

**Company Registration Number: 06820227**

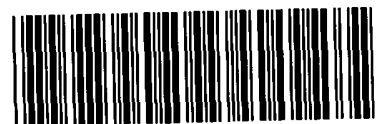
**USER VOICE**

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

**REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2023**

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**USER VOICE**

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

**ANNUAL REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2023**

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## **USER VOICE**

### **REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023**

The Board is pleased to present its report and financial statements for the year ended 31 March 2023.

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

<b>Directors</b>	Donna Murray-Turner	
	Gareth Miller	
	Guy Robinson	Chair (resigned as Chair 18/04/2023)
	Julie Weston	
	Mark Johnson	(Resigned 31/05/2023)
	Matthew Watt	
	Max Kelly	(Resigned 22/04/2022)
	Michael Barnett	Chair (Appointed 18/04/2023) and Treasurer
	Professor Shadd Maruna	(Resigned 31/05/2023)
<b>Company Secretary</b>	Daniel Hutt	(Resigned 15/04/2023)
	Tharani Yathaven	(Appointed 28/06/2023)
<b>Chair</b>	Guy Robinson	(To 18/04/2023)
	Michael Barnett	(From 18/04/2023)
<b>Senior Management Team as at September 2023</b>	Finance, Operations and Contracts Manager Performance Manager Communications Lead	
<b>Company Number</b>	06820227	
<b>Registered Charity Number</b>	1136047	
<b>Registered Office</b>	20 Newburn Street, London, SE11 5PJ	
<b>Auditors</b>	Moore Kingston Smith LLP, 6th Floor, 9 Appold Street, London. EC2A 2AP	
<b>Accountants</b>	JS2 Limited, One Crown Square, Woking, Surrey, GU21 6HR	
<b>Bankers</b>	Coutts and Co, 440 Strand, London WC2R 0QS	

## **USER VOICE**

### **REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023**

#### **Chair's Review**

User Voice has continued to provide a voice to the most marginalised in the criminal justice system. The values of this organisation state that every voice matters and we have continued in this vein. We continue to be user led, something that is unique within the sector and remains a key component of our ethos. This informs every decision we make.

Our prison council work has led to real-world change to the lives of those in prison and made prisons a more organised place which is more conducive to rehabilitation. Involvement with our councils helps users upskill, increases motivation and provides renewed hope for the future.

Our consultations, such as the London Patient and Public Voice (PPV), has resulted in tangible proposals on how people in the criminal justice system can access healthcare. Our work with His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) looked at Serious Youth Violence and how youth fall into crime. In conjunction with Sodexo, we provided a voice for foreign nationals in prison, and our Coping with Covid study showed the world the experiences of those in prison during the pandemic.

It has been a year of change at User Voice. The Board of Trustees have decided to focus on our outreach work alongside research capabilities delivered within our excellent leadership team. Our Founder, Mark Johnson, resigned as a Trustee and as CEO to move beyond the criminal justice system. We will always be indebted for what Mark has done for User Voice and, more importantly, those in the criminal justice system. We wish him every success for the future. Max Kelly and Professor Shadd Maruna left the Board after many years supporting the Charity. We also thank them and wish them well.

The financial results presented reflect the transition to a secure, sustainable position for the future. The deficit of £298k was broadly in line with the expectations set in the budget set for the period although we weren't as successful with new business development opportunities as we had hoped. The budget for the new financial year also forecasts a deficit position as the Board utilises reserves as the organisation builds upon the last 14 years of work with renewed energy and focus.

During this period of change, staff have shown resilience and an ability to be flexible to ensure that User Voice not only continues to deliver on its contracts but also provides the criminal justice system with insights based on service user's lived experience. On behalf of the Board, I wholeheartedly thank them for all that they do.

We are confident that the changes made during the year and since have set up User Voice for a successful future. We are a more agile organisation that takes more voices with lived experience into consideration when making decisions. In the next year, our work on Neurodiversity within the criminal justice sector, the experiences of Youth on Remand and a focus on healthcare provision in the Midlands will ensure that User Voice continues to lead the conversation in the sector and, most importantly, lead meaningful change. This is a powerful contribution that everyone at User Voice is very proud of.

**Michael Barnett**

## **USER VOICE**

### **REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023**

#### **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 not be fewer 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 Board of Trustees is ultimately responsible for the governance of the charity to ensure that it acts in the best interests of people who have been in prison or been on probation. The Trustees delegate the day-to-day management of the charity to the senior management team. The Board is supported in its work by two Committees. The Finance Committee covers the adequacy of financial policies and controls, reviewing financial performance and matters relating to the year end. The People Committee covers human resources, recruitment, professional development and remuneration.

Each new trustee will receive an induction session with the Chairman and Chief Executive or Management Team, 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 organisation's activities, as well as the latest charity sector developments and best practice guidance. Trustees are encouraged to keep up-to-date with sector developments relevant to their role throughout their term of office.

The senior management team review User Voice's risk register monthly 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 Board meetings or operational meetings. The action plans contained in the risk register then incorporate comments from the Board and proposed mitigating activities.

#### **Risk management**

The directors have reviewed the major and financial risks that impact on the work of the charity, most recently in March 2023. Systems that have been established enable the directors to review and take necessary steps to lessen these risks.

The principal risks identified include:

- **Financial Stability:** A financial deficit was incurred in 2023 and is forecast for 2024. Sustained deficits will lead to the closure of User Voice. The threat of this risk is assessed as being higher than a year ago in spite of reductions in expenditure not directly recoverable from contracts as income has fallen. Actions to manage this risk include cutting spend on consultants; reviewing of long-term financial options; quarterly forecasting tied with budgetary management; and hiring a new Business Development Manager.
- **Service Provision:** Insufficient staff or poor management could lead to contracts not being delivered to quality or on time. This could lead to poorer outcomes for users, contracts not being renewed and reputational damage. The threat of this risk is assessed as being lower than a year ago due to management changes and the introduction of new systems and approaches. Activities to manage this risk include regular meetings with project leads; regular engagement with commissioners; and Board oversight of key projects.

