

Company Registration Number: 06820227

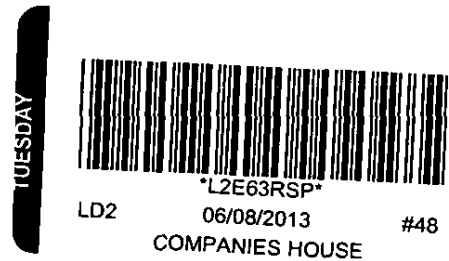
STATUTORY COPY

USER VOICE

**A COMPANY LIMITED BY GUARANTEE
(CHARITY NO. 1136047)**

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2013



USER VOICE

**A COMPANY LIMITED BY GUARANTEE
(CHARITY NO. 1136047)**

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2013

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USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2013

The Board is pleased to present its report and financial statements for the year ended 31 March 2013

Reference and administrative information

Directors	Paul Cavadino Julie Dent Alan Downey David Harrison Mark Johnson Jacob Knight	Chair Treasurer
Company Secretary	Daniel Hutt	
Chairman	Julie Dent	
Chief Executive Officer	Mark Johnson	
Company Number	06820227	
Registered Charity Number	1136047	
Registered Office	20 Newburn Street, London, SE11 5PJ	
Auditors	UHY Hacker Young, Quadrant House, 4 Thomas More Square, E1W 1YW	
Accountants	JS2 Limited, One Crown Square, Woking, Surrey, GU21 6HR	
Bankers	Coutts and Co, 440 Strand, London WC2R 0QS	

Structure, governance and management

User Voice became registered as a charity with the Charity Commission for England and Wales on 21 May 2010. It is a charitable company limited by guarantee, with no share capital and is governed by its Memorandum and Articles of Association dated 16 February 2009, as amended by special resolution on 7 May 2010. The liability of each member in the event of winding up is limited to a maximum of £10.

In accordance with the governing document, there shall be not less than two directors at any one time. The directors, who are also the charity trustees, are normally elected by the members of the company in a general meeting. The Board may appoint any member of the company as a director either as an additional director or to fill a casual vacancy. Any member so appointed must retire at the next annual general meeting but is eligible for re-election.

Each new trustee will receive an induction session with the Chairman and Chief Executive, where they are provided with the background to the charity and its work and receive guidance on their role as a director and trustee of the charity.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2013

Risk management

The directors have reviewed the major and financial risks that impact on the work of the charity. The systems that have been established enable the directors to review and take necessary steps to lessen these risks.

Objectives and activities

The object of User Voice is to advance education for the public benefit in criminal justice and the rehabilitation of offenders by conducting study and research and disseminating the useful results of that research to the public.

Public benefit

The directors have complied with section 17(5) of the 2011 Charities Act, having due regard for the Charity Commission's guidance on public benefit when reviewing the trust's aims and objectives.

Achievements and performance

User Voice is unique because its work is led and delivered by ex-offenders. We exist to reduce offending by working with the most marginalised people in and around the criminal justice system to ensure that practitioners and policy-makers hear their voices.

User Voice is well placed to gain the trust of and access to people involved in crime or who have direct experience of the criminal justice system as offenders and prisoners. Our work aims to deliver a powerful rehabilitation experience for offenders, better criminal justice services and institutions, and more effective, evidence-based policy.

The entrenched exclusion of some of the people we work with can be a huge obstacle to service providers. The involvement of ex-offenders has many benefits, not least of which is the power of a narrative of success; working with ex-offenders can be a powerful way of motivating people, often with little self-belief, that they can overcome the barriers they face. All the work User Voice has done suggests offenders want to talk to people who have 'walked in their shoes', which is why all our frontline staff are ex-offenders.

