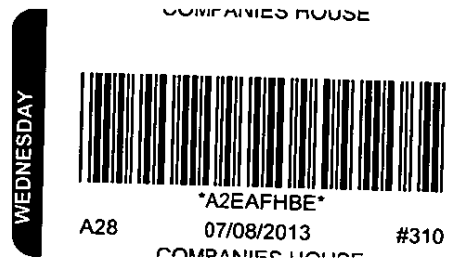


**ANNUAL REPORT & ACCOUNTS  
FOR YEAR ENDED 31 MARCH 2013**

**THE AUDITORY VERBAL CENTRE**

**Company Number 04569764 (England and Wales)**

**Charity Number 1095133**



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## **LEGAL AND ADMINISTRATIVE DETAILS**

<b>Trustees</b>	<b>Zia Arden QC (Chair until 29/10/2012) Dominic Byrne Claire Campbell Jacqueline Hill Elizabeth Mills OBE Pam Olliver (Resigned 29/10/2012) Rod Walker DL (Chair from 29/10/2012)</b>
<b>Secretary</b>	<b>Zia Arden QC</b>
<b>Treasurer</b>	<b>Rod Walker DL</b>
<b>Director</b>	<b>Anita Grover</b>
<b>Company Number</b>	<b>04569764 (England and Wales)</b>
<b>Charity Number</b>	<b>1095133</b>
<b>Registered Office</b>	<b>Bignell Park Barns Chesterton Oxon OX26 1TD</b>
<b>Business Address</b>	<b>Bignell Park Barns Chesterton Oxon OX26 1TD</b>
<b>Bankers</b>	<b>Lloyds TSB 1 High Street Oxford OX1 4AA</b>
<b>Auditors</b>	<b>Shaw Gibbs LLP 264 Banbury Road Oxford OX2 7DY</b>

## **REPORT OF THE BOARD OF TRUSTEES**

### **Structure, Governance & Management**

The organisation is a company limited by guarantee and a registered charity. It is registered as The Auditory Verbal Centre and uses the working name, Auditory Verbal<sup>UK</sup>. The members of the company are the same as its trustees, as listed on page 3. The company is established under a memorandum of association, which sets out the objects and powers of the charitable company and is governed under its articles of association.

The board is responsible for oversight of the management of all the affairs of the charity. It seeks to ensure that all activities are within UK law and come within agreed charitable objectives. Our work includes setting strategic direction, agreeing the financial plan and ensuring that activities are carried out within agreed governance frameworks.

The charity is governed by its board of trustees who meet on average once every three months. These meetings comprise the trustees with the director and administrator in attendance. The meetings make decisions about the policies and strategic direction of the charity. The board delegates all other operational and management matters to the director. All decisions are recorded in the minutes of the meeting. We operate a separate remuneration committee, which meets to discuss matters of employment and remuneration policy.

The trustees seek to act independently and impartially with their sole interest being the furtherance of the charity's objectives. In addition, all trustees have declared that there is nothing that, to their knowledge, could conflict with trustee independence before they were appointed as a trustee. Any potential conflict of interest must be declared in advance of any agenda item and, in such an event, an individual trustee may be excluded from the decision-making process.

The trustees have considered the major risks to which the charity is exposed. These have been reviewed and a range of measures and systems are in place to manage them. Financial risk is mitigated by a multi-donor strategy, minimising reliance on one income stream. A system of monthly current and forecast financial reporting is in place and trustees review the data from this at trustee meetings. Policies on reserves and fundraising/administrative expenditure are in operation (see later in this report). Trustee and staff policies include child safeguarding measures and criminal records checks.

The trustees take into account the Charity Commission's guidance on public benefit and believe that the activities of Auditory Verbal<sup>UK</sup> (AV<sup>UK</sup>) are in line with that guidance.

Safeguarding children at AV<sup>UK</sup> takes a number of forms. We have written policies for parents and staff, based on mandatory government procedures and practice guidance. Day-to-day responsibility for ensuring policies and procedures are adhered to is shared between the director and family liaison officer. All staff are kept aware of their recording and reporting responsibilities through formal supervision and informal discussions. Any immediate safeguarding concerns are discussed with families at the earliest opportunity, and we use the six-monthly parent consultations to address any areas of potential concern. As part of liaison with local services, staff have contributed to "Team around the Child" meetings and worked with children and families teams when requested by parents. We follow safer recruitment procedures for all staff.

### **Public Benefit Statement**

The trustees have referred to the guidance in the Charity Commission's general guidance on public benefit when reviewing AV<sup>UK</sup>'s aims and objectives and in planning our future activities. In particular, the trustees have considered how planned activities will contribute to the aims and objectives that they have set.

## Objectives & Activities

**Our vision:** That all children who are deaf gain the opportunity to listen and speak as equals alongside their hearing peers

**Our mission:** To act as a centre of excellence for Auditory Verbal Therapy and professional training By sharing expertise with health and education professionals, AV<sup>UK</sup> seeks to raise expectations for deaf children, and make its skills available to more families across the UK

## Achievements and Performance

AV<sup>UK</sup>'s mission is to increase the availability of Auditory Verbal Therapy (AVT) in the UK so that families can choose to work towards excellent listening and spoken language outcomes for their deaf child We are addressing this mission directly through family services and indirectly by sharing our specialist skill set with a wider audience of professionals working in the hearing impairment sector We are the only organisation in the UK offering professional training in AVT that is accredited internationally by the AG Bell Academy