## **USER VOICE**

### **REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023**

#### **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 speaking to those with lived experience and disseminating our learnings to stakeholders and 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**

User Voice was created for and is run by people who have been in prison and on probation. Lived experience means we engage empathetically instead of sympathetically.

We exist to reduce offending and improve rehabilitation by working with the most marginalised people in and around the criminal justice system. We ensure that practitioners and policy-makers hear their voices, through:

- **Change for institutions: User Councils** give decision-makers feedback and solutions from their service users.
- **Change for individuals: User-Led Change.** With the right opportunity, encouragement and support, everyone can play an influential role in society.
- **Change in the agenda: User Consultations**, that give decision makers the opportunity to hear, and act upon, service user insights. Over the last 14 years, User Voice has delivered nearly 90 consultations with over 13,000 participants.

#### **Change for institutions**

During the year User Voice continued to support elected **Councils** based on our model of service user engagement in the following areas:

- HMP Bronzefield, holding up to 527 adult female prisoners.
- HMP Forest Bank, holding up to 1,460 adult male prisoners.
- HMP Northumberland, holding up to 1,348 adult male prisoners.
- HMP Peterborough Male Prison, holding up to 497 adult male prisoners.
- HMP Peterborough Female Prison, holding up to 360 adult female prisoners.

User Voice enabled service users to be part of the commissioning cycle in a number of areas including:

- West Yorkshire Police and Crime Commissioner (for a new restorative justice service)
- East Midlands Lived Experience Panel

At the end of this period, User Voice had built and maintained **representative structures for 4,192 people in prison and 3,553 of people on probation.**

Through our Council model, we have recruited, trained, and supported **224 Council members** who completed **4,125 engagements** with their peers, as detailed below.

Prison Councils topline stats:

- 126 new Council members
- 4,125 engagements of which:
  - 85% male
  - 15% female
  - 14% of those were in the 18-25 age group, while 39% were aged between 26-34
  - 31% self-reported a disability
  - 63% White, 11% Black, 6% Other, 9% Dual Heritage and 11% Asian

## **USER VOICE**

### **REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023**

- 72 proposals were put forward by User Councils during this time, of which:
  - 93% were accepted.
  - 58% were accepted and implemented
  - 34% were accepted and implementation is ongoing.
  - 8% of proposals were rejected

#### **Change for individuals**

User Voice regularly asks Council members to reflect on how they benefit from their experience, and how this has made a difference to them, both in terms of their personal development and skills development.

The experience of being a Council member gave people:

#### ***An opportunity to have their voice heard:***

*"User Voice's work hard to help us achieve our goals and brings structure to the group."*

*"We are getting things done and prisoners are starting to see this. We have good structure and facilitation."*

*"It's been difficult with probation as my probation officer is not able to talk about religion. I do think that probation should hear our experiences. I think people need to open up. Those working in the criminal justice system need to hear what everyone has experienced."*

*"There can't be anything worse than being a Foreign National locked up in a British prison. I can't speak or understand a word of their language, but nobody comes to speak to us, I'm just lost and afraid."*

#### ***A sense of community:***

*"Being on the National Council means so much to me. Meeting and being part of a group of people that share the same values and determination to make a difference to society."*

*"Being part of a collective whole from all over the country means I gain a far broader insight to the issues raised. It is a positive team, with firm values and principles, encouraging us all to grow and learn; increasing how we operate as a person."*

#### ***Changes they have seen in themselves and their environment:***

*"It's making me go over what was going on in my life at the time. It's building me back to how I was before. Big eye opener."*

*"Increased confidence, reduction in self-harm, and an increased motivation and desire to recover and get better."*

*"Being able to communicate with people on the wing and the council members."*

Council members developed skills since joining the Council, including:

- Over 80% were more able to work with others.
- Over 70% felt more motivated since joining the council.
- Over 85% were better able to build trusting relationships.
- Over 80% felt more hopeful for the future.

## **USER VOICE**

### **REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023**

#### **Prison Councils**

##### **HMP Forest Bank**

*"Things are getting better and lots of changes since I have joined the council but still lots to be done."  
"Feel due to respect travellers are now treated better."*

Staffing issues due to ill health have limited the amount of time User Voice has been active in HMP Forest Bank during this period. Additionally, the prison has limited the amount of time residents have outside the cell which has significantly reduced the amount of time residents have to meet.

However, we have inducted 39 new members to the council; of which, 95% members feel better able to interact with other residents since joining the council, while 85% of Council members either feel more hopeful or equally as hopeful during the same period.

##### **HMP Northumberland**

*"User Voice work hard to help us achieve our goals and brings structure to the group."*

*"We are getting things done and prisoners are starting to see this. We have good structure and facilitation."*

Due to the restrictions because of the COVID-19 pandemic, and User Voice staffing issues, our activity has been restricted in HMP Northumberland. In the face of the challenges, the regime has been accommodating and supportive of User Voice's work in the re-establishing and re-invigorating of the prison council.

Despite prison residents not being able to meet until June 2022, 75 new council members have been recruited. Of which, 83% of residents feel better able to build trusting relationships since joining the council. 94% of residents feel better able to interact with other residents, and 4 in 5 of residents feel more hopeful for the future since joining the council.

