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REPORT & ACCOUNTS  
FOR PERIOD ENDED 31 JULY 2019

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)  Paul Clifford (Treasurer) Elizabeth Delaney Emma Hardaker-Jones Jacqueline Hill (until 4 October 2018) Samantha Pryke (from 7 October 2019) Amanda Wilkinson Justine Womack (until 20 September 2019) Jorge Villon (from 4 October 2018)
Secretary	Elizabeth Delaney
Chief Executive	Anita Grover
Company Number	04569764 (England and Wales)
Charity Number	1095133
Registered Office	Bignell Park Bams Chesterton Oxfordshire OX26 1TD
Business Address	Bignell Park Bams Chesterton Oxfordshire OX26 1TD
Bankers	Lloyds Bank 1 High Street Oxford OX1 4AA
Auditor	Wenn Townsend St Giles' Oxford OX1 3LE

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC REPORT)

The trustees present their report and the audited financial statements of the charity for the 16 months ended 31 July 2019. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 of the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published on 16 January 2014.

### 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 UK. The members of the company are the same as its directors who are its trustees for the purposes of charity law, and are as listed on page 3 and served throughout the year and up to the date of approval of this report, unless otherwise stated. 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 CEO 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 the meeting. We operate a separate remuneration committee, which meets to discuss matters of employment and remuneration policy. Other members of the Auditory Verbal UK team are invited to attend board meetings to present new proposals, plans, and research. Trustees also meet members of the team outside of board meetings and keep abreast of new developments through online media and by visiting the centres.

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. The strategic risk register is reviewed in detail, twice a year and major issues are discussed as they arise, to ensure swift remedial action where required. 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. The Chair, CEO and Treasurer ensure a regular dialogue in between 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 UK (AVUK) are in line with that guidance.

Safeguarding children at AVUK 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 CEO and the Family Support team, with support in each centre. 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 our 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 fair and safe recruitment procedures for all staff.

## PERIODIC REVIEW 2018/19

### OBJECTIVES AND ACTIVITIES

#### Our vision

We want all deaf babies and children to have the opportunity to listen and talk as equals alongside their hearing peers.

#### Our mission

We want to raise expectations and outcomes for deaf children. We work to increase awareness, understanding and access to Auditory Verbal Therapy by providing services direct to families and sharing our expertise with health and education professionals so that many more families can access an Auditory Verbal programme close to where they live.

#### Public benefit statement

The trustees have referred to the guidance in the Charity Commission's general guidance on public benefit when reviewing Auditory Verbal UK's (AVUK) 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 they have set.

### STRATEGIC REPORT

The Board took the decision to change the financial year end to 31 July to bring the organisation in line with our academic year. This annual review therefore covers a 16 month period from 1 April 2018 to 31 July 2019.

#### Transforming service provision

##### Increasing access to Auditory Verbal (AV) practice

Since our internationally accredited training programme was launched in 2012, a total of 123 speech and language therapists, teachers of the deaf and audiologists have undertaken our Foundation course in Auditory Verbal practice. 48 professionals have gone on to take the 2.5 year Advanced course with the full range of teaching and mentoring to support a practitioner towards their LSLS Cert Auditory Verbal therapy qualification. As of August 2019, there are now 24 LSLS Cert Auditory Verbal therapists in the UK with many more in training in the UK and across Europe, Middle East and South Africa.

Our courses have been well received and are regularly evaluated and updated.

*"I am thoroughly enjoying it and I am amazed at the speed I am acquiring new knowledge and skills that are directly and immediately transferable to my everyday work with children who have a hearing impairment. My knowledge and confidence grows every day in relation to how best to equip parents to create really effective listening and speaking environments for their children. I have recommended this training to my colleagues and I am hopeful that all professionals who work with children with hearing loss are able to access this training in the future." (participant 2018)*

During the period, we produced this video about our Working through Audition course with endorsements from professionals who have undertaken the training. <https://www.youtube.com/watch?v=QS0cbUhuKEA&t=2s>

*"The quality of materials provided in the podcasts and associated reading is fantastic. The wealth of knowledge from the therapists who have led our webinars is evident. They have provided really useful feedback on my video submissions that have informed my practice. Sometimes what appears as quite "subtle" techniques has transformed the outcomes of my sessions. I hope to continue to build on this during the remainder of my course and in my daily practice after the completion of the course". (participant 2018)*

We are very grateful to the Ovingdean Hall Foundation, Autonomous Research Charitable Trust and the MariaMarina Foundation for granting bursaries for professionals to train in the AV approach.

The first of our trainees to receive bursary funding through a grant from the Ovingdean Hall Foundation completed their three years of training qualified as the first Certified Listening and Spoken Language Specialist Auditory Verbal therapist (AVT) in Northern Ireland in March 2019.

We continue to focus our outreach efforts on those specific professions, namely teachers of the deaf, speech and language therapists and audiologists, who are able to train as AV therapists. Throughout the year, we have continued to concentrate on our priority areas for outreach, including Wales, Scotland, North East and South West England and East Anglia. We delivered our first *On Your Doorstep* workshop at the Phonak Academy in North West England in February 2019 for professionals and parents.

### Demonstrating the effectiveness of AV therapy

In May 2018, Deaf Awareness Week provided us with the opportunity to call for a greater awareness of deaf children's potential. We carried out a YouGov study which revealed that a majority of adults do not realise profoundly deaf children can learn to talk. Our Chief Executive appeared on Sky News to talk about the study and raise awareness of our work.

We held our second Power of Speech event at the House of Commons on 5 June 2018. It focused on challenging perceptions of what deaf children with additional needs can achieve. The event, attended by politicians, funders, stakeholders and families, was very well received.

At the Power of Speech event we published new research on our outcomes from 2007-2017. The research focuses on deaf children with additional needs who are often excluded from research studies. It shows that for deaf children who spend at least two years on our fortnightly programme: 80% achieve age appropriate spoken language; 97% of those without additional needs achieve age appropriate spoken language; more than a third do have additional needs; half of those with additional needs achieve age appropriate spoken language; and all the children doubled their rate of language development. Following peer review, the research was published in the International Journal of Paediatric Otorhinolaryngology in December 2018.

