

**REPORT & ACCOUNTS**

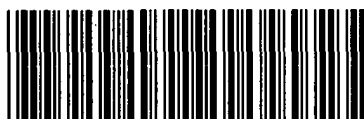
**FOR PERIOD ENDED 31 JULY 2020**

**THE AUDITORY VERBAL CENTRE**

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

**Charity Number 1095133**

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## LEGAL AND ADMINISTRATIVE DETAILS

<b>Trustees</b>	———— Jane Barry (Chair) (from 16 March 2020) Claire Campbell (Chair until 15 March 2020) Paul Clifford (Treasurer) Elizabeth Delaney Emma Hardaker-Jones Samantha Pryke (from 7 October 2019) Amanda Wilkinson Justine Womack (until 20 September 2019) Jorge Villon
<b>Secretary</b>	Elizabeth Delaney
<b>Chief Executive</b>	Anita Grover
<b>Company Number</b>	04569764 (England and Wales)
<b>Charity Number</b>	1095133
<b>Registered Office</b>	———— Bignell Park Barns Chesterton Oxfordshire OX26 1TD
<b>Business Address</b>	Bignell Park Barns Chesterton Oxfordshire OX26 1TD
<b>Bankers</b>	Lloyds Bank 1 High Street Oxford OX1 4AA
<b>Auditor</b>	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 year ended 31 July 2020. 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 ~~October 2019~~.

### 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 Director of Finance and Operations 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. Decisions on employment and remuneration are discussed by the Chair, Treasurer and CEO with senior appointments involving the wider Board. 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. Amanda Wilkinson was appointed as the lead trustee for safeguarding on the Board. 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 2019/20

#### OBJECTIVES AND ACTIVITIES

##### Our vision

We want all deaf babies and children to have the same opportunities in life as their hearing peers. We want the families of deaf children, who want their child to learn to listen and talk as equals alongside their hearing peers, to have the opportunity to do so.

##### Our mission

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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**

We are reaching the end of our five-year strategy (2016-21) and will be launching our strategy and plan for the next five years, in 2021. We remain committed to our vision of deaf children having the same opportunities in life as their hearing peers and enabling access to auditory verbal therapy for families who want their children to learn to listen and speak. We are proud to report that during 2019/20 we have delivered against the most important objectives that we set out in our last annual report as well as responding quickly and effectively to the global COVID-19 pandemic.

### **The effects of Covid-19**

Like all organisations, AVUK was affected by the Covid-19 pandemic from March 2020. AVUK took the decision to move all of its operations to remote delivery from 16 March, a week before the UK Government implemented a national lockdown. Our approach to the initial lockdown has been driven by the safety and well-being of our staff and service users, to provide collaborative and swift decision-making, with the aim of providing 'certainty' in 'uncertain' times. Our work has had to be flexible and adaptive to changes made to government advice on a daily basis and the changes in public mood. We have aimed to be visible and transparent in our actions and focused on the mental health and resilience of our staff. We have looked for positive and creative solutions to the challenges we have faced and ensured these were widely understood and communicated. In particular, we have been brave and willing to try new things to best support our staff and service users. We are proud that during these unprecedented times we have continued to deliver high-quality support to families on our programme and professionals who use our services.

We implemented improved hygiene procedures and new requirements for visitors to our centres in Bermondsey and Bicester from early March. The decision to move to remote working was made by the senior management team on 12<sup>th</sup> March to reduce the risk of transmission and protect staff and users. Both centres reopened to some users in early September 2020 and future sessions will be determined by clinical need and Government guidelines. A 'Latest Information on our services' page was established on our website and shared on social media with timely updates to provide greater clarity of what we had planned.

To support the delivery of services during lockdown we set up additional online platforms for delivery of therapy sessions and cross-team communication – enabling staff to work across Skype for Business, Zoom (pro), Microsoft Teams, WhatsApp and Facetime. This multi-platform approach has allowed us to meet needs of users and to protect against platform saturation. We have provided additional web cameras and larger monitors and equipment were purchased to support delivery of telepractice by clinicians from home and developed a tailored approach for each of our training cohorts to reflect any individual challenges they faced in accessing their learning and submitting work due to suspension of their therapy sessions during lockdowns. This was important given the different restrictions in different countries and the reach of our professional training programme across the UK, Europe, Middle East and South Africa.

From March to July we provided nearly 500 sessions via online platforms. To support our families we have put in place additional support for those who would otherwise be unable to access our services, this includes loaning equipment and having regular conversations over the phone. We have seen new families for initial appointments, with clinicians undertaking assessments of children's progress through the online platforms, which is a new approach for AVUK. We have continued to support all the trainees on our Foundation and Advanced courses. More than 700 professionals and families have attended 24 free online events which have focused on telepractice, practical support for families currently on our programme and information for families of deaf children to learn about AVT. We have been able to offer tailored support for families pausing their appointments or those identified as being in need of additional support.

Senior management has worked hard to ensure that staff have felt supported during this time and the organisation has continued to develop ways of working to reduce fatigue from extended periods working on online platforms. We have been very focused on staff mental health during this time and offered all staff the opportunity to attend a mental health first aid course with a specific module on responding to the impact of the pandemic and lockdown. Our CEO is now a qualified Mental Health First Aider and several staff have undertaken a half day's training in this important area.

We have hosted virtual team away days and we introduced a morning breakfast club and lunch meetings, as well as individual team coffee mornings to ensure ongoing networking and good communication across the team.