##### **HMP Bronzefield**

*"I was very shy, not talk much and being in the Council helped me improve that a lot."*

Post COVID-19, Bronzefield Prison began to return to a more normal regime in early 2022 and the Council has played a pivotal role in ensuring that residents voices were being heard and that their priorities such as visits, personal property and better communication from the prison staff were being brought to the attention of the Prison Director.

There have been some challenges with delivery this year, with short and sometime little notice around changes to accessing council members. In addition, staffing changes in the prison has impacted on communication and sometimes access to the prison. Despite these challenges we have been able to continue to deliver the prison Council model right up to the end of February 2023, when we paused activity due to internal staffing issues and delays in security vetting applications.

Council members have been positive about their experience, with 72% saying they were better able to interact within the prison, 94% said they had gained new skills since joining the Council and 88% stated that they had Improved Communication Skills.

##### **HMP Peterborough Male & Female Prison Councils**

HMP Peterborough moved slowly back into a more normal regime at the start of 2022, the Council continued to play a role in ensuring that residents voices were being heard, right up until the end of August, where unfortunately delivery on site was hampered by issues around staff members gaining access.



## **USER VOICE**

### **REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023**

#### **National Service User Council**

*"The National Council has certainly helped me with opportunities such as HMIP and getting out and about with UV and in getting a broader knowledge into issues such as blended supervision. Having not been with the council for that long really apart from meeting some lovely people it gives you a forum to air your views and discuss topical matters with like-minded individuals."*

*"The National Council has greatly improved my confidence; I've now got a job for HMPPS."*

*"User Voice gave me the opportunity when no one else would, I will forever be thankful for that."*

National Council Members have supported User Voice's projects in prisons and the wider community. Supporting User Voice in identifying the key issues in the criminal justice system and then developing a plan of activity to influence the right decision-makers and drive the necessary changes.

The National Council is currently made up of 19 members. During this period, they have worked on several consultations including:

- Race Equality Thematic
- Coping with Covid
- Mental Health Treatment Requirement for Women
- Blended Supervision
- HMI Probation Inspectorates
- Domestic Violence Thematic
- Neurodiversity project

The National Council meets monthly to discuss upcoming projects and opportunities in the community. It provides a platform for members to work alongside User Voice staff in delivering projects on subjects that often tie into their own lived experiences.

Council members have an opportunity to develop and enhance skills that can assist in making them employment-ready going forwards. Over the past year, the Council has taken part in a vast amount of training with members attending sessions on; Peer Mentoring, Media Training, and Safeguarding training.

From our engagement, National Service User Council members have seen an improvement in the following areas:

- 100% felt that they had upskilled while in the council
- 89% believed that their communication skills had improved;
- 100% had learnt leadership skills
- 100% believed they were better able to work with others

#### **Consultations and Peer Research**

We believe that the criminal justice system shouldn't mark its own homework. Those who have navigated the criminal justice system should be leading this conversation and driving change. User Voice Consultations and Peer Research offers policymakers 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.

Our consultations are bespoke projects that help service providers, commissioners, and policymakers' access, hear, and act upon the insight of their users. User Voice was commissioned to undertake the following consultations in the year, some of which began in the previous period, and some are still ongoing:

- Coping with Covid: The Impact of Prisoner Lockdown
- West Yorkshire Restorative Justice Programme
- London Patient and Public Voice (PPV)
- Project Adder

## **USER VOICE**

### **REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023**

- East Midlands Lived Experience Panel
- Domestic Violence Thematic
- Blended Supervision Evaluation
- Police Drug Diversion (PDD)
- Race Equality Thematic
- HMIP core contract
- Sodexo Foreign Nationals
- Neurodiversity in the Criminal Justice System
- HMICFRS Serious Youth Violence

User Voice's presence as the go to organisation continues to grow as we continue to be commissioned to undertake significant **Consultation** projects.

#### **Coping with Covid: The Impact of Prisoner Lockdown**

*"When we first went into some sort of lockdown... we were all unsure of what was happening — as everyone was.... It was very difficult at that time because there were so many uncertain things."*

An ESRC funded project in collaboration with Queens University Belfast. The project utilized qualitative and quantitative approaches to understand how prisoners across 9 prisons have coped with the stringent lockdown measures they experienced during Covid restrictions. The launch event took place on the 14<sup>th</sup> June 2022.

#### **West Yorkshire – Restorative Justice**

*"I volunteered at User Voice to be part of a group helping to select the restorative justice service for West Yorkshire just over a year ago. This has led to many exciting projects and opportunities and now I pick up interesting and engaging paid work as part of the team. There are constructive opportunities to be had even with a conviction and you can contribute to change in a meaningful way."*

In 2022, West Yorkshire Combined Authority Policing and Crime are piloting a peer commissioning approach in collaboration with User Voice project in the Yorkshire and Humber community. For the first time in justice services, service users will be able to have a say on the services that are commissioned to help them rehabilitate and recover, ultimately reducing crime and protecting the public.

At present, 10 service users have been recruited and 7 completed NCFE level 1 qualification in Peer Commissioning. Over the next 12 months, User Voice will work with sector partners to undertake the re-commissioning of the Restorative Justice service in West Yorkshire. Learnings from our pilot will be captured and shared to inform and influence good practice in peer commissioning within Policing and Crime offices.

#### **London Patient & Public Voice (PPV)**

*"User Voice have provided a unique insight into the lack of trauma support provided by the court system in London to women who are often victims of abuse in the system. I hope their feedback will be heard and taken to heart by those sentencing women in the future."*

User Voice was commissioned to recruit, train, and support Patient and Public Representatives to engage within health and justice commissioning systems by providing a range of support services. Representatives with lived experience engage with service users using NHS services to gain insight into their experience and any ideas they support for positive changes.