We are proud of our achievements and performance in 2012/3 In particular, we are proud of the way that we were able to maintain, and indeed expand, our services during a year when two of our therapists were on maternity leave and we were without our Director, Jacqueline Stokes who took leave on medical grounds from August 2012 Jacqueline retired in January and AV<sup>UK</sup> is indebted to her for her inspiration, passion and commitment to achieving the very best outcomes for children with hearing impairment We are also grateful to Isobel Weller, who led AV<sup>UK</sup> as Interim Director from August 2012 to March 2013

Our highlights in 2012/3 include

- Increasing our AVT capacity to reach 93 families, travelling from all four countries of the UK
- Launching a popular new training package for professionals
- Demonstrating effective partnerships with two London boroughs
- Raising sufficient funds to meet our charity's development needs

## Delivering services for families

In 2012/13 we worked with 93 children with hearing impairment, coaching their parents and carers in the skills to develop their child's listening and spoken language Families have travelled great distances to access our centres in Oxfordshire and London, and 2012/13 was the first year that we have supported families living in all four countries of the UK. As AV<sup>UK</sup>'s profile has grown and the success of our graduates has become evident, we have seen an increase in referrals and increased engagement from professionals across the UK Our caseload is diverse, from newborn babies to children starting primary school reception, children with hearing aids, cochlear implants and auditory brainstem implants and children with a range of diagnoses and aetiologies Our families span income ranges, nearly 50% of our families speak English as an additional language with 11 languages currently represented, and we are now successfully engaging with a higher number of hard to reach families and children with complex needs Our outcomes are demonstrating a high level of success with all service user groups, regardless of background This is because of the efficacy of the Auditory Verbal approach and because of the importance we place in identifying and addressing the barriers to access that families might face

We have been able to maintain bursary support for 40% of our families as our caseload numbers have grown and we have not had to turn any eligible families away this year Due to demand, we have also re-evaluated our bursary eligibility criteria, and during the Autumn term we launched a sliding scale for bursary places for those with household incomes of £30,000 - £39,000

*"Thank you so much for being our rock when we needed it the most For expecting a lot from our boys and from ourselves For giving us the clarity, information and skills to support them, every step of the way - from "up, up, boom!" and "nee-nah, nee-nah" to poetry and jokes It is such a joy to see them thrive at school, make friends, do all the things you would expect a 6 year old to do - and never stop talking!" Parents of 6 year old twins*

**Innovative project to help children get the best from technology**

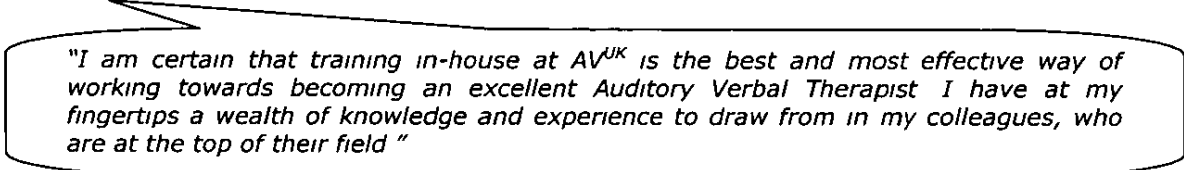
Our 'Listen & Talk as One' project is in development at our London centre. It aims to showcase collaborative working between hearing care professionals (audiologists) and language development professionals (auditory verbal therapists) at the same centre. This collaboration between AV<sup>UK</sup> and leading audiology service CHEAR, sponsored by hearing technology company Phonak, will improve access for families and make sure deaf children have both the technology and early intervention they need to develop listening skills and clear speech. The project began in January 2013.

**Promoting and providing high-quality professional training**

AV<sup>UK</sup> shared specialist skills and expertise directly with over 200 professionals this year to reach in the region of 5,000 more children with hearing impairment in their care. We have also reached a wider group of professionals through lectures, conferences and liaison. We recognise the complementary expertise of professionals working in local services and invest significant amounts of time liaising with these individuals as professional partners. AV<sup>UK</sup> has developed a four tier training programme to meet the needs of professionals working with children with hearing impairment who are looking to us for training or continuing professional development.

- **Tier one: increasing the number of Certified Auditory Verbal Therapists on our team**

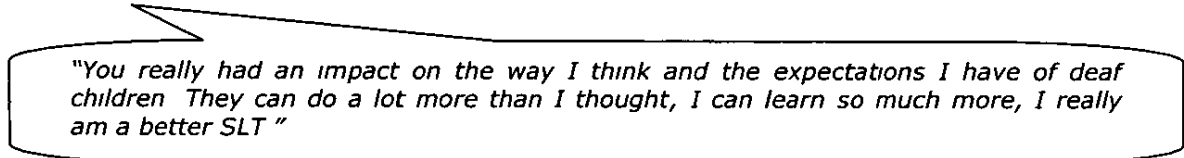
AV<sup>UK</sup> employs a select number of professionals to train in-house, so that over time we can increase the number of families on our caseload. This year, our two Auditory Verbal Interns passed their certification exams and qualified as LSLS Certified Auditory Verbal Therapists®. The training process, externally accredited by the AG Bell Academy, involves submitting records of 900 hours of practice, 20 observed sessions and 80 credits of continued education, as well as passing a written exam. In October 2012 we employed a dual-qualified speech and language therapist and audiologist to become our next Auditory Verbal Intern. This practitioner, who has useful experience in various settings including cochlear implant programmes, is providing maternity cover for one of our Auditory Verbal Therapists whilst she receives mentoring and works towards her certification exam in two-three years' time.