In order to achieve this we do the following:

- **Raising awareness** through speeches and opinion, we present the models, practices, evidence-base and business case behind User Voice in order to inspire and influence. We create opportunities for the people we work with to meet and speak to those in power.
- **Bespoke consultations** where we work with clients to design projects aimed at accessing, hearing and acting upon the insights of service users. These projects can include staff and user consultations, qualitative and quantitative work, and primary and secondary academic and operational research.
- **User Voice Councils** developed for use within prisons or in the community for probation, youth offending teams and related services. In whatever context it occurs, the User Voice Council approach is underpinned by democratic models, which seek to engage and empower participants in collective decision making within the confines of the particular service at hand.
- **Peer mentoring** projects that enable people with experience of criminal justice and related services to support others.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2013

Awareness Raising

User Voice has worked to present its activities and the voice of service users to prospective clients and influential audiences through speeches, presentations, opinion pieces and interviews on the radio (including BBC 5live, various regional BBC radio stations and LBC) and television (including The One Show, BBC Sunday Politics, BBC Breakfast, Daybreak, Sky News and Channel 4 News), in newspapers and magazines (including The Guardian, Children & Young People Now, The Record, Lancashire Evening Post, Halifax Courier, The Birmingham Mail) and at various events, including

- Holyrood Offender Management conference
- Annual Youth Justice Convention
- London Business School TEDx
- Norfolk and Suffolk Probation Trust Staff Conference
- Merseyside Probation Trust Staff Conference
- Department of Health Social Enterprise Conference
- London Probation Trust Staff Recognition Awards
- National Children's Commissioning and Contracting Training Conference
- London Probation Trust Diversity Week
- Irish Prison Service Conference
- Trinity College Dublin Social Entrepreneurship Speaker Series

During the year User Voice has worked with the following organisations and groups to promote service user engagement

- Justice Select Committee, taking a group of nationally elected young offenders to give evidence to the Committee's inquiry into youth crime
- Home Affairs Committee, giving evidence into the Committee's inquiry into drug treatment
- NOMS Offender Engagement Project Stakeholder Reference Group, which is charged with improving staff and offender relationships in community services
- NOMS Reducing Reoffending Third Sector Advisory Group
- Youth Justice Board
- Ministry of Justice
- National Co-production Critical Friends Group

Consultations

In our short life we have established a strong reputation working with the secure estate, social services, drug and alcohol services, the NHS, probation trusts and prisons, as well as focusing on specific groups of individuals, such as young people or ex-service personnel. In 2012/13, our consultations have included

- A consultation with young people on the complaints system in the youth justice system and secure estate for the Office of the Children's Commissioner
- A consultation with current and former probation service users regarding the Ministry of Justice's consultation 'Transforming Rehabilitation'
- A consultation with drug and alcohol services users to obtain their views about effectiveness of the national payment by results pilots for the Department of Health

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2013

Consultations (continued)

- The continuation of an annual nationwide engagement project, *What's Your Story?*, with young offenders to get their insight into youth crime and deliver this to senior practitioners and policy makers, culminating at the Annual Youth Justice Convention
- A consultation with young people regarding the Ministry of Justice's consultation 'Transforming Youth Custody Putting education at the heart of detention'
- A consultation with young offenders about the barriers faced when seeking employment for Business in the Community
- A consultation with young offenders for The Royal College of Paediatrics and Child Health as part of their project around the exploration of 'Healthcare for Young People in Secure Settings'
- Consultations with young offenders in Bradford and Leeds in order to inform service improvement

Councils

During the year User Voice has established and continues to support elected Councils based on our model of service user engagement in the following areas

- HM Prison Rye Hill, a training prison located near Rugby, Warwickshire, holding 660 adult male Category B sentenced prisoners (recommissioned)
- HM Prison Maidstone, a Category C training prison holding 600 adult male prisoners (recommissioned)
- HM Prison Wolds, a Category C training prison holding 395 sentenced male adults (recommissioned)
- HM Prison Aylesbury, holding up to 444 of the longest sentenced young adult males in the English prison system
- HM Prison Birmingham, a Category B prison holding 1450 adult remand and sentenced male prisoners (recommissioned)
- HM Prison Buckley Hall, a Category B prison holding up to 445 sentenced male adults
- London Probation Trust, the largest of the 35 probation trusts across England and Wales, supervising 40,000 offenders at any one time (recommissioned)
- Northumbria Probation Trust, which supervises an average of 7,000 offenders at any one time (recommissioned)
- Kent Probation Trust, which supervises an average of 6,500 offenders at any one time
- Cumbria Probation Trust, which supervises an average of 1,900 offenders at any one time
- Southwark Youth Offending Team
- Tower Hamlets Youth Offending Team