## USER VOICE

### REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023

During this period, User Voice has undertaken the following projects in prison and on probation:

- **Custody Engagement:** User Voice spoke to service users in HMP Brixton, HMP Thameside, and HMP Wandsworth about healthcare provisions in custody.
- **Mental Health Treatment Requirement for Women:** To create a court-mandated requirement through the NHS which can be used as an alternative to custody for women who have experienced trauma or serious mental strain in relation to their offending behaviour.
- **Liaison and Diversion: Older Adults in Custody:** Engagement took place in HMP Belmarsh, HMP Brixton, and HMP Wormwood Scrubs to identify the healthcare challenges of men aged 50+ in custody and how prison is supporting their needs. User Voice created recommendations for change with each prison individually which represented the difficulties highlighted in focus groups and 1:1 interviews.
- **Inequalities in Healthcare Dynamic Training Toolkit:** User Voice working with the NHS and operational partners to co-create a training toolkit for staff across the H&J Team (including secure estates) to eliminate inequalities being faced by those in custody and to create a safer and more inclusive healthcare service.
- **Healthcare Helpline:** Working with the NHS to create a system of support for families and friends of those in custody which means information about healthcare can be given to the prison about residents from families/friends.
- **Mental Health in Police Custody Suites:** Through 1:1 conversations, User Voice has been working to overhaul the criteria for mental health support in custody to ensure that it is suitable for more people under the care of the police.
- **Sleep Quality in Custody:** User Voice hosted focus groups in HMP Belmarsh to reduce the reliance on sleep medication and introduce holistic solutions to improve sleep quality.
- **Service User Forum:** User Voice hosted a service user forum in our London office which brought together service users across London and our volunteers to work on recommendations for change within the healthcare service in custody based on the main concerns raised from our overall feedback and focus group work on this project.
  - Mental Health support
  - Waiting Times (for appointments and medication)
  - Communication from the healthcare teams (including a lack of communication around continued care)

From these themes, we have been able to create three recommendations for change which are going to fuel our subgroup process.

#### Project ADDER

Project ADDER was conceived to reduce the number of deaths of crack and heroin users in the Norwich area, it is part of a wider government initiative across 4 regions. User Voice recruited volunteers with lived experience to engage specifically with crack and heroin users in Norwich.

We were in the second year of delivery in 2022-23, and with some initial challenges around accessing service users and recruiting volunteers in the first year of delivery, we were able to establish the Council and the Council met twice before the end of the contract.

#### East Midlands Lived Experience Panel

*"All I want is to see a doctor. They keep sending nurses to me, but they can't do anything, they can't prescribe me anything, only a doctor can do that. I need some medication, I'm not going to lie and I feel stupid saying it but I sat in my cell couple weeks out and contemplating ending it, I was looking at the bars on my window and the only thing stopped me was my daughter."*

The East Midlands Lived Experience Panel (LEP) is made up of people with lived experience of the criminal justice system. The panel had existed for 5 years previously, and User Voice was awarded the most recent contract commencing on February 23 to continue to deliver the panel for the next 3 years.

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### **REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023**

The panel works collaboratively with commissioners and other regional and national stakeholders to help tackle issues and develop solutions drawing on lived experience insight. Members are supported to attend meetings with a range of stakeholders and continue to engage service users in prisons, gathering general feedback around healthcare provision, supporting Clinical Quality Visits, and through its engagement, driving their own work to help improve service delivery and continuity of service post-release.

#### **Domestic Abuse Thematic**

*"It's making me go over what was going on in my life at the time. It's building me back to how I was before. Big eye opener."*

A consultation funded by HMI Probation to allow for the voice of people on probation to be involved in the thematic inspection into perpetrators of domestic abuse. The project aim was to investigate the effectiveness of a perpetrator of domestic violence's probation experience and intervention programme experience. We utilized semi-structured interviews to better understand their experience.

The results have been reported on recently and received well by HMIP. Intervention programmes provide positive experiences for participants that aides desistance from further incidents of domestic abuse. Approximately 67% of those attending intervention programmes stated that their experience has had a positive impact on them avoiding further domestic abuse incidences.

Our study found that the majority of the others rely on self-motivation rather than the actual programme. Our report is due to be published at the same time as HMIP publishes theirs in early July 2023.

#### **Blended Supervision Evaluation**

The Ministry of Justice commissioned User Voice to find out the service user experience of the Blended Supervision model in probation. Blended Supervision is a catch-all term to cover the different modes of contact used to undertake sentence management activities with people on probation including face-to-face contact, telephone, and video calls.

The blended approach was adopted during the COVID-19 pandemic when face-to-face contact was not possible. For Phase 1 of the evaluation, User Voice interviewed and surveyed over 400 people in four different regions about their experiences of blended supervision. Phase 2 of the evaluation will start in November 2023.

#### **Police drug diversion (PDD)**

The Cabinet Office Evaluation Accelerator Fund has commissioned User Voice and three partner Universities (Sheffield University, Open University & Loughborough University) to evaluate three existing police drug diversion (PDD) schemes to inform policy and practice by showing what works, for whom, and in what circumstances.

User Voice will evaluate the service user experience by interviewing people who have been offered and/or taken part in police drug diversion schemes in Durham, Thames Valley, and West Midlands. The evaluation runs from September 2022 to August 2025.

#### **Race Equality Thematic**

*"It's been difficult with probation as my probation office is not able to talk about religion. I do think that probation should hear our experiences. I think people need to open up. Those working in the criminal justice system need to hear what everyone has experienced."*

A consultation funded by HMI Probation to allow for the voice of people on probation to be involved in the thematic inspection into race equality. The project was a re-inspection from 2021, to see how or

## **USER VOICE**

### **REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023**

if the experiences of ethnic minority people on probation had improved. We utilized semi-structured interviews to better understand their experience.