We have also made sure to support the mental well-being of our service users and have worked with many of them individually to understand their needs. We have been able to continue to provide our service users with sessions, training and tailored support by shifting our work to online platforms and telepractice. We have also been able to continue reaching out to families and professionals by offering free online events to learn more about Auditory Verbal practice.

During lockdown we have continued to develop the long term business case, and focused intensive effort on our CRM implementation, working with our Salesforce developer.

Several of our larger events, including our Power of Speech event at the House of Commons and Loud Shirt Day were postponed to later on in 2020 or 2021.

**Our five-year strategy set out the three strategic areas of focus for our work: transforming service provision, supporting families and improving the way that we work. A summary of progress in each area follows.**

### **Transforming service provision**

#### Professional training:

AVT is provided, or there are therapists in training, in 12 of the 19 Cochlear Implant centres in the UK (as of July 2020) and we are working to try and increase this reach to all centres through the provision of training bursaries. There are 25 qualified Auditory Verbal Therapists across the UK, 10 of whom work at Auditory Verbal UK. We are proud that 3 trainees have secured their LSLS Cert Auditory Verbal Therapy qualification this year.

During autumn 2019 we introduced a new process to audit the quality of our internationally accredited training courses. We have updated all of our material for our Foundation courses and are continuing to update material on our Advanced course to reflect new learnings and current best practice.

Between August 2019 and July 2020 30 professionals were undertaking our internationally accredited Foundation course. Over the same period 15 professionals enrolled on our advanced course joining 25 who were part way through their training.

The courses have been extremely well received, generating very positive feedback:

*"The training experience has been a very positive one. I have felt supported throughout regarding the work but also, and more significantly for me, I have been able to raise issues and concerns, seek opinions and discuss ways forward for all the children on my caseload." – Foundation Trainee*

*"The training team was very understanding and accepting of my different background, and AVUK individualized and accommodated to my abilities, background, and cases. The programme is designed in a way that supports professional development based on each therapist's abilities and skills, while offering generous amounts of resources, references, information, and professional guidance." – Advanced Trainee*

In autumn 2019 we delivered two in-service training days for speech and language therapists and teachers of the deaf in Derby and Lancashire as well as our free open day for professionals at our Bermondsey centre on the 21st November. Our bi-annual Clinical Excellent Network day for professionals working in or interested in Auditory Verbal practice also took place in November. We hosted a few professionals from our training courses to job shadow our clinicians. We have continued to deliver our UK outreach days.

In autumn 2019, we participated in a number of events including professional networks such as presenting at Midlands Clinical Excellence Network and NDCS's newly diagnosed parents weekend where Noel Kenely was recognised for his volunteering efforts. In January 2020, we delivered two days of intensive training in Belgium and the Netherlands following a collaboration with the Independent Information and Research Centre on Cochlear Implants (ONICI).

This year we have delivered lectures at Birmingham City University for their SLT Masters Course as a pilot of how we can embed AV learning from the outset of practitioners' journeys, this was very well received and we are continuing to make contact with other universities to expand this offer.

*"Just wanted to say a massive thank you. This was one of the most engaging online learning experiences I have had. As someone that has struggled with the concept of working from home, I feel that I gained a lot from the lecture. I like that you used the comment section and muted everyone else because it allowed everyone the same opportunity to put forward ideas*

*without having the pressure of verbalising thoughts in an online scenario (I find this very daunting!)" - Student at Birmingham City University*

We launched new virtual courses during lockdown including outreach to professionals on telepractice and presented at the Charity Digital conference on our response to the pandemic and telepractice working. We also delivered a new (paid for) short course on 'play' which was attended by 68 professionals from around the world. One of our Senior AVTs presented a workshop on sensory play at a virtual international conference run by Sound Intuition during lockdown.

The AG Bell Symposium is the major international conference for Auditory Verbal therapists around the world, the 2020 event was held for the first time to a global virtual delegation of over 900 practitioners across all continents. We were honoured to be able to present a session on sensory play and host a panel discussion on developing humour and resilience in uncertain times.

We also had abstracts accepted for presentation at a number of conferences that were due to take place this year but were unfortunately postponed, however we expect to carry forward these and look forward to presenting them next year.

#### Demonstrating what works:

We have finalised our report for the National Deaf Children's Society regarding our Language Environment Analysis (LENA) project and shared it with them. It's hoped that a wider sharing of our experiences may inform those who are thinking about using LENA in their services. Our peer-reviewed paper, 'Language Environment Analysis (LENA) of Children with Hearing Loss Enrolled in an Auditory Verbal Programme: A Pilot Study' has been reviewed positively.

As part of our collaboration with the First Voice Network, we have shared our data for spoken language outcomes for inclusion in the Sound Outcomes report which was published 2nd March 2020. This was the first time we have contributed findings from our practice and we look forward to continuing to contribute year on year. Dr Sarah Hogan is now a member of the First Voice Research Advisory Committee. We have benefited from the sharing of best practice by First Voice member organisations in supporting families during lockdown and adapting public centres.

We are very proud to have won the GSK Impact Award from The King's Fund in recognition of our outstanding contributions to improving the UK's health and wellbeing through our extensive work with deaf children.

The Third Power of Speech event was delayed due to the Covid-19 crisis but has already been rescheduled for June 5<sup>th</sup> 2021 and re-planning work to allow for the success of the event has begun. We ran a very successful writing competition in collaboration with National Literacy Trust and were able to announce the winners during Deaf Awareness Week, these winners will get to present their stories at the Power of Speech event in 2021.

