

ANNUAL REPORT & ACCOUNTS
FOR YEAR ENDED 31 MARCH 2015

THE AUDITORY VERBAL CENTRE

Company Number 04569764 (England and Wales)

Charity Number 1095133

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LEGAL AND ADMINISTRATIVE DETAILS

Trustees	Claire Campbell (Chair) William Atkinson (from 20 April 2015) Dominic Byrne (resigned 27 January 2015) Elizabeth Delaney Jacqueline Hill Elizabeth Mills OBE Rod Walker DL (Treasurer) Amanda Wilkinson (from 26 January 2015) Justine Womack (from 7 July 2014)
Secretary	Elizabeth Delaney
Chief executive	Anita Grover
Company number	04569764 (England and Wales)
Charity number	1095133
Registered office	Bignell Park Barns Chesterton Oxon OX26 1TD
Business address	Bignell Park Barns Chesterton Oxon OX26 1TD
Bankers	Lloyds Bank 1 High Street Oxford OX1 4AA
Auditor	Shaw Gibbs Limited 264 Banbury Road Oxford OX2 7DY

REPORT OF THE BOARD OF TRUSTEES

Structure, Governance and 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^{UK}. 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 chief executive and operations manager 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 chief executive. All decisions are recorded in the minutes of meetings. 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. Trustee and staff policies include child safeguarding measures and criminal records checks.

Safeguarding children at AV^{UK} 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 chief executive and head of family services. 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 take into account the Charity Commission's guidance on public benefit and believe that the activities of Auditory Verbal^{UK} (AV^{UK}) are in line with that guidance. In particular, the Trustees have considered how planned activities will contribute to the aims and objectives that they have set.

Objectives and 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^{UK} seeks to raise expectations for deaf children, and make its skills available to more families across the UK.

Summary

2014/15 marked a transformational year for AV^{UK}. We have worked with over 100 families, equipping them with the skills to develop their child's listening and spoken language. We have shared our expertise with over 1,000 professionals working in the field of hearing impairment through our training programmes and participation at events and conferences at home and abroad.

We are proud that our work has received recognition in charity and industry awards and that we have been able to increase access to auditory verbal therapy in the UK through the development of our AV^{UK} team; the development of our professional training programme; our strategic partnerships with a number of organisations and by increasing information and support for auditory verbal therapy with key individuals and groups working with deaf children. As a result more children have access to an auditory verbal therapy programme than ever before.

However, there is still much work to be done and we were thrilled to be selected by the October Club in 2014 as their charity of the year and as a result of the £527,000 raised by them, we will be able to expand the number of therapists in training in the UK and to reach many more children over the coming years.

In late 2014, we moved to temporary premises in London whilst our new centre in Bermondsey was fitted out to our specification for occupation in May 2015. 2014 also saw the culmination of a year-long celebration of the charity's work in its first ten years, and honoured the inspirational life and achievements of our Founding Director, Jacqueline Stokes.

Our priorities in 2014/15 were:

1. Delivering excellent therapy and support to families past and present

We have worked with over 100 families from across the UK this year at our two centres in Oxfordshire and London and through partnerships with the Portland Hospital in London, Great Ormond Street Hospital, Selwyn School in Newham and the Hearing Hub in Belfast.

"We can never express in words just how grateful and thankful that Louie was able to attend AV^{UK}. What a truly wonderful experience he has had, he is confident, speaks beautifully and has surpassed our expectation in every way." - Parents of Louie, who graduated from the programme in 2014

We have increased our clinical capacity this year and have a team of 8 therapists; 5 of whom are Certified Listening and Spoken Language Cert Auditory Verbal Therapists and three are highly specialist speech and language therapists or dually trained audiologists who are working towards their full qualification as auditory verbal therapists. We have also developed new quality assurance protocols and developed a protocol for our in-house mentoring programme.

We have increased the support for families on the AV^{UK} programme by establishing a new parent support group in London and a closed Facebook group for parents to share their experiences. We have sought the views of parents of children who have graduated from AV^{UK} about the type of support that they would find valuable during school years and we will be developing options for support during the next financial year. Parents of teenage children have also told us how valuable it would be to have work experience opportunities in organisations and we are delighted that Crown Communications – a communications

company based in Soho London will be taking on their first graduate of the AV^{UK} programme in summer 2015. Several other companies have pledged to offer opportunities and we will be promoting the scheme in the next financial year.