Peer Mentoring

During the year, User Voice has developed a new area of work. All engagement projects involve a degree of informal mentoring given the personal experience delivery staff have of the criminal justice system. This has now been formalised with User Voice becoming an Open College Network (OCN) Recognised Centre able to deliver accredited training, including Peer Mentoring. As a result User Voice has been commissioned to deliver a number of peer support programmes.

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REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2013

Peer Mentoring (continued)

- Essex Probation Trust, recruiting Peer Mentors (women and men), providing OCN accredited training and assisting them in order to develop mentoring relationships, with a number of Mentors progressing to paid support Case Workers
- HMP Drake Hall, providing training to women prisoners in the Sisters project in order to become Peer Mentors
- South London and Maudsley NHS Trust, an innovative project supporting individuals in forensic mental health services accessing employment, providing them with peer support.
- Kent Probation Trust, training former Service User Council members to become peer mentors supporting newly elected Council members
- Positive Steps Oldham (youth offending service), facilitating a peer support drug and alcohol group for young offenders that meets on a regular basis

Impact

During the year User Voice has significantly grown its reach working in more prisons, probation areas and youth offending teams, engaging with a wide number of policy makers and practitioners in order to affect change. In this period User Voice has engaged with over 2,500 service users, including:

• Service users surveyed	2505
• Votes cast in Council elections	733
• Focus group participants (may also have taken part in survey)	553
• Service users received training (may also have taken part in a survey and focus group)	240
• Service user representatives elected (will have taken part in training and maybe focus group and/or survey)	197

Of these participants 2 were employed by User Voice during this period and around 40 were given further volunteering opportunities

User Voice is currently working with the Institute of Criminology at the University of Cambridge to undertake before and after evaluations of Aylesbury and Birmingham Prison Councils using the Measuring the Quality of Prisoner Life (MQPL) and Staff Quality of Life surveys (SQL). MQPL is a measure of prisoners' perceptions, consisting of a written questionnaire administered to randomly selected groups of prisoners and supplemented by discussion groups. The initial results of the study are due to be published in Autumn 2013.

Feedback about the impact User Voice's work by key stakeholders is given below

"I have been extremely impressed with the work undertaken by User Voice at HMP Birmingham in developing a Prison Council. The election process was ground breaking for Birmingham, with those elected to the council taking on their roles with real enthusiasm. I am already witnessing positive changes as a result of well thought through proposals, which are making a difference to the quality of life for those at Birmingham prison. I am committed to continuing to work with the Prison Council, as I believe wholeheartedly that the structure that User Voice have introduced will continue to provide long term benefits for the prison."

Peter Small, Director, HMP Birmingham

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2013

Impact (continued)

“London Probation Trust's vision is to change lives for a safer London and one way we are making this a reality is by working with User Voice to run Service User Councils. These are already making an impact in two significant ways. Firstly service users are feeding back ideas to improve outcomes such as increasing the chances of an offender completing their sentence. Examples include improvements in the ways we communicate, better access to services, or improving induction processes. The second and perhaps most inspiring impact is seeing how being involved in the council can change the life of an individual offender. They learn new skills, gain confidence and inspire others. Having User Voice as a partner is certainly adding real value to our work.”

