

Company Registration Number: 06820227

USER VOICE

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

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020



USER VOICE

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

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

Index	Page
Report of the Board	1 – 13
Independent auditors' report	14 - 16
Statement of financial activities	17
Balance sheet	18
Cash Flow statement	19
Notes to the financial statements	20 – 32

USER VOICE**REPORT OF THE BOARD
FOR THE YEAR ENDED 31 MARCH 2020**

The Board is pleased to present its report and financial statements for the year ended 31 March 2020.

Reference and administrative information

Directors	Doctor Subas Roy	Chair (appointed 09/10/20, Treasurer from 09/10/20, Chair from 24/01/21)
	Lord Roy Kennedy	Chair (appointed 09/10/20, resigned 24/01/21)
	Mark Johnson	
	Max Kelly	
	Guy Robinson	
	Professor Shadd Maruna	(appointed 10/04/19)
	Camilla Camley	(appointed 09/10/20, resigned 26/01/21)
	Martin Ainscough	Chair (appointed 05/09/19, resigned 20/08/20)
	Noel Gordon	Chair (resigned 05/09/19)
	David Harrison	Treasurer (resigned 05/09/19)
	Heather Munro	(resigned 28/06/19)
Company Secretary	Daniel Hutt	
Chairman	Doctor Subas Roy	Chair (appointed 09/10/20, Treasurer from 09/10/20, Chair from 24/01/21)
	Lord Roy Kennedy	(appointed 09/10/20, resigned 24/01/21)
	Martin Ainscough	(appointed 05/09/19, resigned 20/08/20)
	Noel Gordon	(resigned 05/09/19)
Chief Executive Officer	Mark Johnson	
Senior Management Team	Chief Executive Officer	
	Director of Operations	
	Director of Resources	
	Strategic Advisor	
	HR Manager	
Company Number	06820227	
Registered Charity Number	1136047	
Registered Office	20 Newburn Street, London, SE11 5PJ	
Auditors	Moore Kingston Smith LLP, Devonshire House, 60 Goswell Road, London, EC1M 7AD	
Accountants	JS2 Limited, One Crown Square, Woking, Surrey, GU21 6HR	
Bankers	Coutts and Co, 440 Strand, London WC2R 0QS	

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2020

Annual review

During the year User Voice has continued to focus on strengthening its capabilities and capacity to deliver service users the experience they need and deserve. We have focussed on delivery quality, building skills among our delivery teams, building leadership skills among our Engagement Team Leaders and driving an internal culture of inclusion and accountability. We introduced a flatter organisational structure to emphasise the role of the centre as an enabler to our regional delivery teams. We brought our regional teams together more frequently to share best practice and to ensure a standardisation and consistent quality in our delivery; we stepped up the communication flow to embed learnings more quickly into our national service model; and, we launched an internal campaign to ensure our standard policy framework was understood and adhered to by all our people.

The fundamental values of User Voice remain consistent with our founding principles; to give service users a meaningful voice in their own prison or probation system; to enable service users to co-design solutions through lived experience; and, to innovate our own service model to respond to the dynamic environment in which our service users experience the criminal justice system. This year, we have prioritised the need for our people to re-connect with these values and to ensure they pervade everything we do. We are a leader in service user engagement in this country, having invented and operationalised many tools and approaches that have become a gold standard in our sector. But we also know that, while we have to build on our heritage, we must continue to innovate new approaches and new solutions that address the contemporary realities of criminal justice pressures. That's why we have continued to actively build our research capability, conducting analysis into new pressures and developing new solutions to deal with them. Our Research and Knowledge capability is a fundamental element of the User Voice business model and we are always looking for new ways to bring insight into our service delivery offers.

The Board of Trustees, and its Committees, have therefore focussed on three critical change programmes which are essential to sustaining our leadership position as an advocate of service user engagement; firstly, refining the User Voice Way and embedding the associated best practices across our regional teams; secondly, strengthening our Research and Knowledge capability to ensure it generates new insights and innovation into our core delivery services; and, thirdly, adjusting our operating model to leverage central capabilities more effectively and empower our delivery teams to work more collaboratively.

The fruits of the change programme have become evident as the year progressed and will provide sound building blocks for our continued expansion:

- Our people have the right skills and tools to do their jobs properly, demonstrating strong leadership and a clear respect for the organisation's culture and values.
- Our processes are more consistent across locations and we operate with more common standards.
- Our resources and funding have remained satisfactory, demonstrating efficient quality and financial management of contracts and business development activities, optimising the working capital cycle and maintaining a stable cash flow position.

Overall, we have emerged from a year of modernisation with a stronger leadership team, more consistent results and more sustainable innovation in our service offers. We look forward to building on these core strengths next year and to maintaining our pre-eminent position as the leader in service user engagement in the UK.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2020

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. The trustees delegate the day to day management to the senior management team.

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.

Trustees are periodically updated on the most important matters relating to the organization's activities, as well as the latest charity sector developments and best practice guidance. The senior management review User Voice's risk register on a monthly basis, and update Trustees when appropriate based on the nature of the issue, and the likelihood of occurrence and potential impact. The most relevant and pressing issues can be discussed in ad hoc mini Board meetings or operational meetings, organised specifically for this purpose. The action plans contained in the risk register then incorporate Board comments and proposed mitigating activities. Trustees are encouraged to keep up-to-date with sector developments relevant to their role throughout their term of office.

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.