We are proud to have contributed to 4 chapters of 'Auditory Verbal Therapy: Science, Research and Practice' which is a 900 page definitive publication on Auditory Verbal Therapy. Our contributions cover areas from working with children with additional needs to the cost-benefit of an Auditory Verbal programme.

#### Lobbying and influence:

Due to conflicting political and operational priorities (particularly from issues such as Covid-19 and Brexit) we have not been able to make as much progress as we had hoped in lobbying AVT for inclusion in the patient pathway during this year. However we have continued to work to ensure we are in the strongest place we can be to push this work forward in the coming year and as part of our new five year strategy to be launched in 2021.

We have been working with the Communication Consortium which has 35 organisations working together and have been attending regular cross-sector meetings of the UK Council on Deafness. We have been working in collaboration with RCSLT, BATOD and the National Sensory Impairment Partnership to share best practice as well as running free events for professionals on telepractice and service delivery during the pandemic.

We have been able to contribute to the Centre for Social Justice's work on the Disability Strategy which is aiming to reduce the employment gap for disabled adults with a recognition that barriers begin in childhood.

We have continued to work with each of the hearing technology manufacturers to share outcomes, best practice and resources.

Our CEO has continued to support the Kings Fund Cascading Leadership programme, providing support to leaders and emerging leaders in the sector.

#### Increasing our profile:

Over the past year we have worked on growing our profile both domestically and internationally, promoting the outcomes being achieved by children currently on the programme as well as those who have graduated. Key to this has been improving our social media presence and our online offerings, which has been instrumental to our continued success even during lockdown.

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We have offered daily activities for families posted on social media during lockdown. We have also offered 24 free webinars (8 for families and 16 for professionals), many of which were fully booked with more than 700 attendees across the events.

The winners of our literacy competition have been featured across our social media and will speak at the postponed Power of Speech event in June 2021. We are collaborating with our Australian partners regarding this year's Loud Shirt Day in October.

We have been posting regularly throughout the lockdown period on our social media channels including making good use of our Instagram to promote events and raise our profile during lockdown. Traffic on our website has increased by 31.25% over the last year and increased focus on our social media presences has led to an increase in followers across all platforms but particularly Instagram (70%) and LinkedIn (21%). We have also achieved a 12% increase in sign-ups to our newsletter.

In December we were delighted to be chosen as the beneficiaries of a Christmas single written and recorded by Beverley Craven, Julia Fordham and Judy Tzuke, with proceeds from CD sales coming to AVUK. The recording featured children who had been supported by AVUK as well as primary school children from Buckinghamshire. The artists were featured on national radio and the work of AVUK highlighted in the press and across social media. We are very thankful to all involved for raising over £5,000 for AVUK.

### **Supporting families**

Over the last year we have supported over 170 families across both of our centres and through online platforms. We are grateful to the trusts, foundations, companies and individuals who have contributed to our family bursary scheme which has enabled us to continue to offer our means-tested bursary scheme reducing the cost of the programme for families across the UK. Our aim is that income is not a barrier to accessing critical support and our family bursary has played an important part in increasing access to support for families.

*"When I first met Noel at AVUK, my worries and concerns about my child's future began to diminish. His encouragement, positivity and commitment to helping deaf children was just amazing. We were incredibly fortunate to have access to the Family Bursary scheme, where a substantial percentage of the fees are funded by the charity. This has provided us access to Auditory Verbal UK and without it this may not have been possible."*

We have continued to provide advice and information for families seeking an Education, Health and Care Plan (EHCP), with some families securing a commitment from their local authority for Auditory Verbal therapy sessions in their plan.

When lockdown began, we offered sessions via online platforms (telepractice) to all our families from 16<sup>th</sup> March. A small number of families paused their appointments initially but most have subsequently re-joined the programme.

We provided free evening q/a sessions for families on the programme during lockdown and these will continue as part of our family support in the year ahead. Parents who were able to use telepractice were pleased with the support they received during lockdown:

*'I've been really impressed at how quickly AV were able to offer the tele-therapy support so that our child's sessions can carry on uninterrupted.'*

*'We are extremely grateful that our sessions have been able to continue during lockdown via telepractice. We are looking forward to coming back to see you in person however we have found these sessions just as fun and certainly useful! Thank you!'*

*"Thank you for all your support we have found this service invaluable and we are certain that our daughter would not have achieved the same outcomes without AVT."*

We also adapted our initial appointments so that they can be successfully conducted via telepractice so that families would be able to quickly access support following a diagnosis of deafness, as well as offering clinical assessments remotely, based on best practice from around the world

We ensured all families on the AVUK programme were contacted about securing additional bursary funding and support for their programme if their financial circumstances had changed during the pandemic.

### **Improving the way we work**

#### Our infrastructure

We continued to operate from two centres in Bermondsey, London and Bignell Park Barns, Oxfordshire whilst supporting families from across the UK and professionals in training across the UK, Europe, Middle East and South Africa. In late 2019, we reduced the cost of our Bicester premises and now occupy one unit, rather than two units, in Bignell Park Barns. We have provided limited

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services from our two centres following lockdown whilst continuing to support all families and trainees on our programme through online platforms.

Since March 2020, staff have adapted to remote working and have received support with equipment as well as working in a new way. We have been able to successfully on-board several new members of staff as well as trustees during lockdown and are continuing to offer flexible working arrangements to suit the needs of each individual member of staff. The health and safety of our staff and service users during lockdown has been paramount and guided our decision making.

We have continued to move our systems to the Cloud and have done extensive work on our CRM system over the last year and are hoping to implement by end of 2020; it will be able to support future improvements in the way we work.

