voices of everyone to be heard equally.

The final choice for VoiceAbility Advocacy was unanimous and the image reflected the values that were chosen by everyone during the consultations.

One of our corporate partners, Simplyhealth, worked closely with us on this project and put a great deal of time and resources into ensuring that we ended up with the best. We thank them for their continued effort and are happy to announce that as a result of everyone's hard work, the rebrand work won the Business Charity Awards' Short Term Partnership category.

Trustee's thanks

With a focus last year on user involvement, on partnerships and on developing best practice within VoiceAbility Advocacy, our thanks go to our dedicated staff, volunteers and people who use our services for making the year so special.

When we started the merger process between Advocacy Partners and Speaking Up, we knew that the new organisation would be a financially robust one, able to drive change through the difficult financial climate. Our expectations have not only been met, but exceeded and VoiceAbility Advocacy looks set to not only survive the coming years but actively influence the social care sector.

Our thanks also go to those individuals, organisations and local authorities who have helped fund us during the last twelve months. Too many to thank individually, the funds which we receive from over 100 sources all contribute to the voices of vulnerable and marginalised people across England being able to have their voices heard. Our sincere thanks to all.

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

FINANCIAL REVIEW**Overview**

As Advocacy Partners was merged into Speaking Up on 1 April 2010 to form VoiceAbility Advocacy, the current year figures in the financial statements reflect the combined entity but the comparative figures are for Speaking Up only.

We have set out below a table of key financial information for VoiceAbility Advocacy for the year ended 31 March 2011 compared to Speaking Up and Advocacy Partners for the comparative period. We have included pro-forma figures for the prior year which are the two added together. This information has been provided for convenience only and is unaudited.

	Year ended	Year ended 31 March 2010		
	31 March 2011	Speaking Up	Advocacy Partners	Unaudited pro-forma combined
	£'000	£'000	£'000	£'000
Total incoming resources	7,392	4,901	2,836	7,737
Total resources expended	7,151	4,872	2,435	7,307
Net surplus of funds for the year	241	30	401	431

Overview

It has been a successful year for the Charity generating total income of £7,392,313. This is however a 4.5% decrease on unaudited pro-forma combined as, although a number of new contracts were awarded, funding from some other sources has declined due to activity profiles or the natural conclusion of projects. Total expenditure was £7,151,011, a 2.5% decrease on unaudited pro-forma combined due to the same factors as have affected income, offset by some one-off costs relating to integration. The net contribution to reserves was £241,302.

Governance costs accounts for only 0.3% of the total expenditure in the year. The Trustees are pleased to report that the governance costs have been kept low, ensuring that more funds have been made available for charitable activities.

Funding Sources

During the year the Trustees continued to pursue a policy of securing additional sources of income in order to build on VoiceAbility Advocacy's activities and retain sufficient reserves.

The Charity receives significant income from Primary Care Trusts and Local Authorities for the provision of advocacy services. Other substantial sources included Big Lottery Fund and the Department for Communities, Schools and Families.

Investment

Apart from retaining a prudent amount of cash in hand throughout the year, most of the Charity's funds are to be spent in the short term, so there is little for longer term investment. Having considered the options available, the Trustees have decided the amount that it has available should be invested in the COIF Charities Deposit Fund and accounts with CAF Bank.

Reserves

The reserves carried forward stand at £2,190,757.

The Trustees have established a policy whereby the unrestricted funds held by the Charity should be between 3 and 6 months of the fixed overhead, including staff costs. This equates to between £1,300,000 and £2,600,000. Within these constraints, the Trustees feel that they would be able to continue the current activities of the Charity in the event of a significant drop in funding by either accessing alternative sources of funding or reducing activity levels. At present the Charity's unrestricted reserves represent approximately four months of fixed costs.

Plans for Future Periods

Our priorities for the coming year are to continue to improve and extend the range of advocacy and Active Voice services we provide both in our current areas of operation, and new ones. We will be working hard to win new contracts and retain those up for renewal. We will also pursue growth through partnerships with like-minded organisations, merger and acquisition. We will also be working hard to achieve greater efficiencies during what will be a difficult few years.

On the 1st November the Charity joined forces with Advocacy Experience which provides independent advocacy support in the North-West of England - including Liverpool, Bury and Cumbria. It specialises in statutory and forensic mental health advocacy, and also provides generic advocacy to adults. Advocacy Experience employs just over 30 members of staff and will continue as an independent company wholly owned by the VoiceAbility, thus bringing into social ownership a successful, and previously privately owned organisation.