The principal risks identified include:

- Ensuring User Voice is able to operate in an increasingly commercial environment, both on a financial and contractual level. The importance of this has been recognised by creating a new senior management commercial post which is responsible for this.
- Ensuring appropriate and robust organisational processes and procedures are consistently followed as the organisation continues to expand. As a result User Voice has received significant investment and pro bono support from the Social Business Trust and its partners.

The impact of Covid-19 outbreak has been considered in User Voice's short and long term risk management and planning. This includes budgeting and forecasting. The effect of the outbreak will continue to bring significant risk, especially regarding User Voice's delivery model of engagement.

The Board has ensured that there has been clear focus on the risks of contractual breaches due to non-delivery of services. Strong stakeholder relationships and management has mitigated this risk with performance KPIs being adhered to and reported to commissioners frequently. Whereby delivery has been at risk of being impacted due to Covid-19 restrictions the SMT has worked closely with senior commissioners to manage contract risk.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2020

User Voice has pioneered new ways of delivering services and maintain contractual delivery without fundamentally altering the underpinning organisational operational model. This has mitigated critical risks to contracts in the short- and medium-term and innovated new ways of working for future opportunities. This includes the use of free-phone numbers for prisoners to speak to User Voice without incurring charge. Hitherto, the use of such communication channels has been limited to crisis services.

Operating in prisons has required a greater focus on infection control and the use of PPE and socially distanced working. Additionally, User Voice has been led by guidance from NHS England and HMPPS regarding the safety of delivering in such environments.

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, including the guidance 'Public Benefit: running a charity (PB2)', when reviewing the trust's aims and objectives.

Who we are

We are committed to making the criminal justice system work for everyone. Our unique approach is designed, deployed and delivered by former service users working alongside current service users and providers. We have been delivering significant change in the criminal justice system for a decade and bring about transformation for: institutions, individuals and the agenda – so the system can work for everyone. We believe the experience of users is vital for positive change.

What we do

Change for institutions

With spiralling costs and unprecedented pressure on budgets, financial pressures are very real. But also there is a stark human cost to institutions that don't work for service users – and society needs to find a fix.

User Voice applies our proven **User Council** model to prisons, probation and other services, giving decision-makers a tried-and-tested route to engagement, feedback and continuous improvement from service users.

Change for Individuals

Engagement with services is as low as re-offending rates are high. As a society we need better ways to integrate people who have been in prison.

At User Voice we facilitate **User-Led Change**. With the right opportunity, encouragement and support, everyone can play an influential role in society. We know because we have done it ourselves.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2020

Change in the Agenda

If you want different outcomes you have to try different approaches, and there is a lack of clear vision for criminal justice. We believe that those who have navigated the criminal justice system should be leading this conversation.

User Research offers policy-makers and service providers the opportunity to learn from, and act upon, the insights of those hardest to reach. Our insight leads the conversation around system change.

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.

Prison Councils:

- HM Prison Aylesbury, holding up to 444 of the longest sentenced young adult males in the English prison system.
- HM Prison Bronzefield, holding up to 527 adult female prisoners
- HM Prison Featherstone, a Category C prison holding up to 687 adult male prisoners
- HM Prison Maidstone, a Category C training prison holding 600 adult male prisoners
- HM Prison The Mount, a Category C training prison holding 1,028 adult male prisoners
- HM Prison Northumberland, a prison holding up to 1348 adult male prisoners
- HM Prison Pentonville, a local prison holding up to 1310 adult male prisoners

Service User (community) Councils:

- Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire Community Rehabilitation Company
- Cheshire & Greater Manchester Community Rehabilitation Company
- Cumbria and Lancashire Community Rehabilitation Company
- Derbyshire, Nottinghamshire, Leicestershire and Rutland Community Rehabilitation Company
- Essex Community Rehabilitation Company
- Hampshire & Isle of Wight Community Rehabilitation Company
- Humberside, Lincolnshire & North Yorkshire Community Rehabilitation Company
- Kent, Surrey and Sussex Community Rehabilitation Company
- Merseyside Community Rehabilitation Company
- Norfolk & Suffolk Community Rehabilitation Company
- Northumbria Community Rehabilitation Company
- South Yorkshire Community Rehabilitation Company
- Staffordshire and West Midlands Community Rehabilitation Company
- West Yorkshire Community Rehabilitation Company

Health Councils:

- HM Prison Bronzefield
- HM Prison Downview
- HM Prison Cookham Wood
- HM Prison East Sutton Park
- HM Prison Highdown
- HM Prison Lewes
- HM Prison Winchester
- HM Prison Isle of Wight

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2020

At the end of this period User Voice had **representative structures for 1 in 3 people (116,608) in the criminal justice system**, including **64% of people on probation** with the community rehabilitation companies and **17% of people in prison** through its Council model, engaging with **10,280** people. Prison Council:

- 305 new Prison Council members
- 393 total Prison Council members

Service User Councils:

- 208 new Service User Council members
- 371 total Service User Council members

Health Councils:

- 90 new Health Council members
- 131 total Health Council members

Total Councils:

- 603 new Council members
- 895 total Council members, of which:
 - 712 (79.6%) male
 - 183 (20.5%) female
 - Average age 37.6, with an age range of 18 to 70
 - 64.7% white, 20.7% black, 14.2% Asian, 5.5% dual heritage and 3.8% other
- 210 proposals were put forward by User Councils of which:
 - 43.8% were accepted and implemented
 - 50.5% were accepted but yet to be fully implemented
 - 5.8% of proposals were rejected

Impact

Over the year User Voice has delivered great impact we've trained and supported over 600 Council members. These council members, who are the force for change have developed hugely over the year:

SKILLS DEVELOPEMNT

- 93% said they had developed skills since becoming a Council member
- 99% stated they had improved communication skills
- 97% noted an improvement in their ability to work with others
- 92% felt they had developed leadership skills

PERSONAL DEVELOPMENT

- 83% noted personal changes since becoming a Council member

"Since I joined the prison council and working alongside User Voice, I feel more hopeful and have been inspired for the future."