All the children who took part in the Power of Speech event were fantastic and the mood amongst those attending was summed up by Kate Cadman, the mother of 14 year old Beatrice who co-hosted the event:

*"Offering Beatrice the opportunity to host this amazing, high profile and incredibly important event was an honour and an experience she will never forget. AVUK helped and guided us as a family from the depths of uninformed despair to a place of light, hope, aspirations and success. Watching Beatrice, alongside her AVUK colleagues yesterday was an outstanding moment for us all – and one where everyone in the room that's been involved at a close level with the children there will understand on a truly deeper level".*

Our third Loud Shirt Day took place later that same week on 8th June 2018, receiving support from more than 50 schools, other organisations and celebrities including YouTube star Zoella. As part of the run up to the day, we created and shared a film of some of the children we've worked with. The film attracted 16,000 views and our website had a huge increase in viewings on Loud Shirt Day itself. Our fourth Loud Shirt Day on 7th June 2019 saw us touring London businesses taking part, including the Banking Standards Board and Salesforce, whilst raising awareness of our work with a bucket collection at Bermondsey tube station.

We were delighted that our AV therapy intervention was accepted for inclusion in the latest edition of the Early Intervention Foundation's Guidebook of 'what works'. We submitted detailed evidence on the effectiveness of AV therapy and the costs of delivering the programme and training. The Guidebook was published in February 2019 and has been widely promoted across commissioners and national and local government.

We submitted evidence to the Parliamentary inquiry, led by the Health and Social Care Committee, into support for children in the first 1,000 days and continue to provide evidence to the All Party Parliamentary Groups focusing on deafness, speech, language and communication needs and the early years.

### Effective collaborations and partnerships

We have led work to develop a communications options MESH (Mapping Educational Specialist knowHow) guide for teachers of the deaf working with the BATOD Foundation. These guides provide evidence and practical support to teachers of the deaf in the UK and internationally. We took the lead to co-ordinate representatives from the National

Deaf Children's Society (NDCS), the Ear Foundation, the Deaf community and DELTA to develop the guide which sets out communications options, history, different interventions and case studies. Following the guide's successful production, we produced a specific MESH guide on AV therapy which now provides further detail for practitioners. This was made available in summer 2019.

We have worked closely with practitioners in Denmark, where investment has been made in the provision of AV therapy for deaf children. We are working with several centres across Denmark to provide training towards certification in AV practice. We have also collaborated with the University of Oslo to provide research support on their literacy project.

During the period we have increased our presence at conferences through the submission of abstracts for presentation; attending exhibitions and providing our promotional literature in delegates' packs.

We have worked closely with the NDCS to deliver presentations and sessions on their weekends for families with newly diagnosed children who are deaf, as well as supporting those in the pre-school years. These sessions have taken place across the UK.

#### Engaging and influencing

We remain focused on raising awareness of Auditory Verbal practice and challenging perceptions of what deaf children can achieve. We have continued to actively engage professionals and have hosted parliamentarians, academics and key figures in the sector from around the world at our centres in London and Oxfordshire. These include visitors from the USA, Europe, Australia and the Middle East.

We have joined the First Voice network in Australia and New Zealand. We expect our membership of this key network to strengthen our international advocacy work, to allow us to link up on projects; benefiting from sharing best clinical practice and collaboration on research. This will enable our data to contribute towards much bigger and broader studies demonstrating the impact and effectiveness of developing spoken language through listening.

Our Chief Executive is part of an international group of leaders who are deaf and working to ensure the greater involvement of d/Deaf professionals in supporting both early intervention and leaders who are deaf, whichever field they work in.

We have developed a good working relationship with Public Health England officials on their Clinical Reference Group for Cochlear Implants. We have identified different influencing routes for embedding Auditory Verbal therapy in each Cochlear Implant (CI) centre. We continue to focus on engaging the stakeholder in each CI centre using our compelling evidence base.

Throughout the period we have played a key role in the Communication Trust through our Chief Executive's membership of its Programme Board and representation of the 50+ organisations who make up the Communication Trust consortium.

We would like to thank Jim Fitzpatrick, MP (Chair of the All Party Parliamentary Group on deafness) and Neil Coyle, MP for Bermondsey and Old Southwark for being vocal champions of the work of AVUK in Parliament as well as the cross-party MPs who have helped to raise awareness of our work inside and outside of Parliament.

#### Increasing awareness and challenging perceptions

We were selected for the BBC's Lifeline Appeal which was shown on BBC One in October 2018. We supported the production of a film, narrated by the broadcaster Sara Cox, which was shown and helped us to raise around £50,000. We had some excellent feedback from parents, supporters and other organisations:

*"Well done – an excellent programme that highlights the importance of early intervention and the need for services for young deaf children and their families. I hope the appeal is successful for you. It was a delight to watch!"*

#### Supporting families

By the end of the 16 month period to 31 July 2019, we were providing an Auditory Verbal therapy programme to around 80 children and their families across our two centres in Bicester and London at any one time.

A family who joined the programme during the period shared their experience:

*"First of all, let me tell you that I am so glad I found AVUK through my research and got in touch with you, you have been extremely helpful. I thank you. Today's initial assessment with Estelle was good and we are happy to proceed with signing Toa up to the programme... Once again, thank you very much for your assistance and great customer service. You have been great since first point of contact."*

We were delighted to hear about the examination successes of some of the children who came to AVUK in our early days. One of the children whom we supported in her early years was one of only 732 people in the UK to get top marks in all of their GCSEs, while three other graduates are going to Durham, Nottingham and Exeter universities. We wish them every success in their future studies.

We have been working with one of our graduates, James Curtis, to make progress with his peer-to-peer network *Soundfutures* which will connect those who have benefited from AV programmes through a website.

We produced a new children's story book, written by Frances Clark our Clinical lead in London. Called 'Violet's Story', it helps children to develop their own personal story and develop their language. It was launched at the AG Bell Convention in Arizona in June 2018 and has been received very favourably around the world.

Thanks to grants received in 2018/19 we have been able to focus further on children with additional needs, which amounts to around 30-40 % of our caseload. Additional training for our team was made possible and includes developing specialisms around sensory integration and understanding autism.