*"I am certain that training in-house at AV<sup>UK</sup> is the best and most effective way of working towards becoming an excellent Auditory Verbal Therapist. I have at my fingertips a wealth of knowledge and experience to draw from in my colleagues, who are at the top of their field."*

- **Tier two: training professionals towards certification as Auditory Verbal Therapists**

We have developed a successful new training package this year for professionals who are training to become LSLS Certified Auditory Verbal Therapists®. Part 1 of the course, 'Working through Audition' was run at full capacity for 10 professionals and an AV<sup>UK</sup> volunteer over a six-month period from May to November 2012. The course combines teaching with practical video observation and reflection and gives the professional an opportunity to share examples of their changing clinical skills with our specialist team. Of these UK professionals, three enrolled for part 2 of the course, 'Auditory Verbal Principles in Everyday Practice' which began in March 2013. There is our full capacity for this course, which provides small group mentoring and individual tuition over a 2½ year period. The high demand for this course, which has been accredited by AG Bell Academy and the Royal College of Speech and Language Therapists, has prompted us to re-run part 1 in May 2013 for another 10 professionals and keep a waiting list.



*"You really had an impact on the way I think and the expectations I have of deaf children. They can do a lot more than I thought, I can learn so much more, I really am a better SLT."*

- **Tier three: partnering with local services to remodel service delivery**

As part of our commitment to encourage continuous service improvement and change, we work with local services who are looking to remodel the services they provide to families. This year we have been commissioned to deliver AVT at a mainstream school with a hearing impairment unit in the London Borough of Newham. This outreach has demonstrated that we can work successfully in partnership with local authorities and that AVT is effective for a caseload including hard-to-reach families, families who have English as an additional language and children with complex needs. The arrangement continues in 2013.

and will be reviewed in Summer 2013. We have also delivered training to the London boroughs of Barking & Dagenham and Havering, and to Brighton & Hove PCT and Sensory Service.

- **Tier four: sharing our knowledge through short courses, conferences and lectures**

We offer a broad range of learning opportunities through short courses for parents and professionals. Short courses hosted at AV<sup>UK</sup> have included an open morning and courses on supporting children in mainstream school, developing speech in deaf children and theory of mind. We also ran a course specifically targeted at newly qualified speech and language therapists. In the past year we have lectured at the British Cochlear Implant Group conference, and contributed to university training for audiologists at UCL and teachers of the deaf at Mary Hare School.

### **Demonstrating effectiveness through research**

In addition to our partnership with Newham, AV<sup>UK</sup> has produced a research paper demonstrating successful joint working with another London borough in 2010. The paper shows that the children starting at AV<sup>UK</sup> from this borough had a higher language score than the national average of children we see and that a programme of AVT added value by increasing the rate of their language development.

### **Working in partnership towards shared aims**

Through our partnership with the Meningitis Trust, we have reached more children deafened by meningitis. We are grateful for the Meningitis Trust's continued financial support towards the AVT programmes of a number of these families. Our membership of the Communication Trust's consortium has been invaluable for sharing resources, building links with other charities and representing the needs of deaf children through combined lobbying efforts.

### **Fundraising and supporter care**

Thanks to generous support from charitable trusts, companies, communities and individuals we exceeded our fundraising target for 2012/13. An extraordinary partnership with Garden House School raised over £160,000, which will help us to make a step change in our 10<sup>th</sup> anniversary year and ensure our sustainable growth as a charity. In November 2012, we employed a Fundraising and Communications Assistant to help us diversify our fundraising income streams and communicate more successfully with supporters via their preferred media.

### **Staffing**

The total staff at the end of this financial year comprises the Interim Director (Family Liaison Officer), 6 Certified Auditory Verbal Therapists (1 of whom is maternity cover), 1 Auditory Verbal Intern, Administration Manager, Development Officer and Fundraising and Communications Assistant. 6 members of staff are full-time and 5 members of staff are part-time. The staff team also includes a self-employed Accounts Administrator, who works one day a week.

The Director took leave for medical treatment from August 2012 and retired on health grounds in January 2013. 2 of our Certified Auditory Verbal Therapists took a period of maternity leave, beginning in October 2012 and January 2013. Their work has been covered by an Auditory Verbal Intern and a Certified Auditory Verbal Therapist who joined the team in the same respective months. Our two Auditory Verbal Interns listed in last year's report qualified after an intensive three-year training programme and are now fully Certified Auditory Verbal Therapists. A Fundraising and Communications Assistant joined the staff in November 2012.

Given that we were without three members of staff for part of the year, we were not able to pursue some of our development projects during 2012/3. With a full complement of staff during 2013/4 we hope to take forward these projects again in the new financial year.

### **Volunteers, patron, advisors**

We continue to work with a very generous group of people who give their time to supporting the charity. Our charity's patron is Janine Roebuck, the world's only deaf mezzo-soprano. Our advisory panel comprises:

- Janet Elliott, Consultant in Education of the Deaf
- Professor Collette McKay, Chair in Applied Hearing Research, University of Manchester
- Dr Josephine Marriage, Senior Lecturer in Paediatric Audiology, UCL Ear Institute
- Dr Kaukab Rajput, Consultant Audiological Physician, Great Ormond Street Hospital
- Dr Peter Savundra, Consultant Audiological Physician, Portland Hospital
- Lynda Shaw, State Registered Occupational Therapist

We are grateful to these six advisors for their expertise, guidance and support in areas of specialism that complement and inform our own knowledge base. In addition to our board of trustees, patron and advisors, AV<sup>UK</sup> has benefited from the generosity of more than 15 volunteers during the course of the year. These volunteers include speech and language therapists learning about the Auditory Verbal approach, parents at Garden House School, and former service users who have chosen to lend their time and varied skill sets pro bono.