"I have felt more hopeful for the future and I feel so much less isolated."

"I can talk to different people about real issues and it has helped me think more positively."

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2020

- 91% said becoming a Council member had lived up to their expectations

Council members spoke of the changes they had seen in their community due to the work of the Council:

"There is more change going on than I expected"

"Can see evidence of changes and how much I have helped other people."

"Vast improvements in this prison"

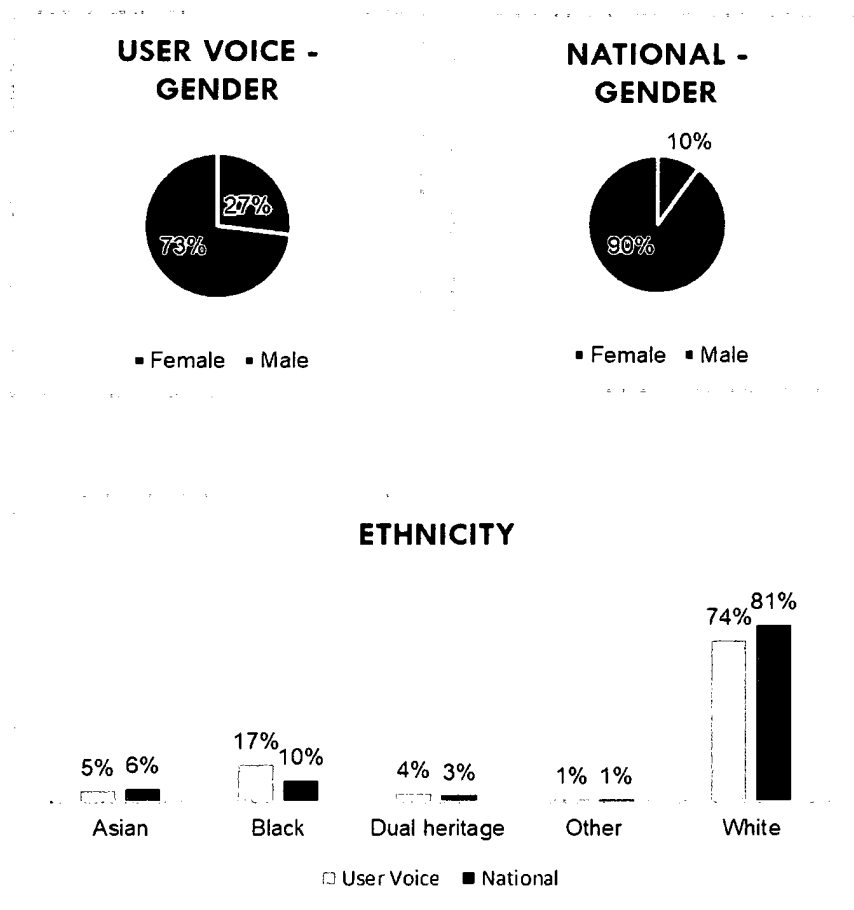
Other Council members spoke of the support they had received from User Voice staff:

"Support has been amazing and so much more than I expected."

"Really supportive and non-judgemental."

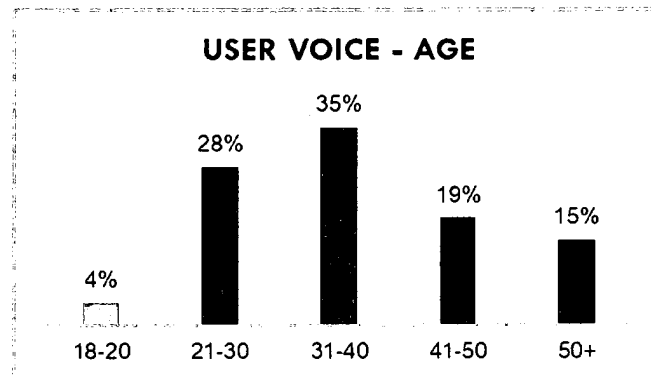
"Sophie is really encouraging and has helped me in more ways than she knows."

Our Council members are representative of the diverse communities they serve:



USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2020



ROTL

During this year, two Council members started working at the User Voice London office on Release on Temporary License (ROTL). Originally as volunteers, one Council member soon progressed onto a paid position and, upon release, became a full-time employee of User Voice as the Office Manager. The other individual also progressed into a paid position and when they are released in August 2020 it is planned for them to continue working at User Voice.

Providing this progression path for Council members is a clear example of the opportunity and support we provide to Council members to progress with their lives. Having staff who have been Council members also ensures that we remain authentic and that our value of being user-led are at the core our approach.

Social media

User Voice's primary social media platform is Twitter. During the year, User Voice's Twitter followers grew by 19% (1,228), from 6,301 to 7,529. In this time, User Voice tweeted 172 times and was mentioned 566 times. User Voice earned 158,000 impressions (the total number of times that a tweet has been delivered to the Twitter stream of a particular account) during this period and earned 12,097 profile visits.