#### Our people

We continue to invest in our staff, their development and their health and wellbeing. Our team has demonstrated an outstanding level of commitment, flexibility and adaptability during the COVID pandemic. We have been able to develop new routines with support across the teams and morale has remained strong. Two staff were furloughed during lockdown. Both returned to work during August/September 2020.

A new post of Director of Finance and Operations was established in September 2019.

We have been successful in gaining three specialist (Finance and Project Delivery) secondees from the Civil Service Fast Stream, through our partnership with the Charity Next scheme run by the Whitehall & Industry Group during the year. We have also continued to host participants of the Whitehall & Industry Group's leadership programme to offer an insight to the voluntary sector and foster a mutually beneficial experience for both participants and AVUK.

We have hosted three interns from the Sussex University scheme in this period. This scheme provides a valuable opportunity for undergraduates to work within the charity sector and hone their skills.

We are extremely grateful for the support that we have received during the year, from practitioners in the field from around the world and our colleagues at the AG Bell Association and Academy, and the First Voice Network.

We are grateful for the support of our regular volunteers at our Oxfordshire centre as well as those who give their time to advise and support our work through the Voluntary Advisory Panel.

This year, we were delighted to welcome Gwen Carr to our Voluntary Advisory Panel. Gwen was instrumental in the implementation of the Newborn hearing screening programme and has a wealth of experience in supporting families of deaf children across the UK. The Voluntary Advisory Panel has given their time to advise the organisation and support our work bringing their expertise in their respective field. We would like to offer our deepest gratitude 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 individual members of staff during the year to continue to develop AVUK into the best organisation it can be.

Our advisory panel as of 31 July 2020 comprised of:

**Gwen Carr**, Independent Consultant in Early Hearing Detection, BA (Hons) Dip. Ed. Deaf, FRCA.

**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, Ohio PhD, 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

**Claire Campbell**, Former Chair of AVUK Board of Trustees and personal experience of AVUK family programme.

#### Our funding

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This report sets out our annual accounts and we are grateful to all of our supporters who have enabled our work to continue in this year. We are also extremely thankful for the support we have had so far, on a pro-bono basis, from Jonathan Pepper to set out our long term business case for investment in auditory verbal therapy provision.

We were in a relatively strong position going into lockdown with one quarter of the financial year remaining and grateful to the funders who offered so much flexibility in relation to grants and reporting following the pandemic. We are continuing to hold the expectation that funding streams will be disrupted for the foreseeable future and have taken a prudent approach to budgeting and forecasting for 2020/21. We introduced new payment plans in July 2020 for the 2020/21 year to help families spread the cost of their programme.

### **Our Governance**

The Trustee Board has continued its quarterly meetings, supplemented by additional sessions around strategic development and responding to COVID-19.

Claire Campbell stepped down as Chair of the Board in March 2020 and was succeeded by Jane Barry following a recruitment exercise. Jane joined from the senior civil service with personal experience of hearing loss in her family. The Board has reviewed roles and responsibilities and has expanded to bring in additional expertise to support the organisation's development and ongoing governance.

The Board recruited two new Trustees in summer 2020 who were ratified at the Board meeting on 6 October 2020.

### **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 it 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 12 month period amounted to £1,213,980 (2019, 16 months: £1,517,653). This uplift reflects a successful year in raising both unrestricted and restricted funds from trusts which more than offsets a reduction in income from charitable activities which was impacted by COVID-19 and the capacity of AVUK therapists.

Unrestricted income amounted to £708,498 (2019, 16 months: £869,521) with donations of £407,973 (2019, 16 months: £342,264) which shows a significant uplift over the 12 month period. Income from charitable activities reduced due to the impact of COVID-19 coupled with a reduced sessional capacity to £300,173 (2019, 16 months: £526,897).

Expenditure amounted to £1,041,947 split between £488,307 of restricted and £553,640 of unrestricted spending. A sizeable overall surplus of £172,033 was achieved comprising of a restricted surplus of £17,175 and an unrestricted surplus of £154,858. This has resulted in an increased restricted reserve of £135,696 and an increased unrestricted reserve of £563,250. 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. AVUK are in a very good position to maintain its services during the continued COVID-19 restrictions and the impact this may have on fundraising.

Our priorities for 2020/21 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
Insufficient voluntary and service income	A long term business case to secure income to scale up and reduce funding from limited sources. This includes donor engagement, regular reviews of budgets and forecasts and targeted applications to trusts and foundations.
Failure to deliver high quality therapy	Embedded quality assurance process with internal and external mentoring specifically for clinical staff. This includes monthly clinical meetings, emotional counselling support from psychotherapists and continuous training and development.
Loss of key staff	Effective recruitment and retention policies; increased flexible working; increasing number of qualified Auditory Verbal therapists in UK; investment in CPD and staff development.

#### OUR PRIORITIES FOR 2020/21

For the following year we will be focusing on continued support for families and those training in auditory verbal practice, during these unprecedented times. We will be delivering the majority of our services through online platforms supported by in-centre appointments determined by clinical need, travel and latest guidance. Our new normal will be a combination of remote and in centre working and we will build on our experience of the initial lockdown. We will be looking to increase the support for families facing multiple challenges and disadvantage as well as expanding our internationally accredited training to reach more health and education professionals. 2021 will also see the launch of our new 5 year strategy which will focus on our approach to increasing access to auditory verbal practice across the UK and our plans to help create a sound future for deaf children.