We are delivering an increasing number of sessions through Skype and online channels to enable families who are unable to travel to our centres to receive regular therapy. We have sought advice and guidance from experts in the field of telepractice and particularly teletherapy; learning from AV colleagues around the world.

We have embedded our pathway of care and supported families with the Education Health and Care Plan process. In the year ahead, we will be further strengthening our broader family support including a revised approach to our parent consultation sessions.

Our clinical therapy is monitored through supervision and a new quality assurance framework, led by Clinical Lead, Rosie Quayle. We have reviewed our framework of clinical assessments and increased the number of assessments offered, drawing on evidence of best practice in other countries.

We continue to provide Auditory Verbal therapy services to the Portland Hospital for children in London as the principal provider of habilitation services for the Cochlear Implant programme.

We were delighted that two of our graduates received awards this year for the impact they have on other young people and families. Kurran Doal was a runner up as Inspiring Young Person of the Year at the Asian Voice Awards in May 2019. Beatrice Cadman, won the Inspirational Communicator of the Year at the CharityComms Awards in October 2018 and was runner up as Young Person of the Year at the Shine A Light Awards in June 2019.

As well as winning awards, our Young Ambassadors are at the heart of our efforts on social media to demonstrate what deaf children can achieve when they have access to support in the critical early years of their lives. Our Ambassadors share their experiences in articles, on video and in talks for other families as well as those working with deaf children and decision makers on services. We are also delighted to have Family Ambassadors including siblings and grandparents of children that we have worked with to share their experience and support other families on their respective journeys.

Improving the way we work

Our infrastructure



We have continued to work from our two centres in Bermondsey, London and Bicester, Oxfordshire, as well as supporting remote working for several members of staff. During the period we have also further developed our telepractice services and our IT platform for the delivery of our professional training.

Refurbished PCs, donated by the Man Group, and monitors have been installed in our London centre. This, coupled with new laptops bought through ACT Foundation funding and the upgrade to Windows 10, means we have more efficient systems and greater flexibility in how and where staff are deployed in future.

We have worked closely with data protection specialists Protecture to ensure we became compliant with General Data Protection Regulation (GDPR) and to demonstrate best practice. Having completed the necessary documentation, we have a Data Protection Policy in line with GDPR requirements. We have also updated our privacy policy and published it on our website.

We have continued to investigate options for a Customer Relationship Management (CRM) system to integrate our back end systems, to improve our collection, analysis and reporting of data and to make our engagement with service users more efficient.

### Our people

Investing in the AVUK team, particularly through training and leadership development, continues to be a very high priority for us.

Mentoring support has been available to staff from internal and external specialists throughout the year. We are grateful to the support that we have received from practitioners in the field from around the world; our voluntary advisory panel and a special thank you to Graham Loudon-Carter, Executive fellow at Henley Business Management College for the pro bono support that he has given to our Chief Executive, the Senior Management Team and individuals to help the organisation be the best it can be.

We are grateful for the support provided by Pam Howard, the mother of one of our former graduates, to develop our approach to parent consultations. She is helping us to improve the way we are running these consultations and to get to the key issues which make them so valuable. We are also pleased to welcome back Isobel Weller to the team to strengthen our support for families.

We appointed Emma Latham to be our new Fundraising Relationships Manager in October 2018 to work on our major donor fundraising and to support our corporate and trusts fundraising. We also appointed Fiona Simpson in October 2018 as our new PR and Media Manager. This post has been funded for two years by the Esmée Fairbairn Foundation for which we are very grateful and has enabled us to significantly increase the profile of our work.

We were delighted to see our AV intern, Emma Burton, whose in-house post and three year training was supported by our 2014 October Club partnership, qualify as a LSLS Cert AVT in April 2019.

We have benefited from the Charity Next *Emerging Leaders* programme which ran from January to June 2018. Four emerging leaders on the programme worked for one day a month reviewing our annual Loud Shirt Day and our strategy for increasing its future reach. Given the success of this initiative, a second cohort of emerging leaders worked one day a month from January to June 2019 to identify corporate and school partnerships for funding support which has resulted in a Charity of the Year partnership as well as strong leads for support in 2019 and beyond. We also benefited from a secondment from the Civil Service Specialist Finance Fast Stream and from hosting a cohort from the WIG Women's Leadership development programme. We are very grateful to everyone at the Whitehall and Industry Group for these mutually beneficial opportunities.

We have also benefitted from 12 months of support from the Pilotlight Programme and are grateful to all the team for their contribution to our organisation's development.

Our Chief Executive has continued to benefit from her involvement in the King's Fund cascading leadership programme, acting as a consultant to another charity in the health sector. So far, it has also meant AVUK benefiting from up to £3,000 of support for leadership development and having access to specialists in the King's Fund and other CEOs working in the sector.

#### Sharing best practice and learning from others

We have attended and presented at a number of key conferences, both at home and abroad, giving us the opportunity to learn and collaborate with partners to influence service and drive best practice. These conferences have included:

- Hearing Across the Lifespan conference in Lake Como, June 2018
- Family Centred Early Intervention conference in Austria, June 2018
- AG Bell Convention in Arizona, USA, June 2018
- British Association of Audiologists (BAA) conference, November 2018
- London Early Years' conference in City Hall, March 2019
- British Cochlear Implant Group conference in Southampton, April 2019
- Deaf Education – Past, Present, Future – Manchester, June 2019
- AG Bell Global Symposium in Madrid, June 2019

In July 2018, the Association of Chief Executives of Voluntary Organisations and the Institute of Fundraising asked civil society leaders to commit to a set of eight principles to address the diversity deficit in the charity sector. We have joined other leading organisations in committing to these principles.

#### Our Governance

The Trustee Board continues to review their skills sets and seeks to recruit new Board members as appropriate. We have taken the time to review our effectiveness as a Board and identified areas where we can improve further. During the reporting period, we welcomed two new Trustees, Jorge Villon and Samantha Pryke. Justine Womack and Jacqueline Hill stood down from their positions, with Justine joining our voluntary advisory panel. The Board will be broadening its approach to recruitment and looking to expand the Board with the recruitment of two further Trustees in the year ahead. We aim to involve a Young Ambassador on the Board in future years. The Board stays apprised of best practice and reflected on its current scrutiny of operations and engagement in strategic development. The Board acts as a 'critical friend' to the Chief Executive and staff team and holds an annual strategy day in January that involves a cross section of the organisation, alongside quarterly meetings.