Volunteering

User Voice encourages people to volunteer, where they feel able to, in order to develop skills and gain experience as part of our commitment to offer individuals opportunity, encouragement and support. We have helped many people move from volunteering into staff positions with us. These volunteers fall broadly into two categories:

- Office-based administrative volunteers: these people assist Engagement Team Members with internal office coordination activities, such as data input, filing, diary management. This also allows them to grow and expand their knowledge whilst helping and supporting our work as a national charity
- Delivery-based engagement volunteers: these people shadow and assist the engagement team with delivery in prisons and communities. This creates opportunity for giving back, helping the greater cause, and providing strengthened peer engagement

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2020

Fundraising

Raising voluntary funds from trusts, foundations and individuals is a vital source of income for User Voice, this is the enabler to fulfil our charitable objectives more effectively. We are very grateful for the support given by all our donors.

User Voice builds and maintains solid partnerships with supporters and donors, based on mutual understanding and shared values. In order to develop an open, honest and respectful fundraising process we have taken account of the Code of Fundraising Practice issued by the Fundraising Regulator.

User Voice fundraising practices don't include face-to-face or telephone fundraising. Therefore User Voice has received no complaints about its fundraising activities either during the financial year or subsequently.

As part of its preparation for the General Data Protection Regulation that came into force in May 2019, User Voice has reviewed and updated its Privacy Policy, and this policy clearly states what personal data User Voice will hold in relation to supporters and how this data is managed.

Changing the Agenda

If you want different outcomes you have to try different approaches, and there is a lack of clear vision for criminal justice. We believe that those who have navigated the criminal justice system should be leading this conversation.

User Voice Research offers policy-makers and service providers the opportunity to learn from, and act upon, the insights of those hardest to reach. Our insight leads the conversation around system change.

User Voice has attended and participated in a number of events and groups ensuring that the voice of lived experience is a central component in influencing policy and practice, including:

- **Ministry of Justice Service User Involvement Symposium:** involved around 60 experts in the field, including academics, policy makers and providers. We were asked to identify representatives from across our councils to attend and speak at the event. 15 council members were elected by their peers to attend from across the country and 4 spoke on a panel in the middle session on their role as Council members and the impact they have had.
- **South West National Probation Service Development Day:** User Voice staff and council members spoke to an audience of probation managers
- **European Monitoring Centre for Drugs & Drug Addiction:** founder Mark Johnson presented at this European wide event on Peer to Peer Approaches in combatting drug addiction
- **Lisbon Addictions 2019 conference:** founder Mark Johnson presented at Europe's major addictions conference on the need to involve people with lived experience
- Mark Johnson spoke at the Child Centre for Mental Health's conference on the importance of involving young people
- HM Inspectorate of Probation published their Service User Engagement Strategy and undertook a Review of Service User Involvement, both of which heavily featured and were influenced by User Voice's Council model
- Founder Mark Johnson gave evidence to the Justice Committee's Coronavirus inquiry
- Mark Johnson published an article in the Guardian calling for the release of some prisoners in response to the pandemic.
- User Voice has been recognised as a Democracy Pioneer by Nesta and over the next 12 months will be part of their campaign to increase public participation in civic life.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2020

Most significantly, User Voice has been a member of the **HMPPS Service User Advisory Group**. Since User Voice was founded one of the main aims has been to show the value of involving people with lived experience in the criminal justice system from a national policy to a local service provision level.

After years of making the case and demonstrating the impact this Group was established to develop a set of standards around service user involvement for prison and probation services. User Voice has played a central role in the final Standards of Excellence, which were published in the Draft Target Operating Model for Probation Services and in the development of a practical toolkit for prison and probation providers, which has recently been published on the HMPPS and MoJ intranets, available to staff.

What has been missing from all this is identified budget lines for user involvement. It has always been funded from underspends and other budget lines. For the first time the MoJ has recently confirmed that as part of the new competition for probation services, there will be a specific element for service user involvement for which there will be a ring fenced budget. While the details are still emerging this is a fantastic achievement and after over 10 years of lobbying a milestone for User Voice.

User Voice's presence at the go to organisation continues to grow as we continue to be commissioned to undertake significant Peer Research projects, including the examples below.

SMOKE FREE PRISONS

Over the past few years prisons have gone smoke free, but the impact of this have not been assessed. NHS England commissioned User Voice to speak to prisoners about the effects of this policy. Yet to be published, User Voice engaged 650 prisoners and found worrying levels of resulting debt, violence and bullying as a result of this health motivated blanket ban and will be working with health and justice officials to understand how these effects can be mitigated.

The report is being finalised ready for publication.

RECONNECT

NHS England's flagship new £20m 5 year mental health care after custody service, Reconnect, will start working with people before they leave prison and helps them to make the transition to community-based services that will provide the health and care support that they need.

In order to inform the development of this crucial new service, User Voice was commissioned to engage with prisoners and people in the community who have experience this transition for mental health services.

ANTI-KNIFE CRIME

Knife crime is at its highest levels in a generation and is constantly in the media. Yet the people with the most insight, those convicted of knife crime, have not been engaged in finding a solution.

Funded by the Home Office's Anti Knife Crime Fund, User Voice spoke to young people in prison about why they committed the crime and what they would have told themselves to prevent them from doing it.

The insights from these conversations are going to be used to produce a report but also more youth oriented outputs, including a music track by a leading UK rapper.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2020

10 PRISONS PROJECT

The previous Prisons Minister had focused on 10 priority prisons, to get them to a level of decency and safety in order to then use this as the foundation to improve prison performance.