#### Transforming service provision

A major focus of our work over the coming year will be on the development of our new long-term strategy by February 2021 and a 10 year business case which will set out in detail, the long term economic case for investment in our family centred, early intervention programme. We plan to engage and collaborate with key stakeholders and organisations in the public, private and voluntary sectors over the next two years as we work to secure the long term funding to embed auditory verbal therapy on the pathway for deaf children and deliver a transformation of our service. We will develop and work to agree a consensus statement with key stakeholders in sector on AVT outcomes by spring 2021 alongside working to see an increase in the number of children with funding support for AVT through EHC plans during 2020-21.

We will continue to expand our training offer for speech and language therapists, teachers of the deaf and audiologists across the UK, Europe, Middle East and South Africa. We aim to be delivering at least 3 Foundation and 12 Advanced cohorts by end July 2021 as well as launching the Part 3 CPD professional package in autumn 2020. We will run an annual series of short courses online for speech and language therapists and teachers of the deaf. We will build on our initial partnership with Birmingham City University to embed auditory verbal therapy in their MSC SLT course and establish partnerships with up to three other Universities and providers of SLT and TOD training by July 2021. We will also fully develop our network of 'AVUK training alumni' ambassadors by spring 2021 and further develop the Auditory Verbal Clinical Excellence Network to host two virtual meetings per year. Continuing on our work this year, we will collaborate with the Independent Information Centre on Cochlear Implants (ONICI) to deliver training in Belgium and Netherlands in spring 2021.

We will continue to share evidence on the effectiveness of AVT by publishing an updated position paper in autumn 2020, a paper on the efficacy of teletherapy at AVUK, and sharing the latest outcomes on literacy by June 2021. We will also continue to share best practice and research at domestic and international conferences including the Family Centred Early InEI (May 2021) and; AG Bell (Summer21) conference. We will also continue to collaborate with the First Voice Network on research, including the 2021 outcomes study.

We look forward to hosting our third Power of Speech event at the House of Commons on 5<sup>th</sup> June 2021.

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We will continue to challenge perceptions of what deaf children can achieve and the outcomes possible. We plan to run our fifth Loud Shirt Day in the UK on 23<sup>rd</sup> October 2020 and review our approach for future years. We will continue to increase commentary on deaf/education/early intervention issues on social media, development of Instagram and LinkedIn presence to expand our current supporter base, and increase followers across all platforms. We will conduct a website review with updates by December 2020 and audit all of all marketing material, as well as publishing an impact report in autumn 2020 alongside annual report and accounts. We will be working to secure increased national and local media coverage.

#### Supporting families

We will continue to deliver excellent therapy (as monitored by our QA process) to at least 60 families on our regular caseload at any one time. We will aim to secure annual funding in the region of £250k to support the family bursary programme in UK and deliver a regular programme of family support and information through monthly Q&A sessions, themed online events, and annual parent-only consultations.

We will establish an annual parental survey to feed into future work. We will also run a series of free online events for families interested in AVT through social media, online platforms and will be working in collaboration with other partners, such as the NDCS, to increase access to information and support for both families of deaf children and the professionals who support them.

#### Improving the way we work

We will continue to review our business model for delivery of services, including future premises/home working requirements and develop a 'new normal' operating model with greater emphasis on telepractice, remote working and supporting some face to face delivery in centres. We will implement our new Salesforce CRM system by the end of 2020 and we will be working to complete a move to Cloud based systems and paperless operations by July 2021.

We will aim to secure £800,000 of new voluntary income and launch our 'capital campaign' to secure investment in training of AV practitioners and full bursaries for families at AVUK over next 10-15 years.

Building off our work so far we will continue our investment in the mental health and well-being of staff through sessions, professional support and training. We will seek to develop further by learning from, and collaborating with, others in sectors. We will conduct a review of the membership of the Voluntary Advisory Panel and secure additional skills and expertise to support long term strategic development plans.

We recognise the value of our partnerships and so will continue to contribute to the Communication Consortium, First Voice Network and AG Bell International and Global Matters groups. We will also look to strengthen our collaboration with the UK Council on Deafness organisations for policy advocacy. We will also be working to identify potential partners for premises sharing in the future.

#### **Conclusion**

We would like to thank all of our staff and volunteers for their achievements during the period and everyone who has supported AVUK in the past year. This year in particular has been difficult for so many organisations as well as those who use our services. It is only with your help and support that we are able to continue to deliver our family programme and provide training to the professionals who work with deaf children across the UK. Thanks to you, more deaf children will have the same opportunities in life as their hearing peers.

#### **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 2019 (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.

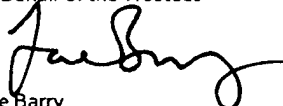
In so far as the trustees are aware:

- 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

  
Jane Barry  
6 October 2020

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 year ended 31 July 2020 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 2020, and of its incoming resources and application of resources, including its income and expenditure, for the ~~twelve~~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:

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- 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 12-13<sup>34</sup>), 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.

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

Date: 6<sup>th</sup> October 2020



**STATEMENT OF FINANCIAL ACTIVITIES  
(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 JULY 2020**

		2020 (12 months)			2019 (16 months)		
	Note	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Income from:							
Donations	2	407,973	505,482	913,455	342,264	648,132	990,396
Charitable activities	3	300,173	-	300,173	526,897	-	526,897
Investments		352	-	352	360	-	360
Total income		708,498	505,482	1,213,980	869,521	648,132	1,517,653
Expenditure on:							
Raising funds		193,874	-	193,874	194,381	69,995	264,376
Charitable activities	4	359,766	488,307	848,073	329,352	883,800	1,213,152
Total expenditure		553,640	488,307	1,041,947	523,733	953,795	1,477,528
Net income/(expenditure)		154,858	17,175	172,033	345,788	(305,663)	40,125
Transfers between funds		-	-	-	-	-	-
Net movement in funds		154,858	17,175	172,033	345,788	(305,663)	40,125
Total funds brought forward		408,392	118,521	526,913	62,604	424,184	486,788
Total funds carried forward		563,250	135,696	698,946	408,392	118,521	526,913

All income and expenditure derives from continuing activities.