We are grateful for the opportunity to draw on AVUK's voluntary advisory panel of specialists around the world and for the support given pro bono by organisations to assist our strategic development. The Board and staff team are extremely grateful to the members of the panel who have individually offered their expert advice and support on our clinical programmes and resources and supported the development of the staff team and our operational effectiveness. Our advisory panel as of 31 July 2019 comprised of:

Graham Loudon-Carter, BA Hons, MBPsS, Executive Fellow, Henley Business School

Dr Dimity Dornan, Executive Founder of Hear and Say Australia, AO, Associate Professor UQ, PhD UQ, HonDUniv USQ, BSpTHY, FSPAA, CpSp, LSLS Cert AVT®

Dr Josephine Marriage, Director of Chear, PhD MSc BSc RHAD

Professor Andrew King, Wellcome Trust Principal research Fellow and Professor of Neurophysiology at the University of Oxford

Dr Carol Flexer, Distinguished Professor Emeritus, Audiology, The University of Akron, OhioPhD, CC-A; LSLS Cert AVT®

Dr Peter Savundra, FRCP DCH MA MSc consultant Audiovestibular physician at The Portland Hospital, London.

Justine Womack BA (Hons), DipJ, MBA, MPH, FFPH, Public Health England South

We are also grateful for the support of the AG Bell Board of Directors, Academy Board, AG Bell International and Global Matters Committee, as well as the organisations and their representatives in the First Voice Network.

### Fundraising activities

Members of AVUK's charity's fundraising department organise events and carry out fundraising activities in order to generate funds for the charity. AVUK does not use third party fundraisers and there have been no complaints about fundraising activity this year.

The charity is a member of the Fundraising Regulator and has due regard to the Code of Fundraising Practice in the UK.

All the charity's marketing activities are undertaken directly to ensure that is not unreasonably persistent or intrusive. Marketing materials contain clear details of how to unsubscribe to future communications and care is taken to limit the level of communications being sent out.

### Financial and risk review

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.

Total income for the 16 month period amounted to £1,517,653 (2018, 12 months: £1,119,230). This uplift was due in part to the elongated reporting period with the addition of a funding event; The Wonder of Sound adding a further £160,300 in unrestricted and £70,000 in restricted income.

Unrestricted income amounted to £869,521 with donations of £342,264 which included the additional fundraising event. Income from charitable activities increased in line with expectations for the 16 month period to £526,897 (2018, 12 month: £274,477) as a direct result of increased capacity in both the provision of therapy for children and the training of new therapists.

Expenditure amounted to £1,477,528 split between £953,795 of restricted and £523,733 of unrestricted spending. A small overall surplus of £40,125 was achieved comprising of a restricted deficit of £305,663 and an unrestricted surplus of £345,788. This has resulted in a reduced restricted reserve of £118,521 and an increased unrestricted reserve of £408,392. The focus during the period has been to increase the level of unrestricted reserves from the very low levels experienced the previous year and this has been achieved. These results mean that in the year ahead, the balance of spending will shift in weight with more unrestricted reserves being spent on charitable activities that were previously funded from restricted sources.

Our priorities for 2019/20 and beyond include a continued focus on the level of unrestricted reserves in order to support existing and planned charitable activity and to mitigate financial risks. We aim to keep unrestricted reserves at a minimum of £100,000 but bursary requirements are dependent on need as the charity aims to provide financial assistance whenever required and in accordance with the approved terms.

The level of unrestricted reserves is reviewed annually by the trustees as part of the budgeting process aiming to have an amount which is sufficient to protect the charity's programme of work from fluctuations in cash flow and to allow time for restructuring should a major downturn require it.

The remuneration of all staff, including key management personnel, on appointment is discussed with the Chair of the Board and Treasurer. In some cases, the full Board will be involved in the decision. AVUK has a salary scale for all staff, with bands and spine points – to ensure transparency across all roles and allowing for progression within each band on an annual basis. The scale is reviewed annually taking into account knowledge of public sector pay deals.

The trustees review the organisation's strategic risks and mitigation plans at their spring and autumn meetings. The top three strategic risks to the organisation and the plans and strategies for managing them are:

Risk	Management Strategy
Loss of key staff (temporarily or permanently)	Effective recruitment and retention policies; increased flexible working; increasing number of qualified Auditory Verbal therapists in UK; investment in CPD and staff development.
Failing to reach new families and NHS/Local Authority professionals with evidence of effectiveness of programme/barriers to accessing training and family programmes based on income/time/location	Effective outreach and increasing organisational profile and understanding of the programme and its impact amongst families, professionals and statutory services through events/conferences/collaboration with other organisations to ensure informed choice. Ongoing review of bursary scheme and increased focus on support for family and training bursary schemes.
Low level of unrestricted reserves	Diversifying income streams. Investment in voluntary income team and delivering services at maximum capacity.

#### OUR PRIORITIES FOR 2019/20

In the year ahead, our focus will be on further increasing the number of professionals training in Auditory Verbal practice; reaching more families through tele-therapy and increasing our efforts to embed Auditory Verbal therapy on the patient pathway for deaf children in the UK, whilst challenging perceptions of what deaf children can do by working with partners and organisations at home and around the world. The continued development of our people to deliver the best possible family centred early intervention is at the heart of our approach.

#### Transforming service provision

We will continue to increase the number of professionals training in Auditory Verbal practice so that at least one Auditory Verbal therapist is in training in each Cochlear Implant (CI) centre in the UK by July 2020. We will further develop our training programme, aiming to deliver high quality training to at least eight Foundation cohorts and six Advanced cohorts by the end of July 2020. We will aim to deliver targeted outreach and pop up clinics to develop Auditory Verbal practice in Scotland, Wales, the South West and South East, along with increased inset training and day courses.