As part of the consultation, 82 People on Probation had their say via remote and in-person interviews from 5 probation areas. 7 in 10 believe that their race and ethnicity is not a factor that affects their probation experience.

The results have been reported on recently and received well by HMIP. The next step is to develop a written report to be published at the same time as HMIP publish theirs.

#### **HMICFRS Serious Youth Violence**

*"Police, their protocols and their systems are structured to tick boxes. They're not structured to actually help individuals."*

Commissioned by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) as a response to the government's 2018 Serious Violence Strategy, aims to understand young people's experiences of reporting, safeguarding, interventions, and support from the police and other services. A series of interviews were conducted by peer researchers, with 11 of the young participants currently incarcerated and 2 on probation.

#### **HMIP Core Contract**

As part of HMI Probation's core programme, User Voice captured the experiences of service users on probation for each of the 26 inspections between March 2022 and March 2023. Over the course of the year the relationship between User Voice and HMIP has become very strong.

Through the first year of the contract, User Voice spoke to over 1,800 people in 26 Probation Delivery Units across 9 regions using surveys and interviews. The findings varied considerably between regions with the data in London being particularly negative. Those from regions in the north of England tended to have a better experience and a better relationship with their probation practitioner.

Two prominent themes that were found across regions were the experience with a revolving door of probation practitioners and long waiting times for appointments when individuals face recall if they're late for appointments.

#### **Sodexo Foreign Nationals**

*"There can't be anything worse than being a Foreign National locked up in a British prison. I can't speak or understand a word of their language, but nobody comes to speak to us, I'm just lost and afraid."*

Funded by Sodexo prisons in response to a death in custody of a foreign national resident. The project utilized qualitative and quantitative approaches to better understand a foreign national's experience in prison and how to better improve their experience and therefore their rehabilitation.

User Voice engaged with 105 foreign Nationals who had their say from 37 different countries, this number equates to approximately 20% of the Sodexo Foreign National population. Approximately 70% of Foreign Nationals stated that there were 'no good practices' in relation to Foreign National residents. However, 10% were happy with their access to faith services and a further 9% praised specific staff for the way they interact with Foreign Nationals.

The results from the consultation were striking with a lot experiencing severe issues with mental health due to them either not being able to communicate or the threat of deportation. The results were presented to over 70 Sodexo staff remotely and the solutions from the consultation have been implemented.

## **USER VOICE**

### **REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023**

#### **Neurodiversity in the Criminal Justice System**

*"I think it's really hard to find a neurotypical person behind a door in a prison. We've all got something a little bit different going on, not necessarily to underline why we're here in the first place, but there's something not quite functioning in the normal way, whatever you want to say. But, like, the system throwing me in here, and I'm bumping into all kinds of different people that communicate differently, it's really made me stop and think, kind of, 'Okay, why is this person talking to me so aggressively when all he's asking for is a teabag?'"*

Our NHS England-funded project picks up where our consultation in 2021, "Neuro....What?", ended. Here, User Voice will delve deeper into the issue of neurodiversity in the criminal justice system. By the end of the period, User Voice has interviewed 104 and surveyed 200 neurodivergent people to learn about their journey through the criminal justice system from pupil referral units to the police and courts to YOT's and prisons, and finally through probation.

We are discovering how the criminal justice system supports neurodivergent needs and what is needed to make changes for the better. The report and an awareness-raising campaign are pencilled in to launch later in 2023.

#### **Media profile**

Over this period, User Voice has featured or been mentioned in 95 print and online publications as well as 36 broadcast pieces on television and radio.

Using average viewership figures, we estimate that in total these appearances have been viewed by 13.1 million people in total, with a readership of 6.5 million for print and 6.6 million viewers for broadcast respectively.

#### **Social media and website**

User Voice utilises Twitter, Facebook, LinkedIn, and Instagram regularly to share our latest news, latest research, vacancies, sector publications and to highlight the big issues for people in prison and on probation.

Over this period, Twitter grew by 4% (388), from 9,315 to 9,703. User Voice earned 72,330 impressions (the total number of times that a tweet has been delivered to the Twitter stream of a particular account) from the 121 tweets during this period.

For Facebook, User Voice's posts are seen by an average of 930 users per month. We have 1,700 followers, of which approximately 66% are female (65.9%) and highest within the 35-44 age demographic.

User Voice 1.158 followers on LinkedIn, and over this period we have received 10,453 impressions. On Instagram, we have 380 followers, and our posts receive on average 24 likes per month.

On average during this period, User Voice's website has had approximately 1,500 visitors each month.

#### **Volunteering and internships**

User Voice encourages people to volunteer 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.
- Delivery-based engagement volunteers: these people shadow and assist the engagement team with delivery in prisons and communities.

## **USER VOICE**

### **REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023**

This period has also seen several students from London Metropolitan University, Queen Mary University of London, Birkbeck University of London, University of Warwick, and the University of Michigan have worked with us to gain experience of working in charity. Their input has been invaluable in the data analysis and presentation of our prison council and consultation work.

#### **Fundraising**

User Voice builds and maintains solid partnerships with supporters and donors, based on mutual understanding and shared values. To develop and maintain 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.

#### **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 effectively to ensure that the voice of service users is at the heart of what we do
- Ensuring User Voice's future by developing resilient income streams and grows in times of significant policy changes

#### **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, Brendan Doyle, Hazel Scully, Maureen Farrell, Sean Campbell, Libby McVeigh, Simon Boddis and Tharani Yathaven. 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.