Due to the end of our lease and commercial redevelopment of the building housing our London centre in Holborn, we moved to temporary accommodation in December 2014 at the CAN Mezzanine building in Old Street. We are grateful to CAN Mezzanine for accommodating us for four months whilst they finalised the development and adaptation of our new premises in Bermondsey, to meet our needs. We are most grateful to our service users for their patience and flexibility whilst we were working with reduced facilities.

2. Increasing the number of therapists in training in-house and across the UK/Europe

This year we have increased the number of therapists training in-house and within the NHS and in Local Authorities in auditory verbal therapy. Our two-part training package for professionals who are training to become LSLS Certified Auditory Verbal Therapists® continues to thrive. In 2014/15, we trained 9 professionals on our part 1 programme and 9 professionals on our part 2 training programme and we will see the first cohort take their examinations for full certification during 2015.

This year we also launched our first distance course, to enable professionals living far afield to access our training via our e-classroom. The first students on this distance course began in 2014 and our distance part 1 course begins in May 2015. This is a significant development for our charity and at the heart of our plan to train more specialists in auditory verbal therapy.

We have also run training for professionals in Denmark, Ireland and Jordan and shared our expertise at a number of conferences and events at home and abroad including:

- Hearing Across the Lifespan Conference in Lake Como, Italy (June 2014)
- Alexander Graham Bell Academy Conference in Florida, USA (July 2014)
- British Academy of Audiology Conference in Bournemouth (November 2014)
- British Cochlear Implant Group Conference in Bristol (March 2015)

We have offered a broad range of learning opportunities through short courses for parents and professionals. Short courses hosted at AV^{UK} included a course called 'Supporting Hearing-impaired Children in Mainstream Education' run in September 2014. We have also run introductory sessions and lectures in Auditory Verbal Therapy (AVT), and provided guided observations of AVT sessions for students and clinicians at home and abroad. We have also spoken to a number of parent groups and schools this year.

Our two interns training in-house have continued their development programme towards their examinations in 2015/16. They were joined in October by one of three new trainee interns through the October Club pyramid project with experience in speech and language therapy and teaching of the deaf who will be working towards their AVT qualifications over a three year period.

3. Diversifying our fundraising income

Our focus this year was on securing repeat funding and attracting new supporters from trusts, foundations and the corporate arena.

In May 2014, we were thrilled to be selected as the **October Club's** charity partner for 2014. The October Club was established in 1987 when a group of individuals working in the City were moved by the plight of Leukaemia sufferers, and decided to hold a fundraising dinner at The Savoy. This proved so successful that they decided it should become an annual event every October - hence The October Club. For over 28 years the Committee have chosen a charity for which the funds raised will prove transformational.

A total of £527,000 was raised by the October Club from two events held at Ascot and a dinner at the Savoy Hotel in October 2014. We would like to thank the October Club Committee, all the sponsors, advertisers and the attendees for their incredible support. The money raised has kick-started a training programme to double access to auditory verbal therapy within six years. In this pyramid project, AV^{UK} will be training three new therapists in-house with backgrounds in speech therapy, audiology or teaching deaf children. As these new therapists qualify, they will each train three people and those will go on to train a further three and so forth until all deaf pre-schoolers can access specialist help close to home. AV^{UK} wants all parents to be able to choose the communication approach that they want for their child and to have access to services and support close to home. The first specialist therapist supported by this partnership joined AV^{UK} in October 2014.

"The October Club has given us not just the financial support but the confidence, connections and platform to turn our ambitions into a reality. Thanks to them, and all those who have sponsored and provided support, many more deaf children will have the opportunity to listen, speak and achieve" – Anita Grover CEO

Thanks to the generous support of charitable trusts and foundations, companies, community groups and individuals, AV^{UK} raised in the region of a further £376,000 towards its charitable activities – both core work and special projects – this year. We are grateful to all who chose to champion the work of AV^{UK} through sporting challenges and their organisations. In late 2014, we launched a Friends of AV^{UK} scheme which we will expand during 2015/16.