In a private meeting with the Minister, Mark Johnson stressed the need to consult with prisoners to understand the key issues in these prisons and potential solutions if any impact was to be made.

As a result the Minister directly commissioned User Voice to consult with prisoners in these prisons and feed this into the 10 prisons project in the Ministry of Justice, which despite the change in Minister, will continue to have a significant impact in this key strategic initiative.

Following the report, User Voice were invited to present its findings to Directors at the Ministry of Justice and, at a separate event, to the Governors of the 10 prisons and senior HMPPS personnel. This ensured that the insights carried in the report were heard by key decision makers within the criminal justice system.

WEST YORKSHIRE OFFICE OF THE POLICE AND CRIME COMMISSIONER

The West Yorkshire Police and Crime Commissioner (PCC) commissioned User Voice to engage people in prison, on probation and in youth offending teams to understand their views and experiences in order to achieve the outcomes in the PCC's Police and Crime Plan.

The PCC is committed to taking the solutions forward with partners to reduce re-offending in West Yorkshire. There are ways in which this is already being done.

- Commissioning: all potential providers are being asked to review the report in order to design their service around the needs of service users.
- Accommodation: in a number of future events and conferences the PCC will be emphasising the service user experience, including the impact of a lack of housing, in order to influence other partners.
- Peer support: the PCC is committed to developing peer initiatives and as a result is working collaboratively with West Yorkshire Finding Independence on a scheme to increase the availability of peer support.

INSOMNIA IN PRISONS

The project, a partnership between Imperial College, CareUK and User Voice, involved implementing a treatment pathway for insomnia in prison patients, with a stepped-care approach that provided ongoing support for sleep problems. Central to the pathway were self-management, peer group involvement and psychological therapies.

The pathway was delivered to 30 prisoner-patients by a multidisciplinary team. Current prisoners were trained in good sleep health, how to adapt to the prison environment and how to support new prisoners in relation to their sleep.

The results are due to be published soon in an academic journal and the model rolled out across a number of prisons.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2020

OUR KEY STRATEGIC PRIORITIES

- Ensure User Voice remains as the leading organisation giving service users a voice and working with decision makers to design, implement and run effective and efficient services.
- Run User Voice as effectively as possible to give service users the voice they need – everything we do should be geared towards this.
- Ensuring User Voice's future by developing resilient income streams and grows in times of significant policy changes.

User Voice has proudly and purposefully delivered face-to-face for 10 years. In March when the Covid-19 pandemic hit we, like many others, had to leave prisons and probation offices. We moved quickly and adapted our delivery model to continue working with people in the criminal justice system through virtual delivery and innovative engagement. However, as the last service out we are now one of the first non-statutory services to be invited back into prisons.

Development plans for the year ahead will depend both on Government policy for the implementation of nationalised probation services. User Voice is well positioned to continue to deliver a national service. We are learning significant lessons during this period and incorporating what we have learnt into our new plans.

In June probation services announced a plan to move to a national probation service by June 2021. Our business development plans have therefore pivoted to ensure User Voice continues to amplify the voices of service users throughout the probation service.

Remuneration of the key management personnel

The arrangements for setting the pay of key management personnel are proposed by the CEO and discussed and decided at a Board level. Key personnel during the financial year were Mark Johnson, Daniel Hutt, Simon Boddiss, Andy Nuttall and Derek Sweeney. Levels of remuneration are set in line with the market rates for the charity sector, and based on people's skills and their contribution to the organization.

CEO remuneration is proposed by the Finance Committee and approved by the Trustees, following discussions at a Board meeting.

Financial review

User Voice recorded total income of £1,401,298 (2019: £1,677,781) in the year, with 83% of income coming from charitable activities (project and consultancy activities). The overall result for the year was an unrestricted deficit of £70,176 (2019: a surplus of £106,580). The impact of this reduced our accumulated unrestricted reserves, which stand at £470,158 at 31st March 2020 (2019: £540,334), and this remains more than sufficient to support the running of User Voice's business and meets the current reserves policy. Restricted funds stand at £151,798 (2019: £75,771).

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.

USER VOICE

REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2020

Reserves policy

The directors' aim is to establish free reserves in unrestricted funds at a level that will provide sufficient funds to cover operational costs for four months, this target is estimated at £500,000 at 31 March 2020. The actual level of these reserves at 31 March 2020 was £470,158 (2019: £540,334) which the directors consider appropriate, due to the majority of the income that is being included within the 2020/21 budget already being contractually secure.

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 then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- 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 charity will continue in business.

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

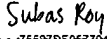
So far as the Board of Trustees are aware:

- 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

Moore Kingston Smith LLP were appointed as auditors during the year and are deemed to be re-appointed under Section 487(2) of the Companies Act 2006.

By order of the Board:

DocuSigned by:

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Dr Subas Roy
Director

Date: 3/19/2021

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

Opinion

We have audited the financial statements of User Voice ('the company') for the year ended 31 March 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 FRS 102 'The Financial Reporting Standard Applicable in the UK and 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 March 2020 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.

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 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 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 other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

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' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- 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 and from preparing a Strategic Report.

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on page 13, 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 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 judgement 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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

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 purposes 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 auditors' 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 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 any party other than the charitable company and charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Moore Kingston Smith LLP.

