

Company Registration Number: 06820227

**USER VOICE**

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

**REPORT AND FINANCIAL STATEMENTS**

**FOR THE PERIOD ENDED 31 MARCH 2010**

TUESDAY



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16/11/2010  
COMPANIES HOUSE

**USER VOICE**

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

**ANNUAL REPORT AND FINANCIAL STATEMENTS**

**FOR THE PERIOD ENDED 31 MARCH 2010**

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## **USER VOICE**

### **REPORT OF THE BOARD FOR THE PERIOD ENDED 31 MARCH 2010**

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The Board is pleased to present its report and financial statements for the period ended 31 March 2010

#### **Reference and administrative information**

<b>Directors</b>	Martin Ainscough (appointed 16 February 2009) Rodney Aldridge (appointed 16 February 2009) Mark Johnson (appointed 16 February 2009) Alan Downey (appointed 4 November 2010)
<b>Company Secretary</b>	Daniel Hutt
<b>Chairman</b>	Rodney Aldridge
<b>Chief Executive Officer</b>	Mark Johnson
<b>Company Number</b>	06820227
<b>Registered Charity Number</b>	1136047
<b>Registered Office</b>	19 Buckingham Street, London, WC2N 6EF
<b>Accountants</b>	UHY Hacker Young, Quadrant House, 4 Thomas More Square, E1W 1YW
<b>Bankers</b>	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.

#### **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.

## **USER VOICE**

### **REPORT OF THE BOARD FOR THE PERIOD ENDED 31 MARCH 2010**

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#### **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 4 of the 2006 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**

During the period User Voice has offered a range of services designed to present the voice of offenders and ex-offenders to policy makers and decision makers in the criminal justice and penal system. This includes

- User Voice Councils that can be developed within prisons or in the community for probation, youth offending teams and other related services
- Bespoke consultancy where User Voice works with client agencies to design projects aimed at accessing, hearing and acting upon the insights of those who are hardest to reach including prisoners, ex-offenders and those at risk of crime. These projects include staff and user consultations, workshops and research
- Advocacy work aimed at engaging the media, the public, practitioners and the media

Key activities during the period included

- Setting up Prison Councils in the three Prisons on the Isle of Wight in which elected representatives of prisoners meet with prison managers and put forward proposals to improve the way prisons operate. This has led to a 37% fall in prisoners' complaints at Albany prison, a dramatic reduction in the use of segregation at Parkhurst prison and a series of improvements in conditions for prisoners at all three prisons
- A consultation exercise involving 200 service users of the Leicestershire and Rutland Probation Service. The result was a report containing a series of recommendations arising from the views of service users. This has led to plans to increase out of hours support and for future service user engagement
- The Youth Justice Board asked User Voice to carry out a survey of young people in secure establishments to find out their views on safeguarding issues for young people in custody. The resulting report, based on a consultation with over 100 young people, contained a series of practical proposals from young people to improve the way such areas as complaints procedures and searches are carried out
- A consultation with ex-offenders with housing issues in Rochdale led to a decision by Supporting People to put £300,000 of resources over three years into commissioned bedspaces for young offenders and into recruiting new resettlement support posts

## **USER VOICE**

### **REPORT OF THE BOARD FOR THE PERIOD ENDED 31 MARCH 2010**

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- Facilitating a group of young offenders to give evidence to the House of Commons Home Affairs Select Committee as part of the Committee's inquiry into the Government's approach to crime prevention. The result was a report from the Committee which made recommendations to achieve the greater inclusion of excluded groups
- Presenting a service user perspective through presentations at a wide range of national and regional conferences of statutory and voluntary service provider agencies

#### **Financial review**

The income received from donations, grants and other fundraising activities allowed the charity to meet its objectives, resulting in a surplus of funds expended of £230,942

#### **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 support and governance costs. The actual level of these reserves at 31 March 2010 was £230,942

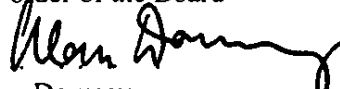
#### **Responsibilities of the Board**

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,
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in operation, and
- have elected to follow the SORP, Accounting by Charities