4. Demonstrating our outcomes and increasing our profile and reputation with supporters, stakeholders and the media

We are proud to have received recognition in national and local awards across the charity sector this year. Highlights include:

- **2014 Charity Times Awards** – AV^{UK} was highly commended as Charity of the Year under £1m and highly commended award for Founding Director, Jacqueline Stokes for outstanding individual achievement
- **2014 Charity Awards** – finalist in children and youth charity of the year
- **2014 Shine a Light Awards** – a highly commended award for Founding Director, Jacqueline Stokes for outstanding individual achievement in the speech, language and communication needs sector and AV^{UK} was shortlisted for innovation.
- **Cherwell Business Awards** – finalist in the charity and community category recognising the work of our Oxfordshire HQ

International success

During 2014, AV^{UK}'s CEO, Anita Grover became the first UK CEO to be awarded the **Macquarie David Clarke Social Innovation Fellowship** and AV^{UK}'s Clinical Lead, Rosie Quayle was awarded a **Winston Churchill Travel Fellowship**. These two awards will enable Anita and Rosie to travel to Australia and New Zealand during 2015 to learn from our sister organisations who have been at the forefront of delivering AVT services to families and professionals for more than 40 years and to bring back the learnings for the benefit of AV^{UK}, the AVT community in the UK and to help transform the landscape of service provision for deaf children in the UK.

Media coverage

During 2014, the charity was featured in the national, regional and trade press titles, including features in the Observer and Guardian. We have also increased our presence on social media and established a new 'closed' Facebook support group for families of children on our programme.

Influencing policy and practice

Our work to influence stakeholders and policy development was a continued priority during the year. Our membership of The Communication Trust's consortium has given AV^{UK} a more powerful lobbying voice, amongst other charities with shared concerns. This year we have inputted to the special educational needs and disability (SEND) reforms and the new education and health care plans (EHCP) and code of practice that affects all families of deaf children and their local professionals. As a result we have been able to ensure more Local Authorities have made information about AVT available in 'local offers' and our clinical team have contributed to a number of new EHC plans. We have also attended a number of meetings and events, during the year, including the Early Intervention Foundation Conference in 2015 to join together with other organisations working to enable children to get an equal start in life.

5. Developing strategic partnerships

This year saw the launch of our Belfast project, delivering AVT for the first time in Belfast to 6 families, supported by the National Lottery in Northern Ireland. We are also working with a specialist speech and language therapist who will be training in auditory verbal therapy so that we can start to build a sustainable offer for families in Northern Ireland and enable them to access support closer to where they live.

Our 'Listen & Talk as One' project was officially launched in January 2014 and has grown in reputation and reach this year. The project, based at our London centre, aims to showcase collaborative working between hearing care professionals (audiologists) and language development professionals (Auditory Verbal Therapists) at the same premises. This collaboration between AV^{UK} and leading audiology service Chear, sponsored by hearing technology company Phonak, is improving access for families and helped deaf children to have both the technology and early intervention they need to develop listening skills and clear speech. We have also worked together to share expertise with professionals working in audiology and habilitation services across the UK. Between mid-December 2014 and April 2015, appointments under the initiative were postponed whilst we were housed in temporary office space prior to moving to our new London centre in May 2015.

We have continued our partnership with the Portland Hospital in London, as their principal provider of habilitation services for children being assessed for, and receiving, cochlear implants.

In December 2014, we renewed our partnership with Selwyn School in Newham to provide AVT to 4 families of profoundly deaf children at the school. Through this partnership, we have provided training to staff working with hearing impaired children across the school.

We have also explored new partnerships with a growing number of Local Authorities and NHS provision interested in AVT.

During 2014/5 we began work on a new outcomes study with the support of the Blagrove Trust. This will provide deeper analysis of the benefits of an AVT programme and will report later in 2015. We are also undertaking meta-analysis of existing studies to further demonstrate the benefits of our early intervention approach. We are very grateful to the charity Datakind for helping us to access specialist data advice so that we can improve the way in which we record, analyse and present data on our work.

6. Developing the AV^{UK} team – being the best we can be

As of March 2015, there were 15 members of staff at the Charity. Led by the chief executive, the senior management team comprises the Clinical Lead, Operations Manager, Head of Fundraising, Head of Family Services, Head of Finance and Clinical Adviser. The charity has 5 Certified Auditory Verbal Therapists; 3 Auditory Verbal interns in the clinical team plus a family support and development officer; fundraising and communications officer and a Finance Manager. 8 members of staff are full time and 7 are part time.

Our three Auditory Verbal interns are highly specialist speech and language therapists or dually trained audiologists. One joined the team in October 2014; one returned from maternity leave in January 2015 and one will be taking their examinations during 2015 to qualify as an LSLS Cert Auditory Verbal Therapist.

All staff have detailed objectives that stem from the organisation's strategic plan and personal development objectives that are regularly reviewed. Our clinical team have attended conferences at home and abroad and have received mentoring support and clinical supervision in-house and from external advisers.