Heather Munro, Chief Executive, London Probation Trust

“The youth justice system deals with some of the most vulnerable and challenging young people and children in our society. Working with young people to understand how that system can be improved is common sense. I've met some of these young people through User Voice and I support the Excluded Youth project. Nationwide engagement and consultation with young offenders is an important part of the policymaking process. The workshops at the Annual Youth Justice Convention are the product of some excellent engagement and will be a significant opportunity to do some meaningful work.”

Crispin Blunt, MP, former Parliamentary Under Secretary of State for Justice

“They've come in, they've given structure. They've put things together that we can work with, and it's helped us as people to communicate, work as a group.”

Prison Council Member, HM Prison Maidstone

“I feel that my voice is heard, whereas before it wasn't heard at all.”

Service User Council Member, London Probation Trust

“I think User Voice is really helpful, because they understand me as a person.”

Youth Representative, User Voice

Financial review

The income received from donations, grants and other charitable activities allowed the charity to meet its objectives, resulting in deficit for the year of £29,740. This follows a deficit in the prior year of £156,125.

Investment policy and performance

There are no restrictions on the charity's power to invest and the current policy is to invest short term funds with the trust's bankers.

Reserves policy

The directors' aim is to maintain free reserves in unrestricted funds at a level that will provide sufficient funds to cover operational costs for six months. The actual level of these reserves at 31 March 2013 was £241,759 (2012 £289,549) equivalent to around 3 months. This policy is under review.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2013

Responsibilities of the Board

Company law requires the Board to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the Board are required to

- select suitable accounting policies and apply them consistently,
- make judgements and estimates that are reasonable and prudent,
- follow applicable accounting standards,
- follow the SORP, Accounting by Charities, and
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in operation

The Board are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006, Accounting Standards and Statements of Recommended Practice and the regulations under the Charities Act 2011. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of disclosure to the auditor

So far as the Board of Trustees are aware

- a) there is no relevant audit information of which the charity's auditors are unaware, and
- b) they have taken all steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information

Auditors

The auditors UHY Hacker Young are deemed to be re-appointed under Section 487 (2) of the Companies Act 2011

By order of the Board



Julie Dent
Director

Date 8 July 2013

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS AND TRUSTEES OF USER VOICE

We have audited the financial statements of User Voice on pages 10 to 19 for the year ended 31 March 2013 which comprise the statement of financial activities, the charitable company balance sheet, and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the Company's members, as a body, in accordance with section 154 of the Charities Act 2011 and with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the Responsibilities of the Board on page 7, 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.

We have been appointed auditor under the Companies Act 2006 and section 144 of the Charities Act 2011 and report in accordance with those Acts. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the APB's website at www.frc.org.uk/apb/scope/private.cfm

Opinion on financial statements

In our opinion the financial statements

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2013 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended,
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

Opinion on other matter prescribed by the Companies Act 2006

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

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS AND TRUSTEES OF
USER VOICE**

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion

- the charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us, or
- the charitable company's financial statements are not in agreement with the accounting records and returns, or
- certain disclosures of trustees' remuneration specified by law are not made,
- we have not received all the information and explanations we require for our audit, or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Trustees' Annual Report



**Matthew Anderson (Senior statutory auditor)
for and on behalf of UHY Hacker Young**

**Chartered Accountants
Statutory Auditors**

8 July 2013

USER VOICE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2013

	Notes	2013 Unrestricted Funds £	2013 Restricted funds £	Total 2013 £	Total 2012 £
Incoming resources					
Incoming resources from generated funds					
Donations and other voluntary income		42,147	-	42,147	939
Grants		-	186,621	186,621	35,900
Incoming resources from charitable activities 2		587,829	-	587,829	382,247
Total incoming resources		629,976	186,621	816,597	419,086
Resources expended					
Cost of generating voluntary income	3	7,950	-	7,950	7,081
Charitable activities	4	655,287	168,571	823,858	555,416
Governance costs	5	14,529	-	14,529	12,714
Total resources expended		677,766	168,571	846,337	575,211
Net incoming resources		(47,790)	18,050	(29,740)	(156,125)
Fund balance brought forward at 1 April 2012		289,549	38,945	328,494	484,619
Fund balance carried forward at 31 March 2013		241,759	56,995	298,754	328,494