## **USER VOICE**

### **REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023**

#### **Financial review**

User Voice recorded total income of £632,816 (2022: £1,687,782) in the year, with 90% of income coming from charitable activities (project and consultation activities). The reduction is due to lower Project Income.

The overall result for the year was a deficit of £297,576 (2022: a surplus of £452,936), reflecting a deficit on unrestricted funds of £265,806 (2022: a surplus of £457,887) and a deficit on restricted funds of £31,770 (2022: a deficit of £4,951). Therefore, there was an overall decrease on our accumulated unrestricted reserves, which stands at £689,871 on 31st March 2023 (2022: £955,677) whilst restricted funds decreased to £74,082 (2022: £105,852).

#### **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 establish free reserves at a level that will provide sufficient funds to cover potential changes in income from delivery contracts, the possibility that efforts to develop new business will not be as successful as hoped and allow an orderly wind up should this be required. Based on the requirements listed above, User Voice aims to achieve a level of reserves of £635,000. This will allow the charity to continue to serve service users in uncertain economic times. The Policy was last reviewed by the Board in August 2023.

The actual level of free reserves on 31 March 2023 was £439,871 (2022: £705,677) with designated reserves at that time of £250,000 (2022: £250,000). The level of reserves is a critical performance measure considered by the Finance Committee and directors with the senior management team are exploring options to ensure that actual reserves can be restored to the target level.

#### **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;
- state whether applicable accounting standards, including (FRS102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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



## **USER VOICE**

### **REPORT OF THE BOARD FOR THE YEAR ENDED 31 MARCH 2023**

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.

This Report of the Board, which forms part of the Annual Report and Financial Statements, is approved by the Trustees in their capacity as Directors of the company and signed of its behalf by:



.....  
Mr Michael Barnett  
Chair

.....22/09/23.....  
Date

## **INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE**

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### **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 2023 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 Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 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.

#### **Basis for opinion**

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

#### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

#### **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

## **INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE**

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misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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

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

- the information given in the trustees' 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 and the Charities Act 2011 require 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 11, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

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

We have been appointed as auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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,

## **INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE**

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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 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 auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

### **Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud**

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF USER VOICE

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- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance and through reviews of relevant accounting and management records;
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, based on our work as outlined above;
- We enquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations, using associated documentary evidence to better understand items of interest.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. As well as specific audit testing, this included approaching accounting records with an inquisitive and sceptical mindset such that we examined items that were felt to be of interest or of higher risk in this area, and obtaining additional corroborative evidence as required.

To address the risk of fraud through management override of controls, we carried out the following work:

- Procedures were undertaken to identify any unusual or unexpected matters, and the rationale behind any such matters was examined;
- Journal entries were reviewed to identify unusual transactions;
- Judgements and assumptions made in determining the accounting estimates set out in the accounting policies were reviewed.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements.

### Use of our report

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

*Moore Kingston Smith LLP.*

James Saunders FCCA DChA (Senior Statutory Auditor)  
for and on behalf of Moore Kingston Smith LLP, Statutory Auditor

6<sup>th</sup> Floor  
9 Appold Street  
London  
EC2A 2AP

Date: 22 November 2023

Moore Kingston Smith LLP is eligible to act as auditor in terms of Section 1212 of the Companies Act 2006.

## USER VOICE

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

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total 2023 £	Total 2022 £
<b>Income</b>					
Income from donations	2	1,733	63,534	65,267	216,837
Income from charitable activities	3	539,842	27,707	567,549	1,470,945
<b>Total income</b>		<u>541,575</u>	<u>91,241</u>	<u>632,816</u>	<u>1,687,782</u>
<b>Expenditure</b>					
Expenditure on raising funds	5	6,794	-	6,794	8,002
Expenditure on charitable activities	6	764,417	159,181	923,598	1,226,844
<b>Total expenditure</b>		<u>771,211</u>	<u>159,181</u>	<u>930,392</u>	<u>1,234,846</u>
<b>Net income / (expenditure)</b>	4	(229,636)	(67,940)	(297,576)	452,936
Transfer between funds		(36,170)	36,170	-	-
<b>Net movement in funds</b>		<u>(265,806)</u>	<u>(31,770)</u>	<u>(297,576)</u>	<u>452,936</u>
<b>Reconciliation of funds</b>					
Fund balance brought forward at 1 April		<u>955,677</u>	<u>105,852</u>	<u>1,061,529</u>	<u>608,593</u>
<b>Fund balance carried forward at 31 March</b>		<u>689,871</u>	<u>74,082</u>	<u>763,953</u>	<u>1,061,529</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 23 to 33 form part of these financial statements.

## USER VOICE

### BALANCE SHEET

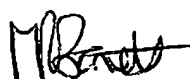
AS AT 31 MARCH 2023

		2023		2022	
	Notes	£	£	£	£
<b>Fixed assets</b>					
Tangible fixed assets	11		795		5,063
			795		5,063
<b>Current assets</b>					
Debtors	12	277,539		506,278	
Cash at bank and in hand		723,252		948,566	
		1,000,791		1,454,844	
<b>Creditors: amounts falling due within one year</b>	13	(237,633)		(398,378)	
<b>Total current assets less current liabilities</b>			763,158		1,056,466
<b>Net assets</b>			763,953		1,061,529
<b>Reserves</b>					
Unrestricted funds			689,871		955,677
Designated funds			250,000		250,000
General funds			439,871		705,677
Restricted funds			74,082		105,852
	16		763,953		1,061,529

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 23 to 33 form part of these financial statements.