We would like to thank Elizabeth Tyszkiewicz, from the Midlands Hearing Implant programme for her clinical expertise and ongoing mentoring with our therapists and Graham Loudon-Carter for sharing his expertise in leadership and management development with the senior team.

We have also undertaken a financial health check and received pro bono financial mentoring, courtesy of Eastside Primetimers to further develop the team's skills and are grateful to the Small Charities Coalition for enabling our team to access low-cost professional training in key issues of importance to our charity.

Our charity benefits from the considerable advice and support of our wide-ranging voluntary Advisory Panel, who each provide their time and expertise to enable the charity to provide the best possible support to families of deaf children.

Our advisory panel as of 31 March 2015 comprised:

- Dr Dimity Dornan, Executive Founder of Hear and Say Australia, AO, Associate Professor UQ, PhD UQ, HonDUniv USQ, BSpThy, FSPAA, CpSp, LSLS Cert AVT
- Professor Andrew King, Wellcome Trust Principal Research Fellow and Professor of Neurophysiology at the University of Oxford
- Carol Flexer, Distinguished Professor Emeritus, Audiology, The University of Akron, Ohio PhD, CCC-A; LSLS Cert. AVT
- Dr Josephine Marriage, Director of Chear, PhD MSc BSc RHAD
- Dr Kaukab Rajput, FRCS, FRCP, MSc, Consultant Audiological Physician, Great Ormond Street Hospital
- Dr Peter Savundra, FRCP DCH MA MSc, Consultant Audiological Physician, Portland Hospital
- Lynda Shaw, BSc OT-UCT, State Registered Occupational Therapist
- Graham Loudon-Carter, BA Hons, MBPsS, Leadership and HR adviser
- Alexandra Rehak MA, BSc Data Adviser

We are grateful to these advisors for their expertise, guidance and support in their areas of specialism which is sought on an ad-hoc basis.

During 2014/15, we said a fond farewell to one of our Founding Trustees and welcomed three new Trustees to the Board with experience of media, the NHS, commercial development and fundraising.

In addition to our Board of Trustees, patron and advisors, AV^{UK} has benefited from the input of a number of volunteers during the year including a speech and language therapist volunteering every week at our London centre and two administrative volunteers who between them provide support across the week at our Oxfordshire centre. We are grateful to Karen Forbes, David Fox and Maria Okatopi for their continued time, commitment and expertise.

We have also been generously supported by parents of children who have attended or are currently attending AV^{UK} to run fundraising events as well as professional experts in social media strategy, press, events and data analysis and input giving their time pro bono and developing our team's skills.

Our charity's patron is Janine Roebuck, the world's only deaf professional mezzo-soprano. We would like to thank Janine for the valuable contribution she has made as patron this year, by raising our profile in speaking engagements, through the media and at events. AV^{UK} now has a wonderful team of Ambassadors who champion our work and support the charity in different ways. We would like to thank the following individuals for their continued support:

Christopher Holder, Michael Wilmshurst, Alexandra Woolgar, Madeleine Woolgar, Francesca Woolgar, Katie Brewer, Sapna Sharma, Emma Curtis, Susan Ronson and our Young Ambassador James Curtis, who has presented about his own experience of deafness and AV^{UK} at the October Club fundraising dinner and at school events.

7. Celebrating the life and achievements of our founding director, Jacqueline Stokes

In October 2014, families, professionals and supporters joined the AV^{UK} team and family of our Founding Director, Jacqueline Stokes, to celebrate her life and achievements for the charity at the LABAN Conservatoire of Music and Dance in London. Jacqueline Stokes was an inspirational woman; the first Auditory Verbal Therapist in the UK, with a heartfelt belief that all deaf children should be allowed to achieve their full potential. Auditory Verbal^{UK} would not exist without Jacqueline's personal vision and commitment. Jacqueline's legacy will be seen every day in the achievements of children graduating from AV^{UK}, and through the many professionals with whom she has shared her expertise.

Financial Review: April 2014 to March 2015

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.

A balanced budget was set for 2014/15 and during the course of the year the budget was revised to reflect the significant additional income from the October Club partnership.

There is a clear plan for drawing down on the October Club restricted funding for our staffing, delivering of professional training and profile raising activity across a three year period.

At 31 March 2015, restricted funds amounted to £536,529 (2014: £94,816). Unrestricted funds amounted to £154,171 (2014: £119,130). Unrestricted funds equate to 24% of our budget for unrestricted expenditure in 2015-16 (2014: 30%). The Trustees are aiming to build the level of unrestricted funds as a strategic objective for the immediate future.