James Saunders (Senior Statutory Auditor)

for and on behalf of Moore Kingston Smith LLP, Statutory Auditor

Date 23 March 2021

Devonshire House
60 Goswell Road
London
EC1M 7AD

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

	Notes	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total 2020 £	Total 2019 £
Income					
Income from donations	2	11,280	223,949	235,229	164,592
Income from charitable activities	3	<u>1,166,069</u>	<u>-</u>	<u>1,166,069</u>	<u>1,513,189</u>
Total income		<u>1,177,349</u>	<u>223,949</u>	<u>1,401,298</u>	<u>1,677,781</u>
Expenditure					
Expenditure on raising funds	5	34,704	576	35,280	24,041
Expenditure on charitable activities	6	<u>1,212,066</u>	<u>148,101</u>	<u>1,360,167</u>	<u>1,501,480</u>
Total expenditure		<u>1,246,770</u>	<u>148,677</u>	<u>1,395,447</u>	<u>1,525,521</u>
Net income / (expenditure)	4	(69,421)	75,272	5,851	152,260
Transfer between funds		(755)	755	-	-
Net movement in funds		<u>(70,176)</u>	<u>76,027</u>	<u>5,851</u>	<u>152,260</u>
Reconciliation of funds					
Fund balance brought forward at 1 April		<u>540,334</u>	<u>75,771</u>	<u>616,105</u>	<u>463,845</u>
Fund balance carried forward at 31 March		<u>470,158</u>	<u>151,798</u>	<u>621,956</u>	<u>616,105</u>

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.

The notes on pages 20 to 32 form part of these financial statements.

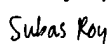
USER VOICE**BALANCE SHEET****AS AT 31 MARCH 2020**

		2020		2019	
	Notes	£	£	£	£
Fixed assets					
Tangible fixed assets	11		-		-
			-		-
Current assets					
Debtors	12	478,046		596,763	
Cash at bank and in hand		406,889		301,591	
		884,935		898,354	
Creditors: amounts falling due within one year	13	(262,979)		(282,249)	
Total current assets less current liabilities			621,956		616,105
Net assets			621,956		616,105
Reserves					
Unrestricted funds			470,158		540,334
Restricted finds			151,798		75,771
	16		621,956		616,105

These financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The notes on pages 20 to 32 form part of these financial statements.

The financial statements were approved by the Board and signed on its behalf on 3/19/2021 by:

DocuSigned by:

 75587DE057704CF...
Dr Subas Roy
Director

Company Registration Number: 06820227

USER VOICE**STATEMENT OF CASHFLOWS****FOR THE YEAR ENDED 31 MARCH 2020**

		2020 £	2019 £
Cash flows from operating activities			
Net cash provided by / (used in) operating activities		105,298	1,159
Change in cash and cash equivalents in the year		105,298	1,159
Cash and cash equivalents at the beginning of the year		301,591	300,432
Cash and cash equivalents at the end of the year		406,889	301,591
	2019 £	Cash flows £	2020 £
Cash and cash equivalents			
Cash at bank and in hand	301,591	105,298	406,889
Borrowings			
Loans and financing	-	-	-
Analysis of changes in net debt	301,591	105,298	406,889

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2020

1. Accounting policies

1.1 Basis of preparation

The charity meets the definition of a public benefit entity, and therefore the financial statements have been prepared in accordance with 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 (FRS 102) ((Second Edition, effective 1 January 2019) - (Charities SORP (FRS 102)), the Companies Act 2006 and the Charities Act 2011. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The trustees have assessed whether the use of the going concern basis is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of approval of the financial statements. In particular, the trustees have considered the charity's forecasts and projections and have taken account of the impact of the COVID-19 pandemic and pressures on contracted income.

After making enquiries the trustees have concluded that there is a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future due to the majority of the income that is being included within the 2020/21 budget already being contractually secure together with amounts held in reserves. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

The principal accounting policies adopted in the preparation of the financial statements are set out below.

The functional currency used is British pound sterling, and balances are rounded to the nearest £1.

1.2 Financial Instruments

The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments. Financial instruments are recognised in the company's balance sheet when the company becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

With the exceptions of prepayments, deferred income and balances arising to or from HMRC, all other debtor and creditor balances are considered to be basic financial instruments under FRS 102.

Cash and cash equivalents include cash at bank and in hand.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2020**

1.3 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.

1.4 Income

Grants, donations and other income are credited to the statement of financial activities in the year to which they relate. Grants and donations will be recognised on an entitlement basis and when receipt is probable and the amount can be measured reliably, unless it relates to a specific future period, in which case it is deferred. Other income, including investment income, is recognised on an accruals basis. Contract income is recognised over the life of the assignment, as it is earned.

1.5 Expenditure and irrecoverable VAT

Liabilities are recognised as expenditure 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 7 and have been apportioned on the basis of staff activity.

Irrecoverable VAT is charged against the category of expenditure within which it was incurred.

1.6 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised as an expense when the company has demonstrably committed to terminate the employment of an employee or to provide termination benefit.

1.7 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates that are 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

All assets costing more than £1,000 are capitalised.

Assets are reviewed annually for impairment and adjustments are made to the carrying value when required.

1.8 Pensions

User Voice operates defined contribution pension arrangements, the assets of which are held separately from those of the Society in independently administered funds. Contributions are charged to the income and expenditure account as they become payable.

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2020

1.9 Critical accounting estimates and judgements

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

1.10 Operating leases

Rental charges are charged on a straight-line basis over the term of the lease.