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 1993. 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

By order of the Board

  
Alan Downey  
Director

Date 8 November 2010

**CHARTERED ACCOUNTANTS' REPORT TO THE BOARD OF DIRECTORS ON THE  
UNAUDITED FINANCIAL STATEMENTS OF USER VOICE  
FOR THE PERIOD ENDED 31 MARCH 2010**

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In accordance with the engagement letter dated 6 October 2010, and in order to assist you to fulfil your duties under the Companies Act 2006, we have compiled the financial statements of User Voice for the period ended 31 March 2010, set out on pages 5 to 11 from the accounting records and information and explanations you have given to us

This report is made to the Company's Board of Directors, as a body, in accordance with the terms of engagement. Our work has been undertaken so that we might compile the financial statements that we have been engaged to compile, report to the Company's Board of Directors that we have done so, and state those matters we have agreed to state to them in this 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 Board of Directors as a body, for our work or for this report.

We have carried out this engagement in accordance with technical guidance issued by the Institute of Chartered Accountants in England and Wales and have complied with the ethical guidance laid down by the Institute relating to members undertaking the compilation of financial statements.

You have acknowledged on the balance sheet as at 31 March 2010 your duty to ensure that the company has kept adequate accounting records and to prepare financial statements that give a true and fair view under the Companies Act 2006. You consider that the company is exempt from the statutory requirement for an audit for the period.

We have not been instructed to carry out an audit of the financial statements. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the financial statements.

*UHY Hacker Young*

UHY Hacker Young  
Chartered Accountants

8 November 2010

## USER VOICE

### STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

**FOR THE PERIOD ENDED 31 MARCH 2010**

	Notes	Unrestricted funds £
<b>Incoming resources</b>		
Incoming resources from generated funds		
Donations and other voluntary income		730
Grants		345,147
Incoming resources from charitable activities		61,330
		<hr/>
<b>Total incoming resources</b>		<b>407,207</b>
		<hr/> <hr/>
<b>Resources expended</b>		
Cost of generating voluntary income	2	23,212
Charitable activities	3	148,938
Governance costs	4	4,115
		<hr/>
<b>Total resources expended</b>		<b>176,265</b>
		<hr/> <hr/>
<b>Net incoming resources for the period</b>		<b>230,942</b>
Fund balance brought forward at 16 February 2009		-
		<hr/>
<b>Fund balance carried forward at 31 March 2010</b>		<b>230,942</b>
		<hr/> <hr/>

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 2010

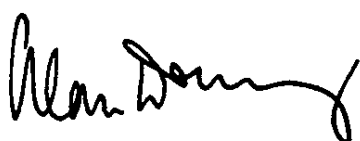
	Notes	£	£
<b>Fixed assets</b>			
Computer equipment	6		1,794
<b>Current assets</b>			
Debtors	7	46,418	
Cash at bank and in hand		203,392	
		<hr/>	
		249,810	
<b>Creditors: amounts falling due within one year</b>	8	(20,662)	
		<hr/>	
			229,148
			<hr/>
<b>Net assets</b>			230,942
			<hr/> <hr/>
<b>Reserves</b>			
Unrestricted funds	10		230,942
			<hr/>
			230,942
			<hr/> <hr/>

For the financial period ended 31 March 2010, the company was entitled to exemption from audit under section 477 of the Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 396 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial period and of its profit or loss for the financial period in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006, relating to accounts, so far as applicable to the company.

The financial statements on pages 5 to 11 were approved by the directors and were signed on their behalf by -

Alan Downey  
Director



Mark Johnson  
Director



Dated 8 November 2010

Company Registration Number: 06820227



## **USER VOICE**

### **NOTES TO THE FINANCIAL STATEMENTS**

#### **FOR THE PERIOD ENDED 31 MARCH 2010**

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#### **1 Accounting policies**

##### **1.1 Basis of preparation**

The financial statements have been prepared under the historical cost convention. The financial statements have been prepared in accordance with the Companies Act 2006 and applicable UK Accounting Standards. The directors have elected to also prepare the accounts in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (SORP 2005) and the Charities Act 1993.