The results for the period are derived from continuing operations

There were no recognised gains or losses, other than those passing through the statement of financial activities

USER VOICE

BALANCE SHEET AS AT 31 MARCH 2013

	Notes	£	2013 £	£	2012 £
Fixed assets					
Tangible fixed assets	7		7,876		11,369
Investments	8		1		1
			<u>7,877</u>		<u>11,370</u>
Current assets					
Debtors	9	222,324		199,213	
Cash at bank and in hand		318,396		448,782	
		<u>540,720</u>		<u>647,995</u>	
Creditors: amounts falling due within one year	10	(249,843)		(293,037)	
			<u>290,877</u>		<u>354,958</u>
Total assets less current liabilities			<u>298,754</u>		<u>366,328</u>
Creditors amounts falling due after one year	11		-		(37,834)
			<u>298,754</u>		<u>328,494</u>
Net assets			<u>298,754</u>		<u>328,494</u>
Reserves	13				
Unrestricted funds			241,759		289,549
Restricted finds			56,995		38,945
	14		<u>298,754</u>		<u>328,494</u>

The financial statements on pages 9 to 19 were approved by the Board and authorised for issue on 8 July 2013



Julie Dent
Director

Company Registration Number: 06820227

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2013

1 Accounting policies

1.1 Basis of preparation

The financial statements have been prepared under the historical cost convention. The financial statements have also been prepared in accordance with the Companies Act 2006, applicable UK Accounting Standards, the Statement of Recommended Practice Accounting and Reporting by Charities (SORP 2005) and the Charities Act 2011.

The company has taken advantage of the exemption in Financial Reporting Standard No1 from the requirement to produce a cash flow statement on the grounds that it is a small company.

1.2 Funds structure

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor. Unrestricted funds are funds which are used in accordance with the charitable objects at the discretion of the trustees.

1.3 Incoming resources

Grants, donations and other income are credited to the statements of financial activities in the year to which they relate. Grants and donations will be recognised on an entitlement basis and when receipt is certain. Other income, including investment income, is recognised on an accruals basis.

Income is credited to incoming resources when the conditions of entitlement, certainty and measurement have been met, unless it relates to a specific future period, in which case it is deferred. Contract income is recognised over the life of the assignment.

1.4 Resources expended and irrecoverable VAT

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Support costs not directly attributable to an expenditure category are shown in note 6 and have been apportioned on the basis of staff activity.

Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

1.5 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	3 years straight line
Fixtures, fittings and equipment	4 years straight line

1.6 Investments

Fixed asset investments are stated at cost less provision for diminution in value.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2013

1 Accounting policies (continued)

1.7 Group accounts

The financial statements present information about the company as an individual undertaking and not about its group as the company's only subsidiary was dormant throughout the period

2. Incoming resource from charitable activities	2013		Total 2013 £	Total 2012 £
	Unrestricted Funds £	Restricted Funds £		
Project income	556,883	-	556,883	296,524
Service related grants	-	-	-	80,000
Consultancy & other income	30,946	-	30,946	5,723
	<u>587,829</u>	<u>-</u>	<u>587,829</u>	<u>382,247</u>
3. Costs of generating voluntary income	2013		Total 2013 £	Total 2012 £
	Unrestricted Funds £	Restricted Funds £		
Staff costs	5,871	-	5,871	4,826
Other costs	62	-	62	348
Support costs (see note 6)	2,017	-	2,017	1,907
	<u>7,950</u>	<u>-</u>	<u>7,950</u>	<u>7,081</u>
4. Costs of charitable activities	2013		Total 2013 £	Total 2012 £
	Unrestricted Funds £	Restricted Funds £		
Staff costs	427,766	81,532	509,298	318,624
Travel and subsistence	99,857	16,038	115,895	67,666
Other costs	9,245	14,494	23,739	43,193
Support costs (see note 6)	118,419	56,507	174,926	125,933
	<u>655,287</u>	<u>168,571</u>	<u>823,858</u>	<u>555,416</u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2013