We will continue to raise awareness of Auditory Verbal practice by demonstrating its effectiveness through publications and collaborations with others in the sector. We will continue to work with NDCS and the Ear Foundation on the LENA project into the usefulness of wearable devices so that the literacy study can be published by the end of 2019. We will continue to collaborate with the First Voice network so that its outcomes study is published in 2019/20. We will be contributing chapters for the 2020 edition of the comprehensive AVT publication from leading LSLs CertAVTs, Warren Estabrooks, Karen Mac-Iver Lux and Helen McCaffrey Robinson. Our contributions on play, cognition, children with additional needs and the development of our cost benefit analysis will be used by practitioners worldwide. By July 2020 we will revise and update our 2016 Cost Benefit Analysis (CBA) study.

In support of our objectives, we will engage and seek to influence key stakeholders and other organisations in the sector. We will aim to agree a consensus statement with them and secure the funding necessary for at least one AVT in-training in each of the 19 cochlear implant centres in the UK by 2020. We will also develop and implement a detailed engagement strategy to embed Auditory Verbal therapy on the patient pathway. We will seek to establish relationships within Public Health England and Health Education England (as well as within the respective bodies in the devolved administrations) and to strengthen collaborations with others in the sector. Our third Power of Speech event will be held in summer 2020. We will continue to raise AVUK's profile through: our fifth Loud Shirt Day in summer 2020; increased commentary on social media; the development of an Instagram and LinkedIn presence; increased national and local media and radio coverage, particularly in areas where support is available, such as Wales for bursaries.

#### Supporting families

We will continue to deliver excellent therapy to at least 100 families on our regular caseload at any one time. We will aim to secure at least £300,000 of annual funding to support bursary programmes in the UK and will deliver additional sessions at full rate for overseas families in order to support families in the UK.

We will increase access to our Auditory Verbal therapy services by expanding our telepractice offer and embedding telepractice as an equal service offering for families. We will aim to launch a high-quality YouTube channel and deliver a new resource and workshops for teachers of the deaf working with low income families.

We will develop our collaboration with the Portland Hospital, Chear, Oticon, Phonak, Cochlear and Advanced Bionics. We will also further develop our Family Ambassadors network.

By the end of 2019 we will: increase support for parents with the Education, Health and Care (EHCP?) process and secure additional funding for families; and establish an annual parental survey to support our revised parent consultation process.

#### Improving the way we work

We will review our processes and operational support so that we can operate satellite clinics as required across the UK. We will implement further improvements to our IT technical support, training platform and telepractice service for the scaling up of delivery from 2020 and our complete move to Cloud.

We will aim to secure at least £800,000 of new income in 2019/20 for current operations and will begin work on a 'capital campaign' to secure investment in training an AV workforce across the health and education service and providing bursaries for families over the next 10 years.

We will restructure organisationally by autumn 2019 to reflect our current and future needs. We will continue to develop the senior management team and leadership capability throughout AVUK, and we will develop our Trustee Board with recruitment and succession planning in summer 2019.

We will learn from and collaborate with partners from across the sector and explore the potential for new partnerships to support the delivery of our mission to raise expectations and outcomes for deaf children.

#### **Conclusion**

We would like to thank all of our staff for their achievements during the period and everyone who has supported AVUK in the past year. You are all helping to take us closer to achieving our vision of a sound future for deaf children across the UK.

## TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of the Auditory Verbal Centre for the purposes of company law) are responsible for preparing the Trustees' Annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that 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. They 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 so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

On Behalf of the Trustees



Claire Campbell  
Chair  
7<sup>th</sup> October 2019

## Independent Auditor's Report to the Members of Auditory Verbal Centre Limited

### Opinion

We have audited the financial statements of The Auditory Verbal Centre (the 'charitable company') for the sixteen months ended 31 July 2019 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 July 2019, and of its incoming resources and application of resources, including its income and expenditure, for the sixteen months then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- The trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

### Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report<sup>1</sup>, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

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

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

#### Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement [set out on page 11], 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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

#### Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.



- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

#### Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 members as a body, for our audit work, for this report, or for the opinions we have formed.



A K Bahl BA FCA (Senior Statutory Auditor)  
For and on behalf of Wenn Townsend, Statutory Auditor  
30 St Giles'  
Oxford

Date: 7/10/2019.

**STATEMENT OF FINANCIAL ACTIVITIES  
(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE PERIOD ENDED 31 JULY 2019**

				2019 (16 months) Total £			2018 (12 months) Total £
	Note	Unrestricted £	Restricted £		Unrestricted £	Restricted £	
Income from:							
Donations	2	342,264	648,132	990,396	117,469	727,130	844,599
Charitable activities		526,897	-	526,897	274,477	-	274,477
Investments		360	-	360	154	-	154
Total income		869,521	648,132	1,517,653	392,100	727,130	1,119,230
Expenditure on:	3						
Raising funds		194,381	69,995	264,376	151,027	890	151,917
Charitable activities		329,352	883,800	1,213,152	394,835	479,509	874,344
Total expenditure	3	523,733	953,795	1,477,528	545,862	480,399	1,026,261
Net income/(expenditure)		345,788	(305,663)	40,125	(153,762)	246,731	92,969
Transfers between funds		-	-	-	117,733	(117,733)	-
Net movement in funds		345,788	(305,663)	40,125	(36,029)	128,998	92,969
Total funds brought forward		62,604	424,184	486,788	98,633	295,186	393,819
Total funds carried forward		408,392	118,521	526,913	62,604	424,184	486,788

All income and expenditure derives from continuing activities.

The statement of financial activities includes all gains and losses recognised during the sixteen month period.

The notes on pages 21 to 28 form part of these financial statements.

# BALANCE SHEET AT 31 JULY 2019

	Note	31 July 2019 £	31 March 2018 £
Fixed assets			
Tangible assets	5	10,581	14,021
Current Assets			
Stocks		400	1,044
Debtors	6	139,729	164,310
Cash at bank and in hand		493,756	449,545
		633,885	614,899
Creditors: amounts falling due within one year	7	(117,553)	(142,132)
Net current assets		516,332	472,767
Net assets		526,913	486,788
Charity funds			
Unrestricted reserves	8	408,392	62,604
Restricted funds	9	118,521	424,184
		526,913	486,788

These financial statements were approved and authorised for issue by the Board on 7<sup>th</sup> October 2019.