1.11 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefit.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2020****2. Income from donations**

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Donations	5,280	-	5,280
Grants	6,000	223,949	229,949
	<u>11,280</u>	<u>223,949</u>	<u>235,229</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2019 £
Donations	3,287	-	3,287
Grants	-	161,305	161,305
	<u>3,287</u>	<u>161,305</u>	<u>164,592</u>

3. Income from charitable activities

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Project income	1,091,593	-	1,091,953
Consultancy & other income	74,476	-	74,476
	<u>1,166,069</u>	<u>-</u>	<u>1,166,069</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2019 £
Project income	1,298,787	-	1,298,787
Consultancy & other income	214,402	-	214,402
	<u>1,513,189</u>	<u>-</u>	<u>1,513,189</u>

4. Net income for the year is calculated after charging:

	2020 £	2019 £
Audit	8,050	7,400
Audit under / over accrual	(1,600)	3,406
License to occupy	9,600	9,600

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2020****5. Costs of raising funds**

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Staff costs	1,450	-	1,450
Other costs	30,468	21	30,489
Support costs (see note 7)	2,786	555	3,341
	<u>34,704</u>	<u>576</u>	<u>35,280</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2019 £
Staff costs	69	-	69
Other costs	20,318	-	20,318
Support costs (see note 7)	3,421	233	3,654
	<u>23,808</u>	<u>233</u>	<u>24,041</u>

6. Costs of charitable activities

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Staff costs	671,855	55,688	727,543
Travel and subsistence	101,169	2,949	104,118
Finance, HR & other professional fees	48,551	-	48,551
Other costs	57,003	7,405	64,408
Support costs (see note 7)	333,488	82,059	415,547
	<u>1,212,066</u>	<u>148,101</u>	<u>1,360,167</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 201 £
Staff costs	698,979	80,148	779,127
Travel and subsistence	146,894	685	147,579
Finance, HR and other professional fees	91,826	-	91,826
Other costs	34,385	-	34,385
Support costs (see note 7)	414,005	34,559	448,564
	<u>1,386,089</u>	<u>115,392</u>	<u>1,501,481</u>

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2020****7. Support costs**

Current Year	Costs of Raising Funds £	Charitable Activities £	Total 2020 £
<u>Governance costs</u>			
Audit fees	43	6,407	6,450
Legal and professional fees	5	708	713
Trustee costs	2	268	270
<u>Other Support costs</u>			
Staff costs	621	91,806	92,427
Office costs	633	93,579	94,212
Travel and subsistence	328	48,470	48,798
Finance, HR & other professional fees	1,675	169,095	170,770
Sundry expenses	34	5,215	5,249
	<u>3,341</u>	<u>415,548</u>	<u>418,889</u>
 Prior Year	 Costs of Raising Funds £	 Charitable Activities £	 Total 2019 £
<u>Governance costs</u>			
Audit fees	61	8,939	9,000
Audit fees (prior year)	12	1,794	1,806
Legal and professional fees	-	39	39
Trustee costs	5	735	740
<u>Other Support costs</u>			
Staff costs	817	120,876	121,693
Office costs	644	95,246	95,890
Travel and subsistence	288	42,598	42,886
Finance, HR & other professional fees	1,780	171,349	193,129
Sundry expenses	47	6,988	7,035
	<u>3,654</u>	<u>448,564</u>	<u>452,218</u>

Support costs are allocated on the basis of staff activity.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2020****8. Analysis of staff costs**

	2020	2019
	£	£
Salaries and wages	745,742	822,914
Social security costs	63,598	67,579
Pension costs	12,080	10,397
	<u>821,420</u>	<u>900,890</u>

No employee earned more than £60,000 during the year (2019: nil). During 2019, all User Voice employees were enrolled in an auto-enrolment compliant, defined contribution pension scheme. During 2020, new employees were auto enrolled in the same scheme. Pension costs represent the employer's contribution to that scheme during the year.

The number of employees during the period was as follows:

	2020	2019
	No.	No.
Support	2	2
Charitable activities	34	37
	<u>36</u>	<u>39</u>

The Senior Management Team are considered to be the key management personnel and the total fees and employee benefits paid to them were £192,503 (2019: £191,209).

Included within staff costs are costs totalling £6,897 (2019: £2,000) in relation to redundancy and termination payments.

Trustees are eligible to be reimbursed for travel and incidental expenses incurred in the performance of their duties; two Trustees claimed a total of £2,410 in the year (2019: £612).

9. Directors' remuneration

As allowed by the constitution of User Voice, one of the directors, Mark Johnson, received payments totalling £73,320 (2019: £77,089) from his role as self-employed consultant to the charity, which he billed through his company, MJ Innovation Ltd. He was also reimbursed expenses totalling £2,369 (2019: £146). £6,210 had yet to be paid to Mark Johnson at year end.

10. 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.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2020****11. Tangible fixed assets**

	Fixtures, fittings & equipment £	Computer Equipment £	Total £
Cost			
At 1 April 2019	<u>1,546</u>	<u>10,857</u>	<u>12,403</u>
At 31 March 2020	<u>1,546</u>	<u>10,857</u>	<u>12,403</u>
Depreciation			
At 1 April 2019	<u>1,546</u>	<u>10,857</u>	<u>12,403</u>
At 31 March 2020	<u>1,546</u>	<u>10,857</u>	<u>12,403</u>
Net book value			
At 31 March 2020	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2019	<u>-</u>	<u>-</u>	<u>-</u>

12. Debtors

	2020 £	2019 £
Trade debtors	277,173	454,194
Bad debt provision	(18,683)	-
Other debtors	69	2,461
Prepayments	8,781	6,239
Accrued income	210,706	152,869
	<u>478,046</u>	<u>596,763</u>

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2020****13. Creditors: amounts falling due within one year**

	2020	2019
	£	£
Trade creditors	22,213	37,469
Taxes and social security	86,152	103,511
Accruals	42,293	73,138
Deferred income	109,166	48,645
Other creditors	<u>3,155</u>	<u>19,486</u>
	<u>262,979</u>	<u>282,249</u>
Opening deferred income	48,645	36,351
Released in the year	(48,645)	(36,351)
Income deferred in the current year	<u>109,166</u>	<u>48,645</u>
	<u>109,166</u>	<u>48,645</u>

14. Company limited by guarantee

The limit of the total guarantees of the members of the company amounted to a maximum of £60 at the beginning of the year and £40 at the end of the year.