STATEMENT OF TRUSTEES RESPONSIBILITIES

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of the surplus or deficit of the Charity for that year.

In preparing those financial statements, the Trustees are required to:

- (i.) Select suitable accounting policies and apply them consistently.
- (ii.) Make judgements and estimates that are reasonable and prudent.
- (iii.) Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue to operate.
- (iv.) State whether the policies adopted are in accordance with the Companies Act 2006 and with applicable accounting standards and statements of recommended practice, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time, the financial position of the Charity and to enable them to ensure that the financial statements accounts comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the Trustees on 27/01/12 and signed on their behalf by:



Sally Chalk
Director and Trustee

27th JANUARY 2012

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF VOICEABILITY**

We have audited the financial statements for Voiceability Advocacy for the year ended 31 March 2011 which comprise the Statement of Financial Activities, the group and parent charitable company's Balance Sheet and the related notes. The financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the charity's trustees, as a body, in accordance with Sections 495 and 496 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, or for the opinions we have formed.

Respective Responsibilities of the Trustees and Auditors

The trustees' (who are also the directors of the company for the purposes of company law) responsibilities for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and for being satisfied that the financial statements give a true and fair view are set out in the Statement of Trustees' Responsibilities.

We have been appointed under the Companies Act 2006 and section 43 of the Charities Act 1993 and report in accordance with those Acts. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view, have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and have been prepared in accordance with the Companies Act 2006. We also report to you whether in our opinion the information given in the Trustees' Annual Report is consistent with those financial statements.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF VOICEABILITY ADVOCACY

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FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF VOICEABILITY ADVOCACY

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 March 2011, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 1993.

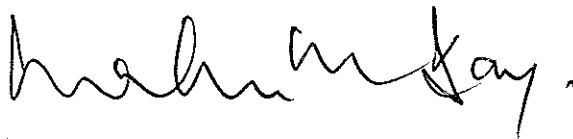
Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Report for the financial year to which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Act 1993 requires us to report to you if, in our opinion:

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.



Graham Michael David Day (Senior Statutory Auditor)
for and on behalf of Chater Allan LLP
Chartered Accountant and Statutory Auditors
Beech House
4a Newmarket Road
Cambridge
CB5 8DT

Date: 30 January 2012

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF VOICEABILITY

Opinion on financial statements

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- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 1993.

Opinion on other matter prescribed by the Companies Act 2006

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- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Graham Michael David Day (Senior Statutory Auditor)
for and on behalf of Chater Allan LLP
Chartered Accountant and Statutory Auditors
Beech House
4a Newmarket Road
Cambridge
CB5 8DT
Date:

VOICEABILITY ADVOCACY
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2011

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	Notes	Unrestricted funds £	Designated Funds £	Restricted funds £	2011 Total funds £	2010 Total funds £
INCOMING RESOURCES						
INCOMING RESOURCES FROM GENERATED FUNDS						
Voluntary Income	2	56,109	-	65,858	121,967	234,997
Investment income	3	10,658	-	-	10,658	5,535
		66,767	-	65,858	132,625	240,532
INCOMING RESOURCES FROM CHARITABLE ACTIVITIES						
Advocacy services		3,911,379	-	1,470,962	5,382,341	2,652,684
Promoting Citizenship		-	-	53,770	53,770	99,076
Active Citizenship in the Community		7,448	-	127,378	134,826	350,106
Empowering Young People		210,769	-	1,109,620	1,320,389	1,388,283
Brokerage		262,433	-	-	262,433	-
Education and Consultancy		72,147	-	33,782	105,929	170,572
	4	4,464,176	-	2,795,512	7,259,688	4,660,721
TOTAL INCOMING RESOURCES		4,530,943	-	2,861,370	7,392,313	4,901,253
RESOURCES EXPENDED						
CHARITABLE ACTIVITIES						
Advocacy Services		3,690,482	-	1,515,719	5,206,201	2,529,072
Promoting Citizenship		-	-	50,374	50,374	144,249
Active Citizenship in the Community		84,868	-	143,480	228,348	340,808
Empowering Young people		77,232	-	1,135,937	1,213,169	1,331,419
Brokerage		241,821	-	-	241,821	-
Education and Consultancy		79,428	-	48,314	127,742	171,299
	5	4,173,831	-	2,893,824	7,067,655	4,516,847
Other charitable resources expended		2,325	-	64,174	66,499	338,708
GOVERNANCE COSTS	6	16,857	-	-	16,857	15,981
TOTAL RESOURCES EXPENDED		4,193,013	-	2,957,998	7,151,011	4,871,536
NET MOVEMENT IN FUNDS FOR THE YEAR		337,930	-	(96,628)	241,302	29,717
TRANSFERS BETWEEN FUNDS	13	(42,390)	-	42,390	-	-
		295,540	-	(54,238)	241,302	29,717
RESERVES BROUGHT FORWARD		632,819	-	210,246	843,065	813,348
ADVOCACY PARTNERS RESERVES TRANSFERRED	18	1,051,179	20,500	34,711	1,106,390	-
TOTAL RESERVES BROUGHT FORWARD		1,683,998	20,500	244,957	1,949,455	813,348
RESERVES CARRIED FORWARD		1,979,538	20,500	190,719	2,190,757	843,065

STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES

There were no recognised gains or losses for 2011 or 2010 other than those included in the Statement of Financial Activities.


Income and expenditure is derived solely from continuing operations.

VOICEABILITY ADVOCACY
BALANCE SHEET AT 31 MARCH 2011

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	Notes	Charity		Group	
		2011 £	2010 £	2011 £	2010 £
FIXED ASSETS	8	17,489	48,391	17,489	48,391
CURRENT ASSETS					
Debtors	9	2,215,145	609,472	814,319	609,472
Cash at Bank and in hand		<u>1,582,586</u>	<u>1,061,409</u>	<u>2,983,412</u>	<u>1,061,409</u>
		3,797,731	1,670,881	3,797,731	1,670,881
CREDITORS: amounts falling due within one year	10	1,419,144	876,207	1,419,144	876,207
CREDITORS: amounts falling due after more than one year	11	205,319	-	205,319	-
		<u>2,190,757</u>	<u>843,065</u>	<u>2,190,757</u>	<u>843,065</u>
RESERVES					
Unrestricted funds		1,979,538	632,819	1,979,538	632,819
Designated Funds	12	20,500	-	20,500	-
Restricted funds	13	<u>190,719</u>	<u>210,246</u>	<u>190,719</u>	<u>210,246</u>
ACCUMULATED RESERVES		<u>2,190,757</u>	<u>843,065</u>	<u>2,190,757</u>	<u>843,065</u>

These accounts were approved by the trustees on 2ND SEPTEMBER 2011 and signed on their behalf by:



Sally Chalk
Director and Trustee

NOTES TO THE ACCOUNTS

1 ACCOUNTING POLICIES

(a) BASIS OF PREPARATION OF ACCOUNTS

The accounts have been prepared under the historical cost convention and include the results of the charity and its subsidiary charity, Advocacy Partners' operations, which are described in the Report of the Trustees and all of which are continuing. They have been prepared in accordance with the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP 2005) issued in March 2005, applicable accounting standards and the Companies Act 2006.

(b) INCOME FROM GRANTS, DONATIONS, ETC

Incoming resources are recognised in the year in which the charity is entitled to the receipt, and the amount can be measured with reasonable certainty. Income is only deferred when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

(c) VOLUNTEERS

The value of services provided by volunteers is not incorporated into these financial statements. Further details of the contribution made by volunteers can be found in the trustees' annual report.

(d) IRRECOVERABLE VAT

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

(e) TANGIBLE FIXED ASSETS

Individual fixed assets costing £1,000 or more are capitalised at cost. Tangible fixed assets are depreciated on a straight line basis over their estimated useful lives as follows:

- Improvement to leasehold buildings over life of lease
- Plant, equipment, furniture and motor vehicles 10%-33%

(f) OPERATING LEASES

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor, are charged against income as incurred.

(g) CASH FLOW STATEMENTS

The charity has taken advantage of the exemption from the requirement to produce a cash flow statement provided by Financial Reporting Standard No. 1 on the grounds that it qualifies as a small charity.

(h) PENSIONS

Employees may opt to join the group stakeholder pension scheme operated by Foster Denovo. The charity contributes 5% of the gross salary and employees may make additional contributions. Employees joining the stakeholder pension contract directly with the insurance company. In addition to its own contribution the charity act as agent in collecting and paying over employee pension contributions.