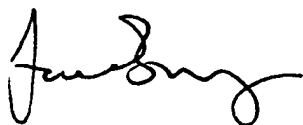
The statement of financial activities includes all gains and losses recognised during the year.

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

**BALANCE SHEET AT 31 JULY 2020**

	Note	31 July 2020 £	31 July 2019 £
Fixed assets			
Tangible assets	9	41,944	10,581
Current Assets			
Stocks		309	400
Debtors	10	119,207	139,729
Cash at bank and in hand		647,958	493,756
		767,474	633,885
Creditors: amounts falling due within one year	11	(110,472)	(117,553)
Net current assets		657,002	516,332
Net assets		698,946	526,913
Charity funds			
Unrestricted reserves	12	563,250	408,392
Restricted funds	13	135,696	118,521
		698,946	526,913

These financial statements were approved and authorised for issue by the Board on 6 October 2020.



Jane Barry  
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	12 months ended 31 July 2020 £	16 months ended 31 July 2019 £
Cash flow from operating activities	16	192,384	53,053
Cash flow from investing activities:			
Payments to acquire tangible fixed assets	9	(38,534)	(9,202)
Interest received		352	360
Net cash flow from investing activities		(38,182)	(8,842)
Net increase in cash and cash equivalents		154,202	44,211
Cash and cash equivalents at 1 August 2019		493,756	449,545
Cash and cash equivalents at 31 July 2020		647,958	493,756

## NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31 JULY 2020

### 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 2019 (Charities SORP 2019).

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 and systems development, is estimated, at a maximum of 4 years. Leasehold improvements have been depreciated over the term of the lease and systems development over 7 years.

**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**

	Unrestricted	Restricted	2020 (12 months) Total	2019 (16 months) Total
	£	£	£	£
AB David Charity	-	-	-	-
ACT Foundation	3,000	-	3,000	3,000
Anonymous Foundation	-	-	-	15,000
Anthony John Charles Gutman Annual Giving Fund	-	-	-	123,500
Autonomous Research Charitable Trust	-	-	-	3,000
Mia Basma-Saffedine	5,354	-	5,354	100,000
The Beehive Fund	-	6,825	6,825	-
The Inchnape Foundation	1,000	-	1,000	-
Bicester Town Council	-	-	-	3,264
Blackfen Clinic	2,000	-	2,000	-
Bucks Inner Wheel	2,100	-	2,100	-
CALA Homes	-	-	-	2,500
Trevor Chinn	1,000	-	1,000	-
City Bridge Trust	-	87,500	87,500	-
London Community Response Fund	17,972	-	17,972	-
The Clare King Charitable Trust	1,000	-	1,000	-
DCR Allen Charitable Trust	-	5,000	5,000	-
DD McPhail Charitable Settlement	-	2,000	2,000	-
The Dorothy Hay-Bolton Charitable Trust	-	-	-	2,750
Douglas Arter Foundation	-	-	-	1,000
Outhwaite Charitable Trust	2,000	-	2,000	-
Esmée Fairbairn Foundation	16,603	33,207	49,810	66,057
Friends of Belmont	-	-	-	8,900
Garfield Weston Foundation	-	-	-	30,000
Grimsdell Parents Association	-	-	-	4,141
The Grocers Charity	-	-	-	5,000
GSK Impact Awards	30,000	-	30,000	-
The Dorothy Hay-Bolton Charitable Trust	3,000	-	3,000	-
The Hobson Charity	-	-	-	8,000
The James Weir Foundation	3,000	-	3,000	-
The John Horriam's Children's Trust	-	-	-	2,500
Keith Coombs Charitable Trust	-	-	-	1,000
Kinbury Capital	6,825	-	6,825	-
The Leathersellers Trust	-	10,000	10,000	-
Lillie Johnson Charitable Trust	-	500	500	1,000
Lord and Lady Lurgan Charitable Trust	-	-	-	2,000
Man Charitable Trust	-	50,000	50,000	30,000
The Marguerite Foundation	-	150,000	150,000	-
MariaMarina Foundation	-	110,000	110,000	100,000
The Mercers Charitable Foundation	-	-	-	20,000
Next Plc	-	-	-	5,000
Philip Oppenheimer Foundation	-	4,000	4,000	-
PF Charitable Trust	-	-	-	3,000
Rayne Foundation	-	-	-	20,000
Santander Foundation	-	-	-	5,000
Schroder Charity Trust	-	-	-	5,000
The Sobell Foundation	-	40,000	40,000	40,000
The Souter Charitable Trust	2,000	-	2,000	5,000
The Stanley Grundy Foundation	-	5,000	5,000	-
Steel Charitable Trust	-	-	-	6,825
The Syncona Foundation	200,000	-	200,000	-
The Sir Jules Thorn Charitable Trust	1,000	-	1,000	-
Wetherby Prep School Charity	-	-	-	20,000
The Wonder of Sound Event	67,450	-	67,450	230,300
Zedra Trust	17,244	-	17,244	-
Donations from individuals, community groups and small trusts below £1,000	25,425	1,450	26,875	117,409
	<b>407,973</b>	<b>505,482</b>	<b>913,455</b>	<b>990,146</b>