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 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.

During 2015/6 we will publish our five year strategy. Our priorities for the year ahead are:

Delivering excellent services to families and professionals

We aim to:

- Deliver AVT to up to 125 families across our two centres and through partnerships in Belfast, Portland Hospital, Selwyn School and in Dublin, Ireland.
- Launch new distance training for professionals working in NHS and LAs, making it easy to access expertise and a bursary scheme for those unable to secure funding support for training to become a certified AVT
- Deliver a new programme of introductory and training sessions for teachers of the deaf, audiologists and speech and language therapists across the UK.
- Develop support for parents, grandparents and our graduate families –including securing work experience opportunities for graduates of our programme when they reach the appropriate age.
- Develop a team of regional parent ambassadors who will provide support to new families on the programme and to share their experiences at events and meetings around the country.

Our evidence base

We plan to publish a significant new study demonstrating the outcomes of children attending the AVT programme at our charity during 2015 with the support of the Blagrove Trust.

Securing fundraising support for our core service and bursaries for families across the UK

Whilst we have secured restricted funding from our October Club partnership we face a key fundraising challenge this year to secure in the region of £450,000 from a wide range of organisations and individuals. Our first priority is to seek support for our core work which has transformed the lives of hundreds of deaf children since our charity was founded. Our aim is to ensure that our services are accessible to **all** families. All families are subsidised by our fundraising efforts with the greatest support to those on low incomes. We are united in our belief that income should not be a barrier to accessing services and that is at the heart of our fundraising strategy. Our second priority is to identify funding which will enable us to deliver additional special projects that respond to families' needs and help us to break new ground as a charity.

Developing our partnerships and focus on international collaboration

We continue to work with audiology centres, cochlear implant centres and sensory services. Our focus will be on developing new partnerships to establish AVT in more centres across the UK, and demonstrating the impressive outcomes for deaf children and their families.

We will continue to develop our innovative and unique partnership with Chear and Phonak in London: the Listen and Talk as One initiative which brings together the skills of leading paediatric hearing care specialists (audiologists) with our expert language development professionals (Auditory Verbal Therapists) under one roof in London. We will deliver more joint appointments for families and the initiative will also see us undertake a number of speaking engagements to share our expertise with audiologists, teachers of the deaf and speech and language therapists across the UK.

We will be engaging with international colleagues at a number of specialist conferences and events at home and abroad and will significantly benefit from the visits of our CEO and Clinical Lead to Australia and New Zealand, made possible by the Macquarie Group Foundation and Winston Churchill Memorial Trust.

Further increasing our profile and influence

We will continue to develop our successful partnerships with key organisations such as Meningitis Now and The Communication Trust with whom we have a shared agenda for supporting children deafened through meningitis and children with speech, language and communication needs respectively. We will build relationships with new organisations such as those working with families of premature babies; twins; and specific conditions where deafness may be more prevalent in the early years.

We will also continue to step up our profile in the national, regional, trade and consumer media and further develop our social media presence and attending relevant events. Through this work, we hope to reach 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 infrastructure – including moving to new London premises in May 2015

Our move to new London premises in Bermondsey took place in May 2015 and the new London centre features three therapy rooms, a training suite, audiology rooms, observation and office space. We are grateful to CAN, who provide office space for the third sector, for their support in establishing a centre that has been fitted to our specification and enables us to continue to build our Listen and Talk as One partnership so that many more deaf children can achieve optimal listening and spoken language outcomes. We are also grateful for their support in housing us in temporary accommodation in Old Street whilst our new London premises was prepared between January and May 2015. In the year ahead we also plan to install a new phone system using Skype for business, which will maximise communication between our centre in London and our Oxfordshire HQ as well as reviewing our IT systems, support and policies.

Further develop our people

This year we will be undertaking further team training on communications and influencing; continuing to invest in mentoring and coaching, drawing on the expertise and experience of our pro bono advisers and international partners and developing clinical specialisms. We will be supported by a secondee from the

Civil Service fast stream for six months of the year through the Charity Next programme and we will be undertaking a review of our processes and policies during the year.

During 15/16 we will be publishing our five year strategy which will outline our plans to 2021. Together with families, professionals and supporters, we will support many more deaf children to listen, speak and achieve.