Claire Campbell  
Chair of Trustees

Company Number 04569764 (England and Wales)

The notes on pages 20 to 29 form part of these financial statements.

# STATEMENT OF CASH FLOWS

	Note	16 months ended 31 July 2019 £	12 months ended 31 March 2018 £
Cash flow from operating activities	12	53,053	101,732
Cash flow from investing activities:			
Payments to acquire tangible fixed assets	5	(9,202)	(8,787)
Interest received		360	154
Net cash flow from investing activities		(8,842)	(8,633)
Net increase in cash and cash equivalents		44,211	93,099
Cash and cash equivalents at 1 April		449,545	356,446
Cash and cash equivalents at 31 July 2019 or 31 March 2018		493,756	449,545

## NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31 JULY 2019

### 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

**General information and basis of preparation** The Auditory Verbal Centre is a charitable company limited by guarantee registered in the UK. 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. The address of the registered office is given in the charity information on page 3 of these accounts. The nature of the charity's operations and principal activities are to achieve the relief of people suffering from hearing difficulties and the relief of distress by the education of their families and carers of the needs of people with hearing difficulties.

The charity constitutes a public benefit entity as defined by the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). The financial statements have been prepared in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, the Charities Act 2011, the Companies Act 2015, the Financial Reporting Standard and UK Generally Accepted Practice as it applies from 01 January 2015.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

**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.

#### **Income recognition:**

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income, after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

Income from charitable activities includes fees receivable for therapy sessions and training.

Investment income is interest receivable on cash at bank.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

#### **Expenditure recognition:**

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the headings of cost of raising funds and expenditure on charitable activities including direct and support costs.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

#### **Operating leases**

Rentals payable under operating leases are charged to the SOFA on a straight line basis over the period of the lease.

#### **Taxation**

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

#### **Support costs allocation**

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office running costs, non-salary communications' costs, governance costs and management costs. They are incurred directly in support of expenditure on the objects of the charity and include central management costs. Premises overheads have been included as direct costs.

Fundraising costs are those incurred in seeking voluntary contributions including communications staff costs but do not include the costs of disseminating information in support of the charitable activities.

**Tangible fixed assets** are stated at cost less accumulated depreciation. 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 a maximum of 4 years. Leasehold improvements have been depreciated over the term of the lease.

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

Debtors and creditors receivable/payable within one year with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

**Employee benefits** When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service. The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

#### **Going concern**

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

## 2 INCOME FROM DONATIONS

			2019 (16 months) Total £	2018 (12 months) Total £
	Unrestricted £	Restricted £		
AB David Charity	3,000	-	3,000	-
ACT Foundation	-	15,000	15,000	-
Anonymous Foundation	-	123,500	123,500	124,500
Anthony John Charles Gutman Annual Giving Fund	3,000	-	3,000	-
Autonomous Research Charitable Trust	-	100,000	100,000	100,000
Bicester Town Council	3,264	-	3,264	-
CALA Homes	2,500	-	2,500	-
CHK Charities	-	-	-	100,000
Dr M and A Brynberg Charitable Foundation	-	-	-	10,000
The Dorothy Hay-Bolton Charitable Trust	2,750	-	2,750	-
Douglas Arter Foundation	-	1,000	1,000	-
Esmée Fairbairn Foundation	-	66,057	66,057	50,350
Fitton Trust	-	250	250	-
Foyle Foundation	-	-	-	20,000
Friends of Belmont	8,900	-	8,900	-
Garfield Weston Foundation	-	30,000	30,000	-
Grimsdell Parents Association	4,141	-	4,141	-
The Grocers Charity	-	5,000	5,000	-
The Hobson Charity	-	8,000	8,000	-
James Tudor Foundation	-	-	-	5,000
The John Ellerman Foundation	-	-	-	30,000
The John Horniman's Childrens Trust	-	2,500	2,500	-
Keith Coombs Charitable Trust	1,000	-	1,000	-
Lillie Johnson Charitable Trust	1,000	-	1,000	-
Lord and Lady Lurgan Charitable Trust	2,000	-	2,000	-
The Lovel Foundation	-	-	-	4,430
Man Charitable Trust	-	30,000	30,000	-
MariaMarina Foundation	-	100,000	100,000	100,000
Marks & Spencer	-	-	-	500
The Mercers Charitable Foundation	-	20,000	20,000	10,000
Moondance Foundation	-	-	-	30,000
Next plc	5,000	-	5,000	-
Ovingdean Hall Foundation	-	-	-	35,000
Peter Harrison Foundation	-	-	-	28,350
PF Charitable Trust	3,000	-	3,000	-
Rayne Foundation	-	20,000	20,000	-
St James's Place Charitable Foundation	-	-	-	10,000
Santander Foundation	-	5,000	5,000	-
Schroder Charity Trust	-	5,000	5,000	-
Simplyhealth	-	-	-	69,000
The Sobell Foundation	-	40,000	40,000	-
The Souter Charitable Trust	5,000	-	5,000	-
Steel Charitable Trust	-	6,825	6,825	-
Wetherby Prep School Charity	20,000	-	20,000	-
The Wonder of Sound Event	160,300	70,000	230,300	-
Donations from individuals, community groups and small trusts.	117,409	-	117,409	117,469
	<b>342,264</b>	<b>648,132</b>	<b>990,396</b>	<b>844,599</b>

### 3 RESOURCES EXPENDED

	2019 (16 months) £	2018 (12 months) £
Raising funds	264,376	151,917
Charitable activities:		
Direct costs	735,426	696,613
Support costs	477,726	177,731
Total expenditure	<u>1,213,152</u>	<u>874,344</u>

	2019 (16 months) £	2018 (12 months) £
Governance costs		
Trustee expenses	233	44
Auditor's fee for the audit of the charity's annual accounts, including VAT	3,600	3,600
	<u>3,833</u>	<u>3,644</u>

Net income/(expenditure) is stated after charging:

Depreciation of tangible fixed assets	12,642	6,966
Operating lease rentals, including VAT	200,780	150,372

The key management personnel are the trustees and the chief executive. The trustees neither received nor waived any remuneration during the period (2018: Nil). The total cost of employment of key management personnel was £124,411 (2018: £92,443). There was therefore one employee with an annual salary in the £70-80,000 band on which pension contributions of £7,372 (2018 £5,477) were paid.