### **Financial Review: April 2012 to March 2013**

Trustees seek to maximise funds spent in the direct furtherance of the charity's objectives and keep the proportion of charitable funds spent on administration and fundraising to a prudent minimum level commensurate with the effective and professional operation of the charity and its future sustainability.

This year income exceeded expenditure by £86,647 (previous year, expenditure exceeded income by £35,751). This is mainly due to an increase in voluntary income some of which is restricted and is committed to be spent in the current financial year.

We distinguish in both our management and publicly reported financial accounts between restricted and unrestricted funds. Restricted funds are those earmarked by the donor's wishes for specific use. We apply these funds solely for the purposes for which they are intended by the donor.

In the event of the charity carrying funds forward at the end of the financial year, the board of trustees similarly distinguishes between restricted and unrestricted carry forward. The level of restricted funds carried forward varies from year to year in accordance with the amount of restricted funds raised and the planned timing of their expenditure. The level of unrestricted funds carried forward each year is reviewed each year by the board of trustees by considering our current and future commitments and the financial risks associated with our various income streams, expenditure types and balance sheet items. The trustees seek to maintain a minimum level of reserves that is sufficient to protect the charity's programme of work from variances in income and to allow at least six months for financial restructuring in the event of a major downturn in income. Reserve funds will also be needed to meet unanticipated costs, particularly extra salary costs due to cover for illness or maternity leave.

At 31 March 2013, restricted funds carried forward amounted to £86,465 (previous year £80,049). Unrestricted funds carried forward amounted to £256,343 (previous year £176,112). Total carry forward of £342,809 is 48% of our projected expenditure for 2012/13 (previous year 39%). The trustees consider the level of funds to be consistent with the policy of protecting our programme of work and allowing for development opportunities described below, particularly the consolidation of our new centre in London.

### **Plans for future periods**

The coming year will mark an exciting phase of AV<sup>UK</sup>'s development. The trustees appointed a new Chief Executive, Anita Grover, in April 2013, following the retirement of founding Director Jacqueline Stokes. Anita takes up her post ahead of our 10<sup>th</sup> anniversary year (beginning September 2013), when we will be celebrating AV<sup>UK</sup> helping over 1,000 deaf children to listen, speak and achieve their potential in life.

A key objective of our 10<sup>th</sup> anniversary year is to develop a long term strategy for the future, in consultation with AV<sup>UK</sup>'s staff, service users and supporters. 2013/14 will be a transitional year where we take stock of our progress, identify key opportunities and plan for sensible, sustainable growth amidst a climate of change in the UK.

The trustees would like to take this opportunity to thank all of our supporters and partners, who have shared our priority of improving life chances for children with hearing impairment. AV<sup>UK</sup> has made impressive strides in its development these past 10 years thanks to your generosity, and we will be able to set ambitious goals for the next 10 years with your continued investment in our cause.

### **Delivering an excellent service to families**

In the coming year we hope to increase our capacity to reach more than 100 families through the provision of our specialist AVT programmes from our two centres in Oxfordshire and London.

We expect our rate of success to be consistent with our outcomes paper, published in 2008 and our internal audit last year, which demonstrated that over 80% of the children attending a programme of AVT at AV<sup>UK</sup> graduated with listening and spoken language within the normal range for typically-hearing



children of the same age. This includes a high proportion of children who have additional or complex needs over and above their hearing loss.

AV<sup>UK</sup>'s 'core offer' to families has been shaped by best practice, the experience of our specialist clinical team and the changing needs of families with deaf children. We will take particular care to listen to families' suggestions as our services grow across both centres so that we can maintain the high quality of our services and user satisfaction for a diverse caseload of families.

Every year it is important to look at the diversity of our caseload afresh and approach any new challenges relating to access in a creative way. In the past this has meant introducing sessions via video conferencing for families in Scotland, providing more appropriate facilities for sessions with newborn babies and coaching parents to develop their child's listening and speaking skills in a home language other than English. We plan to be responsive to new needs that arise this year and continue to offer the solutions listed above. Particularly important is the maintenance of our family bursary fund, which fully funds the programmes of at least 40% of our families who are on low incomes, and offers subsidised places on a sliding scale to a number of middle income families.

Our 'Listen & Talk as One' initiative will be launched this year at our London centre. This groundbreaking partnership aims to showcase collaborative working between hearing care professionals (audiologists) and language development professionals (auditory verbal therapists) at the same centre. The collaboration between AV<sup>UK</sup> and leading audiology service CHEAR, with sponsorship from hearing technology company Phonak, will improve access for families and ensure that children with hearing impairment have both the technology and early intervention they need to develop listening skills and clear speech.

We will continue to work in partnership with Selwyn School in Newham where we are engaging with hard to reach families, most of whom have English as an additional language and additional needs over and above their hearing impairment.

Last year we announced our plans to develop an interactive project with our pre-teen graduates aged 7-11. These children have been highly successful in a mainstream environment and are returning to us to ask questions about key issues they are facing at home and school. Some have questions relating to their sense of identity and others would like to explore features of hearing assistive technology and the challenges of starting secondary school. The project was put on hold last year due to staffing changes during periods of maternity leave and we plan to embark on the project this year in the form of a social group that facilitates interaction between children with similar experiences. This type of side project is an established feature of service delivery in Auditory Verbal centres in North America and Australia and we hope to share in their learning through partnership conversations.