NOTES TO THE ACCOUNTS

2 INCOMING RESOURCES FROM GENERATED FUNDS - VOLUNTARY INCOME

	Unrestricted Funds £	Restricted Funds £	2011 Total Funds £	2010 Total Funds £
Grants and donations:				
CAN	-	36,875	36,875	87,500
Department of Health	2,000	-	2,000	11,250
Esmee Fairbairn	-	17,299	17,299	-
Futurebuilders	17,000	-	17,000	-
Rank Foundation	35,000	-	35,000	40,000
Simply Health	-	10,000	10,000	-
Charles Dunston Foundation	-	-	-	73,000
Impetus Trust	-	-	-	5,000
Life Unlimited	-	-	-	4,534
Sundry Donations	2,109	1,684	3,793	13,713
	<u>56,109</u>	<u>65,858</u>	<u>121,967</u>	<u>234,997</u>

3 INCOMING RESOURCES FROM GENERATED FUNDS - INVESTMENT INCOME

	2011 £	2010 £
Interest received from bank accounts	<u>10,658</u>	<u>5,535</u>

4 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Statutory and Grant Funding £	Advocacy Contracts £	Training and Consultancy Contracts £	Student placement income	2011 Total £	2010 Total £
Advocacy Services	129,585	5,254,208	(1,452)	-	5,382,341	2,652,684
Promoting Citizenship	47,438	-	6,332	-	53,770	99,076
Active Citizenship in the Community	114,102	13,276	7,448	-	134,826	350,106
Empowering Young People	1,232,967	70,693	16,729	-	1,320,389	1,388,283
Brokerage	69,920	192,513	-	-	262,433	-
Education and Consultancy	9,870	27,913	33,863	34,283	105,929	170,572
	<u>1,603,882</u>	<u>5,558,603</u>	<u>62,920</u>	<u>34,283</u>	<u>7,259,688</u>	<u>4,660,721</u>

Section 37 Statement

A grant of £79,178 was received from London Councils for the London Advocacy for Independence project in 2010/2011 and an additional £10,863 had been brought forward from 2009/10. Of this £90,041 was used during 2009/2010 and £nil will be carried forward and used in 2011/12.

Big Lottery Fund

Merton Older Peoples "Reaching Communities" Project (RC/1/010187492). Total receipts in 2010/11; £nil, (RC/1/010187492 2009/10; £79,232).

NOTES TO THE ACCOUNTS

5 COST OF CHARITABLE ACTIVITIES

	Staff Costs £	Other Direct Costs £	Support Costs £	2011 Total Resources Expended £	2010 Total Resources Expended £
Advocacy Services	3,460,581	592,416	1,153,204	5,206,201	2,529,072
Promoting Citizenship	28,843	11,077	10,454	50,374	144,249
Active Citizenship in the Community	154,337	22,056	51,955	228,348	340,808
Empowering Young people	694,551	227,599	291,019	1,213,169	1,331,419
Brokerage	169,531	15,963	56,327	241,821	-
Education and Consultancy	95,141	19,836	12,765	127,742	171,299
	<u>4,602,984</u>	<u>888,947</u>	<u>1,575,724</u>	<u>7,067,655</u>	<u>4,516,847</u>

5A SUPPORT COSTS

	Fund Generation for Charitable Projects £	Manage- ment £	Finance £	Human Resources £	IT and Office Admin £	2011 Total Support Costs £	2010 £
Advocacy Services	197,755	437,116	246,709	131,735	139,889	1,153,204	637,397
Promoting Citizenship	1,793	3,963	2,236	1,194	1,268	10,454	39,484
Active Citizenship	8,909	19,693	11,116	5,935	6,302	51,955	89,164
Empowering Young people	49,905	110,309	62,259	33,244	35,302	291,019	347,686
Brokerage	9,659	21,350	12,050	6,435	6,833	56,327	347,687
Education and Consultancy	2,189	4,839	2,731	1,458	1,548	12,765	41,830
	<u>270,210</u>	<u>597,270</u>	<u>337,101</u>	<u>180,001</u>	<u>191,142</u>	<u>1,575,724</u>	<u>1,503,248</u>

Included in the cost of charitable expenses are support costs which are made up mostly of staff costs and central premises costs. These are allocated on a per capita basis to the projects listed.