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2020****15. Analysis of charitable funds**

Current Year	Balance at 1 April 2019	Income	Expenditure	Transfer	Balance at 31 March 2020
	£	£	£	£	£
Unrestricted funds	<u>540,334</u>	<u>1,177,349</u>	<u>(1,246,770)</u>	<u>(755)</u>	<u>470,158</u>
Barrow Cadbury Trust	10,740	-	(5,840)	-	4,900
Social Business Trust	4,458	37,428	(23,777)	-	18,109
AB Charitable Trust	11,240	-	(5,840)	-	5,400
West Yorkshire Office of the Police and Crime Commissioner	8,156	14,345	(23,236)	755	-
Home Office Anti Knife Crime Fund	20,477	-	(13,510)	-	6,967
Garfield Weston Foundation	20,200	-	(19,293)	-	907
NHS England Community Grant	500	-	(500)	-	-
National Lottery Community Fund	-	34,720	(2,121)	-	32,599
John Ellerman Foundation	-	120,000	(40,000)	-	80,000
Paul Hamlyn Foundation	-	7,500	(7,500)	-	-
Awards for All	-	9,956	(6,130)	-	3,826
Restricted funds	<u>75,771</u>	<u>223,949</u>	<u>(148,677)</u>	<u>755</u>	<u>151,798</u>
Total	<u>616,105</u>	<u>1,401,298</u>	<u>(1,395,447)</u>	<u>-</u>	<u>621,956</u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2020

15. Analysis of charitable funds (continued)

Prior Year	Balance at 1 April 2018	Income	Expenditure	Balance at 31 March 2019
	£	£	£	£
Unrestricted funds	<u>433,754</u>	<u>1,516,476</u>	<u>(1,409,896)</u>	<u>540,334</u>
Barrow Cadbury Trust	7,250	22,250	(18,760)	10,740
Social Business Trust	22,841	37,418	(55,801)	4,458
AB Charitable Trust	-	30,000	(18,760)	11,240
West Yorkshire Office of the Police and Crime Commissioner	-	14,345	(6,189)	8,156
Home Office Anti Knife Crime Fund	-	29,992	(9,515)	20,477
Garfield Weston Foundation	-	25,000	(4,800)	20,200
NHS England Community Grant	-	2,300	(1,800)	500
Restricted funds	<u>30,091</u>	<u>161,305</u>	<u>(115,625)</u>	<u>75,771</u>
Total	<u>463,845</u>	<u>1,677,781</u>	<u>(1,525,521)</u>	<u>616,105</u>

Social Business Trust

Provided cash and in-kind support to assist the development of User Voice's growth.

BCT (Barrow Cadbury Trust)

With the support of BCT, User Voice will be able to develop a communications strategy, internally and externally by employing a communications specialist.

West Yorkshire Office of the Police and Crime Commissioner

Consultation with service users to inform the Police and Crime Commissioner's Strategic Plan.

Home Office Anti Knife Crime Fund

Funding to gather insight from young people convicted of knife crime to develop solutions to the problem.

Garfield Weston Foundation

Support to develop User Voice Knowledge.

NHS England Community Grant

Funding for sharing and celebrating patient and public involvement in prison healthcare.

AB Charitable Trust

Develop and strengthen User Voice's communications and policy function

USER VOICE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2020****15. Analysis of charitable funds (continued)****National Lottery Community Fund**

To develop a National Council of service user from User Voice's community councils. Providing a national forum for service users to drive change within the probation service

John Ellerman Foundation

Develop User Voice's Knowledge. Seeding the development of a more robust function to drive information, intelligence and data and use to influence and change policy

Paul Hamlyn Foundation

Amplifying the voice of young people within the criminal justice system

Awards for All

to develop a facilitator led, outdoors programme of inspiration and personal growth for service users.

16. Analysis of net assets between funds

Current Year	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Debtors	478,046	-	478,046
Bank & cash	255,091	151,798	406,889
Creditors less than one year	(262,979)	-	(262,979)
	<u>470,158</u>	<u>151,798</u>	<u>621,956</u>
Prior Year	Unrestricted Funds £	Restricted Funds £	Total 2019 £
Debtors	596,763	-	596,763
Bank & cash	225,820	75,771	301,591
Creditors less than one year	(282,249)	-	(282,249)
	<u>540,334</u>	<u>75,771</u>	<u>616,105</u>

USER VOICE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2020

17. Net cash provided by / (used in) operating activities

	2020	2020	2019	2019
	£	£	£	£
Cash flows from operating activities				
Net income / (expenditure)	5,851		152,260	
Adjustments for:				
Dissolution of trading subsidiary	-		1	
(Increase) / Decrease in debtors	118,717		(235,286)	
(Decrease) / Increase in creditors	<u>(19,270)</u>		<u>84,184</u>	
Net cash provided by / (used in) operating activities		105,298		1,159