5. Governance costs	2013		Total 2013	Total 2012
	Unrestricted Funds	Restricted Funds		
	£	£	£	£
Staff costs	7,042	-	7,042	5,404
Legal and professional fees	543	-	543	174
Audit fees	4,000	-	4,000	5,000
Trustee costs	526	-	526	-
Support costs (see note 6)	2,418	-	2,418	2,136
	<u>14,529</u>	<u>-</u>	<u>14,529</u>	<u>12,714</u>

6. Support costs	Costs of Generating Funds	Charitable Activities	2013		Total 2013	Total 2012
			Governance			
	£	£	£	£	£	£
Staff costs	250	21,692	300	22,242	10,991	
Office costs	514	44,574	616	45,704	40,762	
Travel and subsistence	184	15,920	220	16,324	19,609	
Consultancy	948	82,244	1,137	84,329	54,357	
Sundry expenses	121	10,496	145	10,762	4,257	
	<u>2,017</u>	<u>174,926</u>	<u>2,418</u>	<u>179,361</u>	<u>129,976</u>	

Support costs are allocated on the basis of staff activity.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2013

7. Tangible fixed assets	Fixtures, fittings & equipment £	Computer Equipment £	Total £
Cost			
At 1 April 2012	10,422	3,930	14,352
Additions	-	-	-
	<u>10,422</u>	<u>3,930</u>	<u>14,352</u>
At 31 March 2013	<u>10,422</u>	<u>3,930</u>	<u>14,352</u>
Depreciation			
At 1 April 2012	907	2,076	2,983
Charge for the year	2,605	888	3,493
	<u>3,512</u>	<u>2,964</u>	<u>6,476</u>
At 31 March 2013	<u>3,512</u>	<u>2,964</u>	<u>6,476</u>
Net book value			
At 31 March 2013	<u>6,910</u>	<u>966</u>	<u>7,876</u>
At 31 March 2012	<u>9,515</u>	<u>1,854</u>	<u>11,369</u>
8. Fixed asset investments			
		Shares in subsidiary undertakings £	
Cost or valuation			
At 1 April 2012		1	
Additions		-	
		<u>1</u>	
At 31 March 2013		<u>1</u>	
Net book value			
At 31 March 2013		<u>1</u>	
At 31 March 2012		<u>1</u>	

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2013

8. Fixed asset investments (continued)

Holdings of more than 20%

The company holds more than 20% of share capital of the following companies:

Company name	County of registration or Incorporation	Share held	
		Class	%
User Voice Trading Limited	England & Wales	Ordinary	100

User Voice Trading Limited was incorporated on 21 July 2010 and did not trade during the year

9. Debtors

	2013 £	2012 £
Trade debtors	148,554	176,657
Other debtors	14,774	800
Prepayments and accrued income	58,996	21,756
	<u>222,324</u>	<u>199,213</u>

10. Creditors: amounts falling due within one year

	2013 £	2012 £
Trade creditors	13,318	9,477
Other creditors	-	18,260
Amounts owed to subsidiary undertakings	1	1
Taxes and social security	74,435	28,338
Accruals and deferred income	162,089	236,961
	<u>249,843</u>	<u>293,037</u>
Opening deferred income	228,835	-
Released in the year	(228,835)	-
Incoming resources deferred in the current year	144,975	228,835
	<u>144,975</u>	<u>228,835</u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2013

11. Creditors: Amounts due after one year	2013	2012
	£	£
Other loans	-	37,834
	<u> </u>	<u> </u>
Analysis of loans	2013	2012
	£	£
Wholly repayable within five years	-	55,894
Included in current liabilities	-	(18,060)
	<u> </u>	<u> </u>
	-	37,834
	<u> </u>	<u> </u>
Loan maturity analysis		
In more than one year but not more than two years	-	18,060
In more than two years but not more than five years	-	19,774
	<u> </u>	<u> </u>