The financial statements were approved by the Board and signed on its behalf on 22/09/23 by:



Mr Michael Barnett  
Treasurer

Company Registration Number: 06820227

# **USER VOICE**

## **STATEMENT OF CASHFLOWS**

**FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	2023 £	2022 £
<b>Cash flows from operating activities</b>			
Net cash provided by / (used in) operating activities	17	(225,314)	640,012
Change in cash and cash equivalents in the year		(225,314)	640,012
Cash and cash equivalents at the beginning of the year		948,566	308,554
<b>Cash and cash equivalents at the end of the year</b>		<b>723,252</b>	<b>948,566</b>

	2022 £	Cash flows £	2023 £
<b>Cash and cash equivalents</b>			
Cash at bank and in hand	948,566	(225,314)	723,252
<b>Analysis of changes in net debt</b>	<b>948,566</b>	<b>(225,314)</b>	<b>723,252</b>



## **USER VOICE**

### **NOTES TO THE FINANCIAL STATEMENTS (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2023**

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#### **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 2023/24 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 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. Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

##### **1.3 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.

##### **1.4 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.

## **USER VOICE**

### **NOTES TO THE FINANCIAL STATEMENTS (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2023**

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##### **1.5 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.

##### **1.6 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	3 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 Charity in independently administered funds. Contributions are charged to the income and expenditure account as they become payable.

##### **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.

**USER VOICE****NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2023****2. Income from donations**

<b>Current Year</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2023 £</b>
Donations	240	-	240
Grants	1,493	63,534	65,027
	<u>1,733</u>	<u>63,534</u>	<u>65,267</u>
<b>Prior Year</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2022 £</b>
Donations	240	-	240
Grants	8,000	208,597	216,597
	<u>8,240</u>	<u>208,597</u>	<u>216,837</u>

**3. Income from charitable activities**

<b>Current Year</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2023 £</b>
Project income	322,551	-	322,551
Consultancy & other income	217,291	27,707	244,998
	<u>539,842</u>	<u>27,707</u>	<u>567,549</u>
<b>Prior Year</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2022 £</b>
Project income	1,232,958	-	1,232,958
Consultancy & other income	237,987	-	237,987
	<u>1,470,945</u>	<u>-</u>	<u>1,470,945</u>

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

	<b>2023 £</b>	<b>2022 £</b>
Audit fees	10,700	10,400
License to occupy	12,203	11,964
Depreciation	4,268	4,268

# **USER VOICE**

## **NOTES TO THE FINANCIAL STATEMENTS (continued)**

### **FOR THE YEAR ENDED 31 MARCH 2023**

#### **5. Expenditure on raising funds**

<b>Current Year</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2023 £</b>
Staff costs	3,151	-	3,151
Other costs	573	-	573
Support costs (see note 7)	3,070	-	3,070
	<u>6,794</u>	<u>-</u>	<u>6,794</u>
<b>Prior Year</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2022 £</b>
Staff costs	3,564	-	3,564
Other costs	595	172	767
Support costs (see note 7)	3,062	609	3,671
	<u>7,221</u>	<u>781</u>	<u>8,002</u>

#### **6. Expenditure on charitable activities**

<b>Current Year</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2023 £</b>
Staff costs	311,975	85,041	397,016
Travel and subsistence	34,916	3,300	38,216
Finance, HR & other professional fees	90,046	36,717	126,763
Other costs	45,397	5,090	50,487
Support costs (see note 7)	282,083	29,033	311,116
	<u>764,417</u>	<u>159,181</u>	<u>923,598</u>
<b>Prior Year</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2022 £</b>
Staff costs	501,088	105,261	606,349
Travel and subsistence	57,195	5,038	62,233
Finance, HR and other professional fees	16,215	80,476	96,691
Other costs	55,076	12,450	67,526
Support costs (see note 7)	384,503	9,542	394,045
	<u>1,014,077</u>	<u>212,767</u>	<u>1,226,844</u>

## USER VOICE

### NOTES TO THE FINANCIAL STATEMENTS (continued)

#### FOR THE YEAR ENDED 31 MARCH 2023

#### 7. Support costs

Current Year	Costs of Raising Funds £	Charitable Activities £	Total 2023 £
<u>Governance costs</u>			
Staff Costs	232	22,984	23,216
Audit fees	107	10,593	10,700
Legal and professional fees	30	2,965	2,995
Trustee costs	2	174	176
<u>Other Support costs</u>			
Staff costs	986	97,598	98,584
Office costs	554	61,600	62,154
Travel and subsistence	89	9,300	9,389
Finance, HR & other professional fees	945	93,548	94,493
Sundry expenses	125	12,354	12,479
	<u>3,070</u>	<u>311,116</u>	<u>314,186</u>
 Prior Year	 Costs of Raising Funds £	 Charitable Activities £	 Total 2022 £
<u>Governance costs</u>			
Audit fees	104	10,296	10,400
Legal and professional fees	6	594	600
Trustee costs	1	55	56
<u>Other Support costs</u>			
Staff costs	778	107,678	108,456
Office costs	884	87,509	88,393
Travel and subsistence	38	3,803	3,841
Finance, HR & other professional fees	1,782	176,408	178,190
Sundry expenses	78	7,702	7,780
	<u>3,671</u>	<u>394,045</u>	<u>397,716</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 2023

#### 8. Analysis of staff costs

	2023 £	2022 £
Salaries and wages	471,942	657,939
Social security costs	42,644	49,442
Pension costs	7,381	10,988
	<u>521,967</u>	<u>718,369</u>

No employee earned more than £60,000 during the year (2022: nil). All User Voice employees were enrolled in an auto-enrolment compliant, defined contribution pension scheme in both 2022 and 2023, and 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:

	2023 No.	2022 No.
Support	4	2
Charitable activities	13	32
	<u>17</u>	<u>34</u>

The Senior Management Team are considered to be the key management personnel and the total fees and employee benefits paid to them were £303,135 (2022: £252,023).