As we celebrate our 10<sup>th</sup> anniversary year, we will be looking at communicating more regularly with our graduate families through an alumni programme. This will extend the service we are offering to families, including the children and young people themselves, and help us to identify any other needs our service users may have, such as a parent group or forum for graduate families.

### **Working with professionals in the field of hearing impairment**

Our Clinical Lead will be expanding our very successful professional training programme to equip more practitioners with the skills that we know work for children with hearing impairment. We have already filled the places for our part one course, 'Working through audition', which will begin in May 2013 for a second cohort of 10 professionals, and we will look at the feasibility of running the course again during the year for a third cohort. Our part two course, 'Auditory Verbal principles in everyday practice', was launched in March 2013 and will provide mentoring tailored to the individual needs of three practitioners. In house, we will be providing fast-track training for our two Auditory Verbal Interns, one of whom will be recruited in September 2013. These tiers of training are producing growing numbers of LSLS Certified Auditory Verbal Therapists in the UK, which in turn will help us in our mission to make AVT more widely available to UK families of deaf children.

As AVT becomes more widely accepted as a mainstream approach with impressive outcomes for deaf children and their families, it is important that we share our learning via conferences, lectures and short courses. In the coming year we will be identifying opportunities to raise awareness of AVT and encourage professionals in related fields to engage with our training resources. Current engagements include presenting at the international AG Bell Conference for Auditory Verbal Therapists worldwide, and contributing to the teachers of the deaf training course at Mary Hare School.

We will also be looking at developing further strategic partnerships with organisations during 2013/14 to shape our future organisational strategy

#### **Demonstrating what works – our research programme**

The worldwide evidence base for AVT is growing. In collaboration with other leading centres for AVT overseas, we will identify areas of research and development through which we can demonstrate the efficacy of the approach and be better positioned to lobby for statutory changes in provision. A key focus for AV<sup>UK</sup> will be to update our 2008 outcomes paper by presenting our more recent outcomes for peer review. We will also be looking to share our experience of working with children with auditory brainstem implants. We will be working with the Communication Trust to ensure that our evidence based approach is reflected in the new 'What Works' database for practitioners considering different early intervention approaches.

#### **Working in partnership**

We are continuing to develop our successful partnerships with key organisations such as the Meningitis Trust and Communication Trust with whom we have a shared agenda for supporting children deafened through meningitis and children with speech, language and communication needs respectively. As a small charity, we value the opportunity to learn from these larger, well-respected charities and to strengthen our collective lobbying voice. We will continue to develop these partnerships and build others over the coming year which will contribute to our knowledge, expertise and positioning within the sector. Our partnership and lobbying work contributes to information, awareness and understanding amongst other professionals and families who may wish to benefit from our services. We are very grateful for the support of our expert Advisory Panel and we will continue to seek their advice and expertise on issues of shared interest.

#### **Fundraising and communications**

During our 10<sup>th</sup> anniversary year, we will be celebrating with the families, professionals and funding partners who have shared our vision and contributed to our charity's development. AV<sup>UK</sup> continues to rely on the generosity of our supporters. This year we will be planning to diversify our fundraising further and raise over £300,000 to cover the costs of our core work and special projects.

In 2013/14 we will expand our social media presence to connect with families, professionals and supporters. We will also seek to increase the profile and reputation of AVT in the UK via articles written for local and national press and for professional publications. Through these communication channels we will be able to reach out to more families of deaf children and share the information they need to be able to make an informed choice about their child's future.

#### **Developing our people**

As part of the development of a five-year strategic plan, our new Chief Executive will review our staff team's structure and roles, and ensure that each member of staff is involved in contributing their ideas for the charity's development. AV<sup>UK</sup> is proud of its team culture and record of staff retention and we will be seeking recognition for our internal operating practices through the Investors in People quality mark in the future. This year we will focus on developing good management practice and personal development through a range of in-house and external coaching, mentoring and training. We are grateful to those individuals and organisations who are supporting us pro bono.

Over the coming year, we expect to expand the number of highly qualified therapists working at AV<sup>UK</sup> with the addition of an Auditory Verbal Intern in London and the return to work of members of staff who have been on maternity leave. We will also look into increasing the use of volunteers to meet a range of needs, including business development, marketing and media and supporting the delivery of services at our centres.

### **Responsibilities of The Directors**

Company law requires the directors to prepare financial statements for each financial year, which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of the incoming resources and the application of resources, for the year then ended

In preparing those financial statements, which give a true and fair view, the directors should follow best practice and.

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charitable company will continue on that basis

The directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006

The directors are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

In accordance with company law, as the company's directors, we certify that

- so far as we are aware, there is no relevant audit information of which the company's auditors are unaware, and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

### **Auditors**

A resolution to reappoint Shaw Gibbs LLP as auditors for the ensuing year will be proposed at the annual general meeting

On Behalf of the Trustees



Rod Walker  
Chair  
15 July 2013

### **Independent Auditor's Report to the trustees of The Auditory Verbal Centre**

We have audited the financial statements of The Auditory Verbal Centre for the year ended 31 March 2013 which comprise the Statement of Financial Activities, the Summary Income and Expenditure Account, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's trustees, as a body, in accordance with regulations made under section 154 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditor's 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 charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

### **Respective responsibilities of trustees and auditor**

As explained more fully in the Trustees' Responsibilities Statement set out on page 10, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly we have been appointed as auditor under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

### **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' Annual 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.

### **Opinion on financial statements**

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2013, and of its 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 (applicable to smaller entities) and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records, or
- the financial statements are not in agreement with the accounting records and returns, or
- we have not received all the information and explanations we require for our audit.

Shaw Gibbs LLP  
Shaw Gibbs LLP  
Statutory Auditor

264 Banbury Road  
Oxford  
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5 August 2013

**STATEMENT OF FINANCIAL ACTIVITIES (including Income and Expenditure Account)  
for the year ended 31 March 2013**

<b>Incoming resources from generated funds</b>				2012/13	2011/12
	Note	Unrestricted	Restricted	Total	Total
		£	£	£	£
<b>Voluntary Income</b>					
Donations	2	266,309	175,740	442,049	233,668
Gift Aid Recovered		3,668	-	3,668	7,699
<b>Provision of Services</b>					
Income for delivery of services		238,767	-	238,767	241,282
Training and development		22,169	-	22,169	8,329
<b>Investment Income</b>					
Bank interest		4,395		4,395	87
		<u>535,307</u>	<u>175,740</u>	<u>711,047</u>	<u>491,066</u>
<b>Resources Expenses</b>	3				
<b>Costs of generating voluntary income</b>		30,523	1,500	32,023	25,998
<b>Charitable activities</b>					
Staff costs	4	259,632	68,152	327,784	313,785
Recruitment costs		350	-	350	0
Travel		13,429	-	13,429	9,218
Premises		67,448	30,000	97,448	59,630
Communications and advertising		8,404	-	8,404	4,734
Legal and professional		6,823	-	6,823	6,160
Depreciation		17,144	2,386	19,531	12,903
Training and Courses		1,531	-	1,531	392
Toys/books		355	-	355	118
Accounting		9,754	-	9,754	6,206
IT		2,401	-	2,401	2,481
Consumables		9,486	-	9,486	5,687
Repairs/maintenance		1,943	-	1,943	3,794
Insurances		1,021	-	1,021	1,122
General expenses		3,753	-	3,753	1,385
Subscriptions/memberships		1,629	-	1,629	1,546
Diploma Expenses		635	-	635	-1,986
Rechargeable expenses		942	-	942	1,585
Assessment tools		348	-	348	233
Bad debts		255	-	255	0
Bursaries		8,700	67,285	75,985	62,506
Subsidies		-	-	0	4,068
<b>Governance costs</b>		<u>8,570</u>	<u>-</u>	<u>8,570</u>	<u>5,253</u>
		<u>455,076</u>	<u>169,324</u>	<u>624,400</u>	<u>526,817</u>
<b>Surplus/(Deficit) for the year, being net movement in funds</b>		80,231	6,416	86,647	(35,751)
<b>Balance brought forward 1 April 2012</b>		<u>176,112</u>	<u>80,049</u>	<u>256,161</u>	<u>291,912</u>
<b>Balance carried forward 31 March 2013</b>		<u>256,343</u>	<u>86,465</u>	<u>342,809</u>	<u>256,161</u>

All gains and losses recognised in the year are included above  
The notes on pages 15 to 19 form part of these financial statements

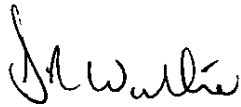
**BALANCE SHEET AT 31 MARCH 2013**

	Note	2012/13 £	2011/12 £
Tangible Fixed Assets	6	<u>7,489</u>	<u>22,953</u>
Current Assets			
Debtors	7	46,496	36,823
Bank and cash balances		<u>318,883</u>	<u>224,935</u>
		365,378	261,757
Creditors payable within one year	8	<u>(30,059)</u>	<u>(28,549)</u>
Net current assets		<u>335,320</u>	<u>233,208</u>
Net assets		<u><u>342,809</u></u>	<u><u>256,161</u></u>
Financed by			
Unrestricted funds - general	9	256,343	176,112
Restricted funds	10	86,465	80,049
		<u><u>342,809</u></u>	<u><u>256,161</u></u>

These financial statements were approved by the Trustees on 15 July 2013. For the year ended 31 March 2013 the company is entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to small companies. However, an audit is required in accordance with Section 43 of the Charities Act 1993.

**Directors' responsibilities**

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with Section 476
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts

 15 July 2013  
Rod Walker  
Chair

The notes on pages 16 to 20 form part of these financial statements

## NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2013

### 1 Accounting policies

The financial statements are prepared under the historic cost convention and include the results of the charity's operations which are described in the Trustees' Report and in accordance with the Companies Act 2006 and follow the recommendations in Accounting and Reporting by Charities Statement of Recommended Practice ("SORP") issued in March 2005 and applicable accounting standards

**Company status** The charity is a company limited by guarantee. The members of the company are the trustees, as listed on page 3. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

**Voluntary income** is received by way of donations and gifts, and is included in full in the Statement of Financial Activities when receivable. The value of services provided by volunteers is not included.

**Grants**, including grants for the purchase of fixed assets, are included in full in the Statement of Financial Activities in the year in which they are receivable.

Incoming resources from direct services to families and investments are included when receivable.

Resources expended are recognised in the period in which they are incurred and include irrecoverable VAT.

**Resources expended** are allocated to the particular activity where the cost relates directly to that activity. However the cost of overall direction and administration on each activity, comprising the salary and overhead costs of the central function, is apportioned based on an estimate of staff time attributable to each activity.

**Depreciation** is provided at rates calculated to write off the cost of each asset over its expected useful life, which in all cases with the exception of the leasehold improvements is estimated at 4 years. Leasehold improvements have been depreciated over the term of the lease.

**Unrestricted funds** are donations and other incoming resources receivable or generated for the objects of the charity without further specific purpose and are available as general funds.

**Designated funds** are unrestricted funds earmarked by the trustees for particular purposes.

**Restricted funds** are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

**Pension** The charity makes contributions to employees' personal pension plans and the cost of these contributions is recognised on an accruals basis.

**Operating leases** Rentals applicable to operating leases are charged to the SOFA over the period in which the cost is incurred.

**Going concern** After making enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. The Trustees' Report gives further details.



<b>2 Donations</b>	<b>Unrestricted</b>	<b>Restricted</b>	<b>2012/13 Total</b>	<b>2011/12 Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Bosmore Park Estate	-	-	-	1,600
Chepstow House School	3,774	-	3,774	-
CHK Charities Limited	25,000	-	25,000	-
City Bridge Trust	-	22,500	22,500	7,500
The Dragon Christmas Charity Sale	-	1,000	1,000	-
John Ellerman Foundation	30,000	-	30,000	-
The Eranda Foundation	-	-	-	2,500
The Essex Fairway Charitable Trust	-	5,000	5,000	5,000
Donald Forrester Trust	-	-	-	5,000
The Freemasons' Grand Charity	-	-	-	2,000
Friends of Shrewsbury Lodge	-	-	-	4,500
Garden House School	163,772	-	163,772	-
The Goldsmiths' Company Charity	-	-	-	3,000
The Dorothy Hay-Bolton Charitable Trust	2,000	-	2,000	1,500
S C Johnson Ltd	-	-	-	4,000
MariaManna Foundation	-	50,000	50,000	50,000
MariaManna Foundation	-	27,240	27,240	-
The Mercers' Company	-	10,000	10,000	-
ORR Mackintosh Foundation	1,000	-	1,000	-
PF Charitable Trust	2,500	-	2,500	2,500
Process Delta Limited	1,000	-	1,000	-
Eleanor Rathbone Charitable Trust	-	-	-	3,300
The Rayne Foundation	-	30,000	30,000	-
The Robertson Trust	-	-	-	6,000
The Henry Smith Charity	-	30,000	30,000	30,000
The Sobell Foundation	25,000	-	25,000	25,000
St Michaels and All Saints Charities	-	-	-	3,000
The Steinberg Family Charitable Trust	-	-	-	2,500
The Sir Jules Thorn Charitable Trust	-	-	-	1,000
Waitrose Community Matters Scheme	1,027	-	1,027	-
Garfield Weston Foundation	-	-	-	20,000
Other	11,236	-	11,236	55,368
<b>Total</b>	<b>266,309</b>	<b>175,740</b>	<b>442,049</b>	<b>233,668</b>

### 3 Resources Expended

	<b>2012/13 £</b>	<b>2011/12 £</b>
Costs of generating voluntary income	<b>32,023</b>	25,998
Charitable activities		
Direct services to families	<b>529,810</b>	436,337
Training and development	<b>53,361</b>	61,214
Education and outreach	<b>635</b>	-1,986
Governance costs	<b>8,570</b>	5,253
	<b>624,400</b>	<b>526,817</b>

### 4 Expenditure Incurred

Expenditure incurred includes the following amounts:

	<b>2012/13 £</b>	<b>2011/12 £</b>
Staff costs		
Wages and salaries	<b>304,989</b>	286,762
Social security costs	<b>25,117</b>	30,306
Other pension costs	<b>21,149</b>	18,856
	<b>351,255</b>	<b>335,924</b>

#### 4 Expenditure Incurred

	2012/13	2011/12
	£	£
Expenditure incurred includes the following:		
Operating lease rentals (including VAT)	60,488	53,561
Audit fee	3,600	3,000
Depreciation	19,531	14,235

Included in the staff costs of £351,255 is £20,503 (2012 £19,139) allocated to costs of generating voluntary income and £2,968 (2012 £3,000) allocated to governance costs

The average weekly number of employees during the year was 10 (2012. 8).

No employee earned more than £60,000 in the current or preceding year.

#### 5 Taxation

The charitable company is exempt from corporation tax for its charitable activities.

#### 6 Tangible fixed assets

	Training Equipment/Rooms	Office Equipment	Leasehold Improvements	Motor Vehicle	Total
	£	£	£	£	£
<b>Cost</b>					
At 1 April 2012	26,557	33,499	9,444	19,999	89,499
Additions	61	4,006	-	-	4,067
Disposals	-	-	-	(19,999)	(19,999)
At 31 March 2013	26,618	37,505	9,444	-	73,566
<b>Depreciation</b>					
At 1 April 2012	20,854	31,697	8,578	5,417	66,546
Charge for the year	2,287	2,050	611	5,000	9,948
Disposals	-	-	-	(10,416)	(10,416)
At 31 March 2013	23,141	33,748	9,189	-	66,077
<b>Written down value</b>					
At 31 March 2012	3,477	3,757	255	-	7,489
At 31 March 2011	5,703	1,802	866	14,582	22,953

All tangible fixed assets were used for charitable purposes. Leasehold improvements have been depreciated over the term of the lease.

#### 7 Debtors

	2012/13	2011/12
	£	£
Rent deposit	3,500	3,500
Trade debtors	18,338	9,860
Sundry debtors	4,348	5,040
Prepayments	20,310	18,423
<b>Total</b>	<b>46,496</b>	<b>36,823</b>

#### 8 Creditors payable within one year

	2012/13	2011/12
	£	£
Trade creditors	4,309	11,307
Accruals and deferred income	18,268	9,028
PAYE liability	7,482	8,214
<b>Total</b>	<b>30,059</b>	<b>28,549</b>

## 9 Unrestricted funds - general

	£
At 1 April 2012	176,112
Surplus for the year	80,231
At 31 March 2013	256,343

## 10 Restricted funds

	At 1 April 2012 £	Incoming resources £	Resources expended £	At 31 March 2013 £
City Bridge Trust	-	22,500	22,500	-
The Dragon Christmas Charity Sale	-	1,000	1,000	-
Eleanor Rathbone Charitable Trust	3,600	-	3,600	-
The Essex Fairway Charitable Trust	-	5,000	5,000	-
The Foyle Foundation	1,263	-	705	558
G J W Turner Trust	7,268	-	4,825	2,443
The Henry Smith Charity	20,000	30,000	30,000	20,000
S C Johnson Ltd	600	-	600	-
The Lovel Foundation	1,892	-	1,775	117
Maria/Marina Foundation (bursaries)	39,325	50,000	45,460	43,865
Maria/Marina Foundation (fundraising)	-	27,240	11,447	15,793
The Mercers' Company	-	10,000	10,000	-
The Rayne Foundation	-	30,000	30,000	-
The Robertson Trust	2,879	-	1,800	1,079
The Helen Roll Charity	922	-	611	311
St Michaels and All Saints Charities	2,300	-	-	2,300
<b>Total</b>	<b>80,049</b>	<b>175,740</b>	<b>169,324</b>	<b>86,465</b>

The Dragon Christmas Charity Sale, Eleanor Rathbone Charitable Trust, Maria/Marina Foundation, The Mercers' Company, The Robertson Trust, G J W Turner Trust, St Michaels and All Saints Charities, and S C Johnson Limited have donated money to fund therapy sessions and related travel expenses

Funds received from The City of London Corporation's Charity, City Bridge Trust, The Essex Fairway Charitable Trust and the Rayne Foundation have donated money towards therapy sessions and core expenses for the London office.

Monies received from The Henry Smith Charity are to be used towards the Family Liaison Officer's salary.

Monies received from The Foyle Foundation are to be used for books, shelving and individual story telling workshops.

Funds were received from the Maria/Marina Foundation to support fundraising activities.

A new alarm system was purchased from the money donated by The Helen Roll Charity. The alarm system is a fixed asset depreciated over a number of years and depreciation is charged to this fund. Therefore a closing balance at 31 March 2013 is shown. We have also purchased a number of fixed assets for the Baby Therapy room with funds provided by The Lovel Foundation. These are depreciated over a number of years and depreciation is charged to this fund. Therefore a closing balance at 31 March 2013 is shown

## 11 Leasing commitments

The charity has entered into a lease on its Oxfordshire premises , terminating in August 2017, at an annual rental of £30,500 plus VAT and on its London premises, terminating in September 2014, at an annual rental of £20,650.

## 12 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total £
Tangible Fixed Assets	7,061	428	7,489
Debtors	46,496	-	46,496
Bank and Cash Balances	232,845	86,037	318,883
Current Creditors	(30,059)	-	(30,059)
	<u>256,343</u>	<u>86,465</u>	<u>342,809</u>

## 13 Related party transactions

The charity paid attendance travel expenses to trustees totalling £594 (2012 Nil) of which £91 was owed to Rod Walker at 31 March 2013 (2012 Nil).

During the year, the charity gifted a motor vehicle to Jacqueline Stokes, the charity Director who retired during the year. The motor vehicle was previously provided to the Director as part of her remuneration package and it was agreed that she would receive the car on her retirement. The net book value of the car at the date of the disposal was £9,583

## **OUR SUPPORTERS**

AV<sup>UK</sup> is pleased to acknowledge the wonderful support it has received from its various supporters. Of the major contributors this year we would especially like to thank

### **Trusts and Foundations**

Birkdale Trust for Hearing Impaired Ltd  
CHK Charities Ltd  
The City of London Corporation's charity, City Bridge Trust  
John Ellerman Foundation  
Fashion and Textile Children's Trust  
Donald Forrester Trust  
The Freemasons' Grand Charity  
The Goldsmiths' Company Charity  
The Dorothy Hay-Bolton Charitable Trust  
MariaMarina Foundation  
The Mercers' Company  
Meningitis Trust  
PF Charitable Trust  
Eleanor Rathbone Charitable Trust  
The Henry Smith Charity  
The Rayne Foundation  
ShareGift Orr Mackintosh Foundation  
The Sobell Foundation  
The Sir Jules Thorn Charitable Trust  
Garfield Weston Foundation

### **Companies and Corporate Foundations**

Lawrence Graham LLP  
Phonak Group Ltd  
Process Delta Ltd  
Waitrose Ltd

### **Schools and Community Organisations**

Annemount School  
Chepstow House School  
The Dragon Christmas Charity Sale  
Garden House School  
Middlesex Province Relief Fund  
Oxford Young Professionals Society  
The Pony Club, Bicester and Warden Hill Branch  
Rotary International

We would also like to thank our individual donors, AV<sup>UK</sup> "Friends" who individually raised funds on our behalf, and all those who supported fundraisers in their efforts

Thank you