The charity paid attendance travel expenses, a training course and provided refreshments at trustee meetings. Total cost was £298 (2018: £44).

The average monthly number of employees and full time equivalent (FTE) during the period was as follows:

	2019 Number	2019 FTE	2018 Number	2018 FTE
Raising funds	2.6	2.3	3.3	3.0
Charitable activities	19.5	14.1	16.8	12.6
Governance	-	-	-	-
	<u>22.1</u>	<u>16.4</u>	<u>20.1</u>	<u>15.6</u>

The total staff costs and employees benefits was as follows:

	2019 (16 months) £	2018 (12 months) £
Staff costs analysis		
Salaries	822,622	609,509
Social security costs	84,500	63,251
Other pension costs	67,211	50,452
	<u>974,333</u>	<u>723,212</u>
Staff costs by function		
Raising funds	170,791	131,828
Charitable activities	803,542	591,384
	<u>974,333</u>	<u>723,212</u>



**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 £
<b>Cost</b>				
At 1 April 2018	26,767	100,334	9,444	136,545
Additions	865	8,337	-	9,202
At 31 July 2019	<u>27,632</u>	<u>108,671</u>	<u>9,444</u>	<u>145,747</u>
<b>Depreciation</b>				
At 1 April 2018	26,643	86,438	9,444	122,524
Charge for the period	604	12,038	-	12,642
At 31 July 2019	<u>27,247</u>	<u>98,476</u>	<u>9,444</u>	<u>135,166</u>
<b>Written down value</b>				
At 31 July 2019	<u>385</u>	<u>10,196</u>	<u>-</u>	<u>10,581</u>
At 31 March 2018	<u>125</u>	<u>13,896</u>	<u>-</u>	<u>14,021</u>

**6 DEBTORS**

	2019 £	2018 £
Rent deposit	23,500	23,500
Trade debtors	35,434	79,272
Sundry debtors	45,638	8,864
Prepayments	35,157	52,674
	<u>139,729</u>	<u>164,310</u>

**7 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2019 £	2018 £
Trade creditors	16,168	34,090
Accruals and deferred income*	65,768	93,482
Other creditors	16,048	14,560
	<u>97,984</u>	<u>142,132</u>

\*Deferred income represents training courses invoiced in advance net of bursary awards, totalling £35,088 (2018: £53,431) of which £22,638 relates to the year ending 31 July 2020 and £12,450 to future periods. Net deferred training income of £46,956 (2018: £37,230) has been included in the results for this period.

**8 UNRESTRICTED FUNDS – GENERAL**

	£
At 1 April 2018	62,604
Net surplus/(deficit) for the period	345,788
At 31 July 2019	<u>408,392</u>

## 9 RESTRICTED FUNDS

	At 01 April 2018	Incoming resources	Resources expended	Gross transfers	At 31 July 2019
	£	£	£	£	£
Anonymous Foundation	10,107	123,500	133,607	-	-
Autonomous Research Charitable Trust	37,745	100,000	111,046	-	26,699
Dr M and A Brynberg CF	10,000	-	10,000	-	-
CHK Charities	58,679	-	58,679	-	-
Douglas Arter Foundation	-	1,000	1,000	-	-
Edward Gostling Foundation	-	15,000	14,662	-	338
Esmée Fairbairn Foundation	42,822	66,057	81,907	-	26,972
Fitton Trust	-	250	250	-	-
Garfield Weston Foundation	-	30,000	30,000	-	-
The Grocers Charity	-	5,000	5,000	-	-
The Hobson Charity	-	8,000	8,000	-	-
John Horniman's Childrens Trust	-	2,500	-	-	2,500
The Lovel Foundation	4,430	-	4,430	-	-
Man Charitable Trust	-	30,000	30,000	-	-
MariaMarina Foundation	77,962	100,000	168,666	-	9,296
Marks & Spencer Plc	371	-	371	-	-
Marsh UK	126	-	126	-	-
The Mercers Charitable Foundation	-	20,000	20,000	-	-
Moondance Foundation	27,839	-	13,081	-	14,758
Anonymous Outreach Fund	1,274	-	1,274	-	-
Ovingdean Hall Foundation	69,839	-	31,881	-	37,958
People's Postcode Trust	3,802	-	3,802	-	-
Peter Harrison Foundation	14,660	-	14,660	-	-
Rayne Foundation	-	20,000	20,000	-	-
Santander Foundation	-	5,000	5,000	-	-
Schroder Charity Trust	-	5,000	5,000	-	-
St James's Place Charitable Foundation	10,997	-	10,997	-	-
St Michaels and All Saints Charities	1,863	-	1,863	-	-
Simplyhealth	51,668	-	51,668	-	-
The Sobell Foundation	-	40,000	40,000	-	-
Steel Charitable Trust	-	6,825	6,825	-	-
The Wonder of Sound Event	-	70,000	70,000	-	-
	424,184	648,132	953,795	-	118,521

There were no gross transfers between restricted and unrestricted funds. Restricted funds towards the costs of therapy sessions or training provision were allocated during the period.

Fund	Purpose
Autonomous Research Charitable Trust	Outreach, training bursaries, family bursaries, clinician salary and additional needs training for staff
Edward Gostling Foundation	Project costs including the purchase of IT and telephone equipment and laptops
Esmee Fairbairn Foundation	Salaries of a PR Manager and the influencing work of our chief executive
John Horniman's Childrens Trust	Clinician's salary
MariaMarina Foundation	Bursaries and outreach work
Marsh UK	Family bursary and outreach work
Moondance Foundation	Family bursaries in Wales

Ovingdean Hall Foundation, CHK Charities, Dr M & A Brynberg Charitable Foundation, Lovel Foundation, People's Postcode Trust, St James's Place Charitable Foundation and Simplyhealth	Salary costs for delivering therapy, training for health professionals and family support workshops
Santander Foundation, Schroder Charitable Trust	Family bursaries
Schroder Charitable Trust	Family bursaries
St Michael and All Saints Charities	Supporting families in Oxfordshire