6 GOVERNANCE COSTS

	2011 £	2010 £
Trustee and AGM costs	8,445	3,949
Auditors' remuneration		
Audit	8,000	7,600
Prior year (over) / under accrual	(1,598)	644
Accountancy services	2,010	1,567
Impact Reporting	-	2,221
	<u>16,857</u>	<u>15,981</u>

NOTES TO THE ACCOUNTS

7 STAFF COSTS

No remuneration was paid to any of the trustees in the year (2010: £nil) nor were any expenses reimbursed to them.

The staff costs were:

	2011	2010
	£	£
Wages and salaries	4,944,626	3,204,253
Social security costs	439,029	277,569
Pension costs	177,963	124,395
	<u>5,561,618</u>	<u>3,606,217</u>

The average Full time Equivalent number of staff employed by the charity during the year was 182 (2010 - 121). During the year one employee earned between £60,000 and £70,000

8 FIXED ASSETS

	Leasehold Improvements	Computer Equipment	Fixtures and Fittings	2011 Total
	£	£	£	£
Cost:				
B/fwd at 1 April 2010	6,435	99,070	27,269	132,774
Additions	-	-	-	-
Disposals	(2,860)	(39,431)	(739)	(43,030)
C/fwd at 31 March 2011	<u>3,575</u>	<u>59,639</u>	<u>26,530</u>	<u>89,744</u>
Depreciation:				
B/fwd at 1 April 2010	1,430	71,502	11,451	84,383
Charge for the year	794	19,041	8,843	28,678
Disposals	(636)	(39,431)	(739)	(40,806)
C/fwd at 31 March 2011	<u>1,588</u>	<u>51,112</u>	<u>19,555</u>	<u>72,255</u>
NBV:				
as at 31 March 2011	<u>1,987</u>	<u>8,527</u>	<u>6,975</u>	<u>17,489</u>
as at 31 March 2010	<u>5,005</u>	<u>27,568</u>	<u>15,818</u>	<u>48,391</u>

All assets are used for charitable purposes.

NOTES TO THE ACCOUNTS

9 DEBTORS: Due within one year	Charity		Group	
	2011	2010	2011	2010
	£	£	£	£
Trade Debtors	727,783	322,999	727,783	322,999
Amount due from Advocacy Partners	1,400,826	-	-	-
Other debtors	47,082	250,265	47,082	250,265
Prepayments	39,454	36,208	39,454	36,208
	<u>2,215,145</u>	<u>609,472</u>	<u>814,319</u>	<u>609,472</u>

10 CREDITORS : Due within one year	Charity & Group	
	2011	2010
	£	£
Trade Creditors	247,608	92,180
Accruals	108,077	143,520
Other Creditors	58,757	28,203
Social security and other taxes	137,681	82,986
Futurebuilders Loan	66,590	-
Payments in advance	800,431	529,318
	<u>1,419,144</u>	<u>876,207</u>

11 CREDITORS : Due after more than one year	Charity & Group	
	2011	2010
	£	£
Futurebuilders Loan	205,319	-
	<u>205,319</u>	<u>-</u>

The Futurebuilders loan is interest free and repayable in equal monthly installments until April 2015.

12 DESIGNATED FUNDS

	Brought forward	Transferred from Advocacy Partners	Carried forward
	£	£	£
Provision for IT development	-	2,500	2,500
Dilapidations Provision	-	18,000	18,000
	<u>-</u>	<u>20,500</u>	<u>20,500</u>

IT Development

Is designated to ensure that additional costs of upgrading equipment or training can be met.

Dilapidations Provision

To provide for the refurbishments of our McMillan House offices at the end of our tenancy as required by our lease agreement. The likely cost of this is calculated and charged to projects as an additional part of accomodation costs on an annual basis and held in the Dilapidations Provisions Designated Fund.