12. Company limited by guarantee

The limit of the total guarantees of the members of the company amounted to a maximum of £80 at the beginning of the year and £60 at the end of the year

13. Analysis of charitable funds

	Balance at 1 April 2012	Incoming resources	Resources expended	Balance at 31 March 2013
	£	£	£	£
Unrestricted funds	289,549	629,976	(677,766)	241,759
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Volunteering Programme	3,353	70,800	(65,995)	8,158
Staff Development Programme	15,592	115,821	(82,576)	48,837
Northumbria Probation	20,000	-	(20,000)	-
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Restricted funds	38,945	186,621	(168,571)	56,995
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Total	328,494	816,597	(846,337)	298,754
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2013

13. Analysis of charitable funds (cont.)

Volunteering Programme

Funded by the Esmee Fairbairn Foundation, this is a programme managed by a Volunteer Co-ordinator that aims to improve User Voice's ability to recruit and manage volunteers and to improve the employment opportunities for 30 ex-offenders per year through volunteering

Staff Development Programme

The majority of the people who work for User Voice are talented ex-offenders who bring unique skills and insights to our work. Many have had unconventional career paths and faced huge personal challenges. The work we do – whether developing councils in prisons and probation, or bespoke consultancy and advocacy – demands a broad range of skills and brings with it a lot of pressure on staff and the need to consistently improve and innovate. Funded by The Paul Hamlyn Foundation, the aim of this programme is to enable us to meet the specific training and personal development needs of those who work for us, thereby strengthening project delivery.

Northumbria Probation Community Council

This project established a permanent structure for on-going interaction that enables Northumbria Probation to gain insight from the end users of its services with the ultimate aim of reducing re-offending.

14. Analysis of net assets between funds

	Unrestricted Funds £	2013 Restricted Funds £	Total 2013 £	Total 2012 £
Fixed assets	7,877	-	7,877	11,370
Debtors	222,324	-	222,324	199,213
Bank and cash	261,401	56,995	318,396	448,782
Creditors less than one year	(249,843)	-	(249,843)	(293,037)
Creditors more than one year	-	-	-	(37,834)
	<u>241,759</u>	<u>56,995</u>	<u>298,754</u>	<u>328,494</u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2013

15. Analysis of staff costs

	2013	2012
	£	£
Salaries and wages	494,339	322,958
Social security costs	50,114	16,887
	<u>544,453</u>	<u>339,845</u>

One employee had emoluments in excess of £60,000, receiving remuneration of £70,000 (2012 none) The average number of employees during the period was as follows

	2013	2012
	No.	No.
Support	2	1
Charitable activities	26	12
	<u>28</u>	<u>3</u>

16. Directors' remuneration

One of the directors, Mark Johnson, received remuneration of £70,000 during the period (2012 £53,333) in accordance with the company's Memorandum and Articles of Association. He was also reimbursed expenses totalling £664 (2012 £1,019). One other director, Julie Dent, also received reimbursement for expenses in the period totalling £521 (2012 £nil). She did not receive any remuneration during the period. No other director received remuneration from the charity or was reimbursed for expenses in the period.

17. Related party relationships and transactions

At the year end the company owed £1 (2012 £1) to User Voice Trading Limited, its subsidiary undertaking.

During the year, the company also entered into certain transactions with CanDo Coffee Limited, a social-purpose company created during the year to support the employment of ex-offenders. One of User Voice's Directors, Mark Johnson, also sits as a director and shareholder of CanDo Coffee Limited. During the year, User Voice supplied £28,094 of services to CanDo Coffee Limited of which £8,094 was outstanding at 31 March 2013. All such transactions were conducted on an arm's length basis.

18. Taxation

As a charity the organisation is exempt from UK corporation tax to the extent that its income is applied to its charitable objects. No liability arose in the period.