Included within staff costs are costs totalling £nil (2022: £nil) 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; no Trustees (2022: 0) claimed any expenses in the year (2022: £nil).

#### 9. Directors' remuneration

As allowed by the constitution of User Voice, one of the directors, Mark Johnson, received payments totalling £71,415 (2022: £72,105) from his role as self-employed consultant to the charity, which he billed through his company, MJ Innovation Ltd. During the year, he was reimbursed for expenses totalling £196 (2022: £nil).

#### 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 2023****11. Tangible fixed assets**

	<b>Fixtures, fittings &amp; equipment £</b>	<b>Computer Equipment £</b>	<b>Total</b>
<b>Cost</b>			
At 1 April 2022	2,385	11,466	<b>13,851</b>
Additions	-	-	-
Disposals	-	-	-
	<hr/>	<hr/>	<hr/>
At 31 March 2023	<u>2,385</u>	<u>11,466</u>	<u><b>13,851</b></u>
<b>Depreciation</b>			
At 1 April 2022	795	7,993	<b>8,788</b>
Charge for the year	795	3,473	<b>4,268</b>
Disposals	-	-	-
	<hr/>	<hr/>	<hr/>
At 31 March 2023	<u>1,590</u>	<u>11,466</u>	<u><b>13,056</b></u>
<b>Net book value</b>			
At 31 March 2023	<u>795</u>	<u>-</u>	<u><b>795</b></u>
	<hr/>	<hr/>	<hr/>
At 31 March 2022	<u>1,590</u>	<u>3,473</u>	<u><b>5,063</b></u>

**12. Debtors**

	<b>2023 £</b>	<b>2022 £</b>
Trade debtors	232,086	403,898
Other debtors	120	140
Prepayments	2,746	3,738
Accrued income	42,587	98,502
	<hr/>	<hr/>
	<u>277,539</u>	<u>506,278</u>

## USER VOICE

### NOTES TO THE FINANCIAL STATEMENTS (continued)

#### FOR THE YEAR ENDED 31 MARCH 2023

#### 13. Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	25,492	19,457
Taxes and social security	40,236	120,709
Accruals	33,637	32,505
Deferred income	136,123	218,506
Other creditors	2,145	7,201
	<u>237,633</u>	<u>398,378</u>
Opening deferred income	218,506	106,190
Released in the year	(218,506)	(106,190)
Income deferred in the current year	<u>136,123</u>	<u>218,506</u>
	<u>136,123</u>	<u>218,506</u>

#### 14. Company limited by guarantee

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

#### 15. Analysis of charitable funds

Current Year	Balance at 1 April 2022	Income	Expenditure	Transfer	Balance at 31 March 2023
	£	£	£	£	£
General Funds	705,677	541,575	(771,211)	(36,170)	439,871
Designated Funds	250,000	-	-	-	250,000
Barrow Cadbury Trust	8,537	15,500	(26,162)	2,125	-
Home Office Anti Knife Crime Fund	6,967	-	-	-	6,967
Joseph Rowntree Charitable Trust	17,713	-	(17,752)	39	-
John Ellerman Foundation	72,635	-	(5,520)	-	67,115
The Queen's Belfast project	-	20,715	(54,721)	34,006	-
EAF Drug Diversion	-	27,319	(27,319)	-	-
MOJ Blended Supervision	-	27,707	(27,707)	-	-
Restricted funds	<u>105,852</u>	<u>91,241</u>	<u>(159,181)</u>	<u>36,170</u>	<u>74,082</u>
Total	<u>1,061,529</u>	<u>632,816</u>	<u>(930,392)</u>	<u>-</u>	<u>763,953</u>



## USER VOICE

### NOTES TO THE FINANCIAL STATEMENTS (continued)

#### FOR THE YEAR ENDED 31 MARCH 2023

##### 15. Analysis of charitable funds (continued)

Prior Year	Balance at 1 April 2021	Income	Expenditure	Transfer	Balance at 31 March 2022
	£	£	£	£	£
General funds	499,066	1,479,185	(1,021,297)	(251,277)	705,677
Designated Funds	-	-	-	250,000	250,000
Barrow Cadbury Trust	-	30,000	(21,463)	-	8,537
Home Office Anti Knife Crime Fund	6,967	-	-	-	6,967
Joseph Rowntree Charitable Trust	8,851	27,815	(18,953)	-	17,713
National Lottery Community Fund	17,770	-	(19,047)	1,277	-
John Ellerman Foundation	72,635	-	-	-	72,635
Social Enterprise Support Fund	3,303	-	(3,303)	-	-
The Queen's Belfast Project	-	150,782	(150,782)	-	-
Restricted funds	<u>109,526</u>	<u>208,597</u>	<u>(213,548)</u>	<u>1,277</u>	<u>105,852</u>
Total	<u>608,592</u>	<u>1,687,782</u>	<u>(1,234,845)</u>	<u>-</u>	<u>1,061,529</u>

##### Designated Funds

###### Strategic Investment Fund

Funds set aside by the directors to assist with the transition to the new strategy focused on outreach work alongside research capabilities.

##### Restricted Funds

###### 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.

###### Home Office Anti Knife Crime Fund

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

## USER VOICE

### NOTES TO THE FINANCIAL STATEMENTS (continued)

#### FOR THE YEAR ENDED 31 MARCH 2023

#### 15. Analysis of charitable funds (continued)

##### **National Lottery Community Fund**

To develop a National Council of service users 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.

##### **The Queen's Belfast Project**

Funding to enable User Voice to research the impact of covid in prisons.

##### **Joseph Rowntree Charitable Trust**

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

##### **Social Enterprise Support Fund**