### 3 INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted	Restricted	2020 (12 Months) Total	2019 (16 Months) Total
Sale of Books / CD's	6,397	-	6,397	7,239
Sessional Income	220,257	-	220,257	418,997
Training Income	52,432	-	52,432	71,842
Other Income	21,087	-	21,087	28,819
	<u>300,173</u>	<u>-</u>	<u>300,173</u>	<u>526,897</u>

### 4 CHARITABLE ACTIVITIES

	Unrestricted	Restricted	2020 (12 Months) Total	2019 (16 Months) Total
Direct Costs:				
Staff Costs		334,211	334,211	458,016
Other Direct Costs		15,382	15,382	16,214
Support Costs (note 5)	355,866	138,714	494,580	735,322
Governance Costs (note 6)	3,900		3,900	3,600
	<u>359,766</u>	<u>488,307</u>	<u>848,073</u>	<u>1,213,152</u>

## 5 SUPPORT COSTS

	Unrestricted	Restricted	2020 (12 Months) Total	2019 (16 Months) Total
Indirect Staff Costs	236,781	17,693	254,474	360,122
Recruitment	9,762	-	9,762	9,158
Staff Training & Conferences	-	5,683	5,683	10,788
Travel & Other Staff Costs	2,607		2,607	4,562
IT	34,280	338	34,618	40,642
Premises	52,998	115,000	167,998	249,565
Communications & Advertising	-	-	-	25,276
Insurance	1,405		1,405	1,291
Consumables	3,298		3,298	3,903
Legal & Professional	198		198	13
Accountancy & Payroll	4,153		4,153	5,006
Bad Debt	3,094		3,094	9,294
Depreciation	6,178		6,178	12,642
Bank Charges	938		938	2,326
Sundry Expenses	174		174	734
	<u>355,866</u>	<u>138,714</u>	<u>494,580</u>	<u>735,322</u>

## 6 GOVERNANCE COSTS

	Unrestricted	Restricted	2020 (12 Months) Total	2019 (16 Months) Total
Auditors Remuneration	3,900	-	3,900	3,600
	<u>3,900</u>	<u>-</u>	<u>3,900</u>	<u>3,600</u>



## 7 EXPENDITURE

	2020 (12 months) £	2019 (16 months) £
Net income/(expenditure) is stated after charging:		
Depreciation of tangible fixed assets	7,171	12,642
Operating lease rentals, including VAT	138,128	200,780

The key management personnel are the trustees and the chief executive. The trustees neither received nor waived any remuneration during the period (2019: Nil). The total cost of employment of key management personnel was £181,700 (2019: £124,411). There was one employee with an annual salary in the £60-£70,000 band on which pension contributions of £8,144 (2019 £7,372) were paid.

The charity pays attendance travel expenses and provides refreshments at trustee meetings. Total cost was £52 (2019: £298).

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

	2020 Number	2020 FTE	2019 Number	2019 FTE
Raising funds	3	2.5	2.6	2.3
Charitable activities	20	13.0	19.5	14.1
Governance	-	-	-	-
	<b>23</b>	<b>15.5</b>	<b>22.1</b>	<b>16.4</b>

The total staff costs and employees benefits was as follows:

	2020 (12 months) £	2019 (16 months) £
Staff costs analysis		
Salaries	657,454	822,622
Social security costs	53,519	84,500
Other pension costs	40,459	67,211
	<b>751,432</b>	<b>974,333</b>
Staff costs by function		
Raising funds	131,306	170,791
Charitable activities	620,126	803,542
	<b>751,432</b>	<b>974,333</b>

## 8 TAXATION

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

**9 TANGIBLE FIXED ASSETS**

	Training Equipment £	Office Equipment £	Leasehold Improvements £	Systems Development £	Total £
<b>Cost</b>					
At 1 August 2019	27,632	108,671	9,444	-	145,747
Additions	-	6,914	-	31,620	38,534
At 31 July 2020	27,632	115,585	9,444	31,620	184,281
<b>Depreciation</b>					
At 1 August 2019	27,247	98,476	9,444	-	135,167
Charge for the year	385	6,786	-	-	7,171
At 31 July 2020	27,632	105,262	9,444	-	142,337
<b>Written down value</b>					
At 31 July 2020	-	10,324	-	31,620	41,944
At 31 July 2019	385	10,196	-	-	10,581

**10 DEBTORS**

	2020 £	2019 £
Rent deposit	23,500	23,500
Trade debtors	13,486	35,434
Sundry debtors	36,699	45,638
Prepayments	45,522	35,157
	<u>119,207</u>	<u>139,729</u>

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

	2020 £	2019 £
Trade creditors	15,162	16,168
Accruals and deferred income*	75,901	65,768
Other creditors	19,409	16,048
	<u>110,472</u>	<u>97,984</u>

\*Deferred income represents training courses invoiced in advance net of bursary awards, totalling £41,591 (2019: £35,088) of which £29,070 relates to the year ending 31 July 2021 and £12,521 to future periods. Net deferred training income of £52,432 (2019: £46,956) has been included in the results for this period.