NOTES TO THE ACCOUNTS

13 RESTRICTED FUNDS	Brought forward £	Incoming resources £	Resources expended £	Transfers £	Carried forward £
Barnsley	(2,060)	93,851	78,670	-	13,121
Barnsley - IMCA	-	29,619	22,494	-	7,125
Barnsley - IMHA	4,076	49,308	41,602	-	11,782
Barnsley Helpline	7,778	-	7,778	-	-
BLF Awards For All	(1,737)	-	276	2,013	-
BLF Family Learning festival	-	82,094	82,094	-	-
BLF Lite NS4U	-	8,508	8,508	-	-
BLF Parenting	-	61,373	60,783	-	590
BLF Parliment	-	53,770	50,374	-	3,396
Cambridge - IMCA	9,715	94,292	79,346	-	24,661
CAN	-	36,875	36,875	-	-
Comic Relief	(440)	-	32,174	-	(32,614)
DCSF	5,288	886,890	896,155	3,977	-
Doncaster Mental Health	5,479	20,804	24,725	-	1,558
Ealing	36,535	149,899	126,897	-	59,537
Esmee Fairbairn	-	17,299	17,299	-	-
Families Advocacy	-	62,913	63,769	-	(856)
Game for Life	(1,521)	-	14,129	15,650	-
Harrow Travel Training	-	9,506	9,506	-	-
Hillingdon Youth Speak	7,964	5,870	13,834	-	-
Hull - IMHA	5,361	135,899	136,497	-	4,763
Inovation & Growth	-	11,684	10,000	-	1,684
LDP SLA 1 to 1	2,116	92,718	98,652	-	(3,818)
LDP SLA AV	10,068	23,499	28,966	-	4,601
Lincoln	36,085	-	-	(14,483)	21,602
Lincoln - IMCA	(14,483)	-	-	14,483	-
Merton Elders	34,711	-	60,169	-	(25,458)
Norfolk IMCA/IMHA/Dols	-	84,535	82,577	-	1,958
Northampton	16,521	27,913	32,023	-	12,411
Northants Support Planning	10,403	-	10,403	-	-
Nottingham	10,564	189,575	192,382	-	7,757
Nottingham - IMCA	(11,135)	146,902	147,700	-	(11,933)
Paul Hamlyn Max YP	7,053	-	-	-	7,053
Peterborough - IMCA	15,740	8,478	6,835	-	17,383
Rotherham & Doncaster - IMHA	(76)	37,107	37,031	-	-
SEIF Cambridge	(891)	-	2,457	3,348	-
Self Directed Support	-	3,771	-	-	3,771
Sheffield Community Advocacy	(1,304)	20,743	25,053	-	(5,614)
Sheffield, Doncaster & Barnsley - IMCA	11,012	124,727	117,700	-	18,039
The Henry Smiths Charity	10,819	-	-	-	10,819
Thurrock	5,091	68,219	62,485	-	10,825
V for Volunteering Integrate	1,854	25,091	44,347	17,402	-
Young People Participation	-	9,925	9,894	-	31
Young Voices	(1,500)	187,713	185,539	-	674
Other restricted reserves	25,871	-	-	-	25,871
	<u>244,957</u>	<u>2,861,370</u>	<u>2,957,998</u>	<u>42,390</u>	<u>190,719</u>

Negative balances carried forward are on funds that are still active and are caused by timing differences in cost distribution.

Brought forward balances include £34,711 transferred from Advocacy Partners as at 1 April 2010.

NOTES TO THE ACCOUNTS

14 OTHER COMMITMENTS

At 31 March 2011 the charity had annual commitments under non cancellable operating leases as follows:

	Other 2011	2010	Land and buildings 2011	2010
Expiry date:				
Between two and five years	545	5,905	59,000	25,000
Less than one year	810	502	23,555	40,930

15 NET MOVEMENT IN FUNDS FOR THE YEAR

The surplus caused by Incoming Resources exceeding Resources Expended is stated after charging:

	2011 £	2010 £
Auditors' remuneration		
Audit	8,000	7,600
Prior year (over) / under accrual	(1,598)	644
Accountancy services	2,010	1,567
Depreciation	28,678	29,562
Operating lease rentals - Land and buildings	182,016	113,415

16 LIABILITY OF THE MEMBERS

The charity is limited by guarantee. In the event of the charity being wound up, the liability of the members is limited to £1.

17 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2011 £
Fixed assets	17,489	-	-	17,489
Net current assets	1,962,049	20,500	190,719	2,173,268
	<u>1,979,538</u>	<u>20,500</u>	<u>190,719</u>	<u>2,190,757</u>

18 MERGER WITH ADVOCACY PARTNERS

On 1 April 2010 as a result of the merger Advocacy Partners' operations, assets and liabilities were transferred to Voicability Advocacy, except at the year end certain bank accounts remained in the name of Advocacy Partners.