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.

##### **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 5 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
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## **USER VOICE**

### **NOTES TO THE FINANCIAL STATEMENTS**

#### **FOR THE PERIOD ENDED 31 MARCH 2010**

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#### **2. Costs of generating voluntary income**

	<b>£</b>
Brochures	791
Website costs	110
Support costs (see note 5)	22,311
	<hr/>
	23,212
	<hr/>

#### **3. Costs of charitable activities**

	<b>£</b>
Research and survey costs	3,012
Seminars and workshops	7,761
Brochures	2,372
Website costs	329
Support costs (see note 5)	135,464
	<hr/>
	148,938
	<hr/>

#### **4. Governance costs**

	<b>£</b>
Legal fees	172
Accountancy	2,350
Support costs (see note 5)	1,593
	<hr/>
	4,115
	<hr/>

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE PERIOD ENDED 31 MARCH 2010

5. Support costs	Costs of Generating Funds £	Charitable activities £	Governance £	Total £
Salaries and national insurance	11,980	72,740	856	85,576
Consultancy	3,859	23,429	275	27,563
Rent and rates	253	1,539	18	1,810
Telephone costs	27	162	2	191
Bank charges	-	1	-	1
General office costs	589	3,579	42	4,210
Travel and subsistence	4,913	29,830	351	35,094
Printing, postage and stationery	318	1,929	22	2,269
Computer costs	27	162	2	191
Accountancy and payroll	122	741	9	872
Sundry expenses	161	979	12	1,152
Depreciation	62	373	4	439
	<u>22,311</u>	<u>135,464</u>	<u>1,593</u>	<u>159,368</u>

Support costs are allocated on the basis of staff activity

6. Tangible fixed assets	Computer equipment £
<b>Cost</b>	
At 16 February 2009	-
Additions	2,233
	<u>2,233</u>
At 31 March 2010	<u>2,233</u>
<b>Depreciation</b>	
At 16 February 2009	-
Charge for the period	439
	<u>439</u>
At 31 March 2010	<u>439</u>
<b>Net book value</b>	
At 31 March 2010	<u>1,794</u>
At 16 February 2009	<u>-</u>

## **USER VOICE**

### **NOTES TO THE FINANCIAL STATEMENTS**

#### **FOR THE PERIOD ENDED 31 MARCH 2010**

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##### **7. Debtors**

	<b>2010</b>
	<b>£</b>
Trade debtors	45,950
Prepayments and accrued income	468
	<hr/>
	46,418
	<hr/>

##### **8. Creditors: amounts falling due within one year**

	<b>2010</b>
	<b>£</b>
Trade creditors	8,666
PAYE creditor	7,319
Accruals	4,677
	<hr/>
	20,662
	<hr/>

##### **9. Company limited by guarantee**

The limit of the total guarantees of the members of the company amounted to a maximum of £30 at the beginning and end of the period

##### **10. Analysis of charitable funds**

	<b>Unrestricted funds £</b>
Balance at 16 February 2009	-
Incoming resources	407,207
Resources expended	(176,265)
	<hr/>
Balance at 31 March 2010	230,942
	<hr/>

## **USER VOICE**

### **NOTES TO THE FINANCIAL STATEMENTS**

#### **FOR THE PERIOD ENDED 31 MARCH 2010**

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##### **11. Analysis of staff costs**

	<b>2010</b>
	<b>£</b>
Salaries and wages	78,431
Social security costs	7,145
	<hr/>
	<b>85,576</b>
	<hr/>

No employees had emoluments in excess of £60,000 The average number of employees during the period was 3

##### **12. Directors' remuneration**

One of the directors, Mark Johnson, received remuneration of £37,500 and £20,833 for consultancy from the charity during the period in accordance with the company's Memorandum and Articles of Association He was also reimbursed expenses totalling £19,040 No other director received remuneration from the charity or was reimbursed for expenses in the period

##### **13. 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