Trustees' responsibilities statement

Company law requires the Trustees 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 Trustees 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 Trustees 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 Trustees 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:

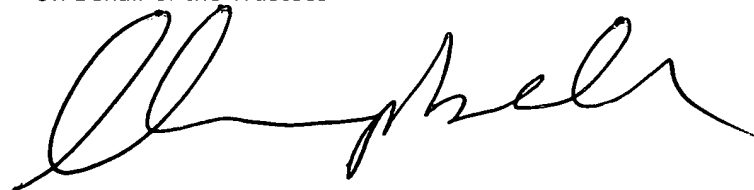
- so far as we are aware, there is no relevant audit information of which the company's auditors are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's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

Auditor

Following a process of retendering, a resolution to appoint Wenn Townsend as auditor for the ensuing year will be proposed at the annual general meeting. The Trustees are grateful to Shaw Gibbs Limited for their help and support as auditors during the first phase of this charity's life.

Finally, we would like to thank all those who have supported the charity in the past year. Thanks to your continued generosity, we will be in a position to make great strides towards our mission of enabling every family who wishes their child to learn to listen and speak, to be able to access Auditory Verbal Therapy close to home.

On Behalf of the Trustees



Claire Campbell
Chair
6 July 2015

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 2015 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 12, 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 2014, 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 Limited

Shaw Gibbs Limited
Statutory Auditor
6 July 2015

264 Banbury Road
Oxford
OX2 7DY

**STATEMENT OF FINANCIAL ACTIVITIES (including Income and Expenditure Account)
for the year ended 31 March 2015**

Incoming resources from generated funds				2015	2014
	Note	Unrestricted	Restricted	Total	Total
		£	£	£	£
Voluntary income	2	225,677	677,701	903,378	283,419
Provision of services					
Sessional income		226,225	-	226,225	260,957
Training and other income		51,371	-	51,371	32,206
Investment income					
Bank interest		768	-	768	2,529
Total incoming resources		<u>504,041</u>	<u>677,701</u>	<u>1,181,742</u>	<u>579,111</u>
Resources expended	3				
Costs of generating voluntary income		67,616	16,848	84,464	58,177
Charitable activities					
Direct costs		305,107	216,493	521,600	563,129
Indirect costs		88,460	2,647	91,107	78,036
Total		<u>393,567</u>	<u>219,140</u>	<u>612,707</u>	<u>641,165</u>
Governance costs		7,817	-	7,817	8,632
Total resources expended		<u>469,000</u>	<u>235,988</u>	<u>704,988</u>	<u>707,974</u>
Net incoming/(outgoing) resources		35,041	441,713	476,754	(128,863)
Total funds brought forward		119,130	94,816	213,946	342,809
Total funds carried forward		<u>154,171</u>	<u>536,529</u>	<u>690,700</u>	<u>213,946</u>

All gains and losses recognised in the year are included above.

The notes on pages 17 to 21 form part of these financial statements.

BALANCE SHEET AT 31 MARCH 2015

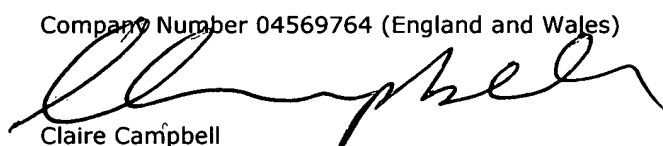
	Note	2015 £	2014 £
Tangible fixed assets	5	<u>20,382</u>	<u>28,091</u>
Current Assets			
Stock		208	226
Debtors and prepayments	6	66,062	49,648
Bank and cash balances		<u>653,329</u>	<u>172,727</u>
		719,599	222,601
Creditors payable within one year	7	<u>(49,281)</u>	<u>(36,746)</u>
Net current assets		<u>670,318</u>	<u>185,855</u>
		<u>690,700</u>	<u>213,946</u>
Financed by			
Unrestricted funds - general	8	154,171	119,130
Restricted funds	9	536,529	94,816
		<u>690,700</u>	<u>213,946</u>

These financial statements were approved by the Trustees on 6 July 2015. For the year ended 31 March 2015 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 154 of the Charities Act 2011.

Trustees' 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.

Company Number 04569764 (England and Wales)



Claire Campbell
Chair of Trustees
6 July 2015

The notes on pages 17 to 21 form part of these financial statements.

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2015

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 Report of the Board of Trustees 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 provision of services to families and from investments are included when receivable.