**12 UNRESTRICTED RESERVES**

	£
At 1 July 2019	408,392
Net surplus/(deficit) for the period	154,858
At 31 July 2020	<u>563,250</u>

**13 RESTRICTED FUNDS**

	At 1 August 2019 £	Incoming resources £	Resources expended £	At 31 July 2020 £
Autonomous Research Charitable Trust	26,699	-	26,699	-
The Beehive Fund		6,825	-	6,825
The Bridgewater Trust		500	500	-
City Bridge Trust		87,500	50,000	37,500
DCR Allen Charitable Trust		5,000	5,000	-
DD McPhail Charitable Trust		2,000	2,000	-
Edward Gostling Foundation	338	-	338	-
Esmée Fairbairn Foundation	26,972	33,207	60,179	-
The Fitton Trust		250	250	
John Horniman's Childrens Trust	2,500		2,500	
Lillie C Johnson		500	500	
The Leathersellers Foundation		10,000	10,000	
The Man Charitable Trust		50,000	46,617	3,383
The Marguerite Foundation		150,000	132,147	17,853
MariaMarina Foundation	9,296	110,000	55,842	63,454
Moondance Foundation	14,758		13,404	1,354
Ovingdean Hall Foundation	37,958		37,631	327
Pennycress Trust		200	200	
Philip Oppenheimer		4,000	4,000	
The Sobell Foundation		40,000	40,000	
The Stanley Grundy Charitable Trust		5,000		5,000
The Sydney Black Charitable Trust		500	500	
	<b>118,521</b>	<b>505,482</b>	<b>488,307</b>	<b>135,696</b>

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.

<b>Fund</b>	<b>Purpose</b>
Autonomous Research Charitable Trust	Outreach, training bursaries, family bursaries, clinician salary and additional needs training for staff
The Beehive Fund	Family bursaries
The Bridgewater Trust	Family bursaries
The City Bridge Trust	Core London centre costs
DCR Allen Charitable Trust	Family bursaries
DD McPhail Charitable Trust	Family bursaries
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
The Fitton Trust	Family bursaries
John Horniman's Childrens Trust	Clinician's salary
The Leathersellers Foundation	London centre core costs
The Marguerite Foundation	Clinicians' salary
MariaMarina Foundation	Bursaries and outreach work
Marsh UK	Family bursary and outreach work
Moondance Foundation	Family bursaries in Wales
Ovingdean Hall Foundation	Salary costs for delivering therapy, training for health professionals and family support workshops
Pennycress Trust	Family bursaries
Philip Oppenheimer	Family bursaries

The Sobell Foundation	Core costs
The Stanley Grundy Charitable Trust	Training bursaries
The Sydney Black Charitable Trust	Supporting families in Oxfordshire

**Restricted funds (prior year)**

	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	-	-
	<b>424,184</b>	<b>648,132</b>	<b>953,795</b>	<b>-</b>	<b>118,521</b>

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

#### 14 FINANCIAL COMMITMENTS

The charity renewed the lease on its Oxfordshire premises for five years with a break clause after three years from 1<sup>st</sup> February 2020, terminating in January 2025, at an annual rent of £17,052 plus VAT. There is a five year lease on its London premises at an annual rent including service charge of £103,338 plus VAT.

#### 15 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds	Restricted Funds	2020 Total
	£	£	£
Tangible fixed assets	41,944		41,944
Stock	309		309
Debtors	119,207		119,207
Bank and cash balances	512,262	135,696	647,958
Current creditors	(110,472)		(110,472)
	<b>563,250</b>	<b>135,696</b>	<b>698,946</b>

#### Prior year

	Unrestricted Funds	Restricted Funds	2019 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)
	<b>408,392</b>	<b>118,521</b>	<b>526,913</b>

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

	2020 (12 months)	2019 (16 months)
	£	£
Net income /(expenditure) for year	172,033	40,125
Interest receivable	(352)	(360)
Depreciation	7,171	12,642
(Increase)/decrease in stock	91	(644)
(Increase)/decrease in debtors	20,522	24,581
Increase/(decrease) in creditors	(7,081)	(24,579)
Net cash in/(out)flow from operating activities	<b>192,384</b>	<b>53,053</b>

#### 17 Related party transactions

- The charity paid attendance travel expenses, a training course and provided refreshments at trustee meetings. Total cost was £nil (2019: £298) of which nothing was owed at 31 July 2020 (2019: £Nil).
- The total of donations received from trustees was £875 (2019: £91,167).
- Individuals related to the trustees received services with a value of £5,688 (2019: £8,759)

## OUR SUPPORTERS

AVUK is pleased to acknowledge the wonderful support it has received from its various supporters. Of the contributors this year we would especially like to thank:

AB David Charity and Michael Shellim  
The Dorothy Hay-Bolton Charitable Trust  
Esmee Fairbairn Foundation  
Fitton Trust  
GF Eyre Charitable Trust  
Helianthus Charitable Trust  
Hazel and Leslie Peskin Charitable Trust  
Jacobs Charitable Trust  
Lillie C Johnson Charitable Trust  
The Lovel Foundation  
Lynn Foundation  
Man Group Charitable Trust  
MariaMarina Foundation  
Marguerite Foundation  
Pennycress Trust  
PF Charitable Trust  
The Rest Harrow Charitable Trust  
Sir Jules Thorn Charitable Trust  
The Sobell Foundation  
The Souter Charitable Trust  
Sydney Black Charitable Trust

AVUK is extremely grateful to all its supporters who have either donated to us directly or inspired others to support. We would especially like to thank Lindsey McMurray, Jorge Villon and Pollen Street Capital, Beverley Craven and her team, Judy Tzuke and Julia Fordham, Mike Ede, CT and Ingrid Herholdt and everyone at Blackfen Clinic, Mia, Rayan and Mohamed Basma-Safiedine, Jonathan Lerner, Jonathan and Lorraine Pepper, Paul Clifford, Alana, Amanda and William Burton plus all of our amazing regular donors and other anonymous donors.

Thank you.