## 9 RESTRICTED FUNDS – PRIOR YEAR

	At 01 April 2017 £	Incoming resources £	Resources expended £	Gross transfers £	At 31 March 2018 £
Anonymous Foundation	-	124,500	(74,535)	(39,858)	10,107
Autonomous Research Charitable Trust	-	100,000	(61,725)	(530)	37,745
The Blagrove Trust	20,485	-	(20,030)	(455)	-
Dr M and A Brynberg CF	-	10,000	-	-	10,000
CHK Charities	-	100,000	(41,321)	-	58,679
The D M Thomas Foundation	2,820	-	(2,820)	-	-
The Esmée Fairbairn Foundation	-	50,350	(7,528)	-	42,822
Filanthropy	191	-	(191)	-	-
Foyle Foundation	-	20,000	(20,000)	-	-
James Tudor Foundation	-	5,000	-	(5,000)	-
John Ellerman Foundation	-	30,000	(30,000)	-	-
The Lovel Foundation	-	4,430	-	-	4,430
MariaMarina Foundation	31,456	100,000	(20,218)	(33,276)	77,962
Marks & Spencer	-	500	(129)	-	371
Marsh UK	10,000	-	(4,883)	(4,991)	126
The Mercers Charitable Foundation	-	10,000	(10,000)	-	-
Moondance Foundation	-	30,000	-	(2,161)	27,839
The October Club	86,939	-	(86,939)	-	-
Anonymous Outreach Fund	1,274	-	-	-	1,274
Ovingdean Hall Foundation	52,611	35,000	-	(17,772)	69,839
People's Postcode Trust	4,821	-	(1,019)	-	3,802
Peter Harrison Foundation	-	28,350	-	(13,690)	14,660
The Rothschild Foundation	33,187	-	(33,187)	-	-
St James's Place Charitable Foundation	997	10,000	-	-	10,997
St Michaels and All Saints Charities	1,863	-	-	-	1,863
Simplyhealth	48,542	69,000	(65,874)	-	51,668
	295,186	727,130	(480,399)	(117,733)	424,184

All of the gross transfers from restricted funds to unrestricted reserves are made to fulfil donors' requirements that their donations should be used towards the cost of therapy sessions or training provision.

Fund	Purpose
The Blagrove Trust	Bursaries, outreach work and raising awareness
Autonomous Research Charitable Trust	Salaries, outreach, training bursaries and support for staff
MariaMarina Foundation, Moondance Foundation, James Tudor Foundation and Peter Harrison Foundation	Bursaries
Marsh UK	A bursary and outreach work

The D M Thomas Foundation	Equipment for clinical rooms
The Esmée Fairbairn Foundation	Salary costs of our CEO and a new PR Manager
Filanthropy and The Mercers Charitable Foundation	The London centre
CHK Charities, Dr M & A Brynberg Charitable Foundation, The John Ellerman Foundation, Lovel Foundation, Ovingdean Hall Foundation, People's Postcode Trust, The Rothschild Foundation, St James's Place Charitable Foundation and Simplyhealth	Salary costs for delivering therapy, training for health professionals and family support workshops
Foyle Foundation and Anonymous Foundation	Therapy for children with additional needs
Anonymous Outreach Fund	Outreach work
St Michaels and All Saints Charities	Therapy for children in Oxfordshire
The October Club	Recruitment and training of three Auditory Verbal Therapy interns over three years

## 10 FINANCIAL COMMITMENTS

The charity previously renewed the lease on its Oxfordshire premises for five years with a break clause after three years, terminating in August 2020, at an annual rent of £35,966 plus VAT. There is a five year lease on its London premises at an annual rent including service charge of £103,338 plus VAT.

## 11 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total £
Tangible fixed assets	2,564	8,017	10,581
Stock	400	-	400
Debtors	139,729	-	139,729
Bank and cash balances	383,252	110,504	493,756
Current creditors	(117,553)	-	(117,553)
	<u>408,392</u>	<u>118,521</u>	<u>526,913</u>

## 12 RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2019 (16 months) £	2018 (12 months) £
Net income /(expenditure) for year	40,125	92,969
Interest receivable	(360)	(154)
Depreciation	12,642	6,965
(Increase)/decrease in stock	644	(602)
(Increase)/decrease in debtors	24,581	(36,197)
Increase/(decrease) in creditors	(24,579)	38,751
Net cash in/(out)flow from operating activities	<u>53,053</u>	<u>101,732</u>

### 13 Related party transactions

- The charity paid attendance travel expenses, a training course and provided refreshments at trustee meetings. Total cost was £298 (2018: £44) of which nothing was owed at 31 July 2019 (2018: £Nil).
- The total of donations received from trustees was £91,167 (2018: £120).
- Individuals related to the trustees received services with a value of £8,759 (2018: £59)

## OUR SUPPORTERS

AVUK 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:

AB David Charity and Michael Shellim  
ACT Foundation (now Edward Gostling Foundation)  
Anthony John Charles Gutman Annual Giving Fund  
Autonomous Research Charitable Trust  
Cala Homes  
The DM Thomas Foundation  
The Dorothy Hay-Bolton Charitable Trust  
Douglas Arter Foundation  
Esmee Fairbairn Foundation  
Fitton Trust  
Foyle Foundation  
GF Eyre Charitable Trust  
Garfield Weston Foundation  
The Grey Court Trust  
The Grocers Charity  
Helianthus Charitable Trust  
Hazel and Leslie Peskin Charitable Trust  
The Hobson Charity  
The John Ellerman Foundation  
Keith Coombs Charitable Trust  
Lillie Johnson Charitable Trust  
Lord and Lady Lurgan Charitable Trust  
The Lovel Foundation  
Lynn Foundation  
Man Charitable Trust  
MariaMarina Foundation  
Marguerite Foundation  
The Mercers Charitable Foundation  
Moondance Foundation  
Next plc  
N Smith Charitable Trust  
PF Charitable Trust  
The Pharsalia Charitable Trust  
Phonak  
Rayne Foundation  
RS Brownless Charitable Trust  
Schroder Charity Trust  
Steel Charitable Trust  
The Charity of Stella Symons  
Santander Foundation  
Sir Jules Thorn Charitable Trust  
The Sobell Foundation  
The Souter Charitable Trust

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Thank you.