Resources expended are recognised in the period in which they are incurred and include irrecoverable VAT. They are allocated to a particular activity when the cost relates directly to that activity. The cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned according to 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 with the exception of the leasehold improvements is estimated at maximum of 4 years. Leasehold improvements have been depreciated over the term of the lease.

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

Stocks are carried at the lower of cost and net realisable value.

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

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further restriction 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.

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.

2 Voluntary income

	Unrestricted	Restricted	2015 Total	2014 Total
	£	£	£	£
The Azima Foundation	-	-	-	1,000
The Blagrove Trust	-	30,000	30,000	-
Brynberg Charitable Foundation	30,000	-	30,000	-
Buffini Chao	-	4,500	4,500	-
CHK Charities Limited	-	-	-	20,000
The City Bridge Trust	-	37,500	37,500	22,500
The Doris Field Charitable Trust	1,500	-	1,500	-
The Dorothy Hay-Bolton Charitable Trust	2,000	-	2,000	2,000
The Dragon House Christmas Charity Sale	2,000	-	2,000	-
The Ear Foundation	-	-	-	600
Eaton House School	9,850	-	9,850	-
The John Ellerman Foundation	-	-	-	30,000
Essex Fairway Charitable Trust	10,000	-	10,000	-
The Foyle Foundation	-	25,000	25,000	-
The Goldsmiths' Company Charity	-	3,000	3,000	-
The Grocers Charity	2,000	-	2,000	-
Harpenden Round Table	-	-	-	1,635
Kent Community Foundation	1,000	-	1,000	-
Lawrence Graham LLP	19,861	-	19,861	13,718
The Lovel Foundation	-	-	-	1,000
Macquarie Group	-	7,000	7,000	-
The Madge Trust	-	-	-	45,000
MariaMarina Foundation	-	85,000	85,000	50,000
MariaMarina Foundation	-	-	-	22,590
Marsh Farm Light House	1,000	-	1,000	-
North Bridge House School	5,000	-	5,000	-
The October Club	60,108	467,000	527,108	-
Old Mutual Business Services	-	-	-	2,016
ORR Mackintosh Foundation	-	-	-	1,000
Oxford Young Professionals Society	-	-	-	501
Panmure Ladies Festival	-	-	-	834
S Peake Charitable Trust	5,000	-	5,000	-
PF Charitable Trust	2,500	-	2,500	2,500
Henry Smith Charity	30,000	-	30,000	-
Sir Jules Thorn Charitable Trust	-	-	-	1,000
St James' Place Foundation	-	2,500	2,500	2,500
G W Turner Trust	-	5,000	5,000	-
Wragge & Co Charitable Trust	2,142	-	2,142	-
Waitrose Community Matters Scheme	-	-	-	778
Other	41,716	11,201	52,917	62,247
	225,677	677,701	903,378	283,419

3 Resources expended

	2015 £	2014 £
Costs of generating voluntary income	84,464	58,177
Charitable activities:		
Direct services to families	587,037	616,140
Training and development	25,670	25,025
Governance costs	7,817	8,632
	704,988	707,974

3 Resources expended (continued)

	2015 £	2014 £
Staff costs by function		
Generating voluntary income	72,537	51,405
Charitable activities	369,362	370,468
Governance	4,085	4,348
	445,984	426,221
Staff costs analysis		
Salaries	376,162	363,344
Social security costs	38,776	36,621
Other pension costs	31,046	26,256
	445,984	426,221
Operating lease rentals (including VAT)	55,672	79,339
Audit fee	3,700	3,800
Depreciation	12,611	11,880

The average monthly number of employees during the year was 10.4 FTE (2014: 9.8 FTE).

One employee had remuneration in the bracket £70-80,000 on which pension contributions of £9,329 were paid.

4 Taxation

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

5 Tangible fixed assets

	Training Equipment £	Office Equipment £	Leasehold Improvements £	Total £
Cost				
At 1 April 2014	26,618	69,987	9,444	106,049
Additions	-	4,902	-	4,902
Disposals	-	-	-	-
At 31 March 2015	26,618	74,889	9,444	110,951
Depreciation				
At 1 April 2014	26,077	42,437	9,444	77,958
Charge for the year	541	12,070	-	12,611
Disposals	-	-	-	-
At 31 March 2015	26,618	54,507	9,444	90,569
Written down value				
At 31 March 2015	-	20,382	-	20,382
At 31 March 2014	541	27,550	-	28,091

6 Debtors and prepayments

	2015 £	2014 £
Rent deposit	3,500	3,500
Trade debtors	11,859	12,565
Sundry debtors	33,463	6,789
Prepayments	17,240	26,794
	66,062	49,648

7 Creditors payable within one year

	2015	2014
	£	£
Trade creditors	9,797	7,363
Accruals and deferred income	26,487	21,457
Other creditors	12,997	7,926
	49,281	36,746

8 Unrestricted funds - general

	£
At 1 April 2014	119,130
Surplus for the year	35,041
At 31 March 2015	154,171

9 Restricted funds

	At	Incoming	Resources	At
	1 April 2014	resources	expended	31 March 2015
	£	£	£	£
The Blagrove Trust	-	30,000	8,000	22,000
Buffini Chao	-	4,500	3,700	800
The City Bridge Trust	-	37,500	37,500	-
The Foyle Foundation	-	25,000	10,417	14,583
G J W Turner Trust	-	5,000	5,000	-
The Goldsmiths Company Charity	-	3,000	1,500	1,500
The Jacqueline Stokes Memorial Fund	120	451	571	-
Macquarie Group	-	7,000	-	7,000
The Madge Trust	34,125	-	13,000	21,125
Maria Marina Foundation (bursaries)	42,915	85,000	63,607	64,308
Maria Marina Foundation (fundraising)	15,793	-	15,793	-
Outreach Fund	-	10,250	8,976	1,274
HDH Wills 1965 Charitable Trust	-	500	68	432
St James Place	-	2,500	1,295	1,205
St Michaels and All Saints Charities	1,863	-	-	1,863
The October Club	-	467,000	66,561	400,439
	94,816	677,701	235,988	536,529

Fund	Purpose
The Blagrove Trust	Towards the cost of therapy sessions, outreach work, and research into the outcomes of our therapy
Buffini Chao, G J W Turner Trust, The Jacqueline Stokes Memorial Fund, The Madge Trust, Maria Marina (bursaries), and St Michaels and All Saints Charities	Towards the cost of therapy sessions and related travel expenses
The City Bridge Trust	Towards the cost of therapy sessions and core expenses for the London office
The Foyle Foundation	Towards the cost of a trainee Auditory Verbal Therapist
The Goldsmiths Company Charity	Towards the development of support for families of deaf children
Macquarie Group	Towards supporting Anita Grover's trip to Australia and New Zealand to learn from world-leading AVT organisations
Maria Marina (fundraising)	Towards the cost of a fundraising officer.
Outreach Fund	Towards the cost of outreach.
HDH Wills 1965 Charitable Trust	Towards the cost of refurbishing our sensory room
The October Club	To fund the recruitment and training of three Auditory Verbal Therapy interns over the next three years

10 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 is negotiating a five year lease on its London premises at an annual rent including service charge of £82,113 plus VAT.

11 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total £
Tangible fixed assets	20,382	-	20,382
Stock	208	-	208
Debtors	50,062	16,000	66,062
Bank and cash balances	132,800	520,529	653,329
Current creditors	(49,281)	-	(49,281)
	154,171	536,529	690,700

12 Related party transactions

The charity paid attendance travel expenses to two trustees and provided refreshments at trustee meetings. Total cost was £212 (2014: £484) of which £18 was owed to one at 31 March 2015 (2014: £101).

OUR SUPPORTERS

AV^{UK} 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:

The Blagrove Trust
Birkdale Trust for Hearing Impaired
The Buffini Chao Foundation
The City of London Corporation's Charity, City Bridge Trust
Doris Field Charitable Trust
The Dorothy Hay-Bolton Charitable Trust
Dr Michael and Anna Brynberg Charitable Foundation
The Dragon School
Eaton House School
Essex Fairway Charitable Trust
Fashion and Textile Children's Trust
The Foyle Foundation
GJW Turner Charitable Trust
The Goldsmiths' Company
The Worshipful Company of Grocers'
HDH Wills 1965 Charitable Trust
The Henry Smith Charity
Kent Community Foundation – Ivy & Jane Charitable Trust
Lionel Wigram Memorial Trust
The Madge Trust
MariaMarina Foundation
Meningitis Now
North Bridge House School
The October Club
Oxford Young Professionals Society
PF Charitable Trust
The Sir Jules Thorn Charitable Trust
St James's Place Foundation
The Susanna Peake Charitable Trust
Wragge Lawrence Graham & Co LLP

We would also like to thank our individual donors, AV^{UK} "Friends" who individually raised funds on our behalf, and all those who supported fundraisers in their efforts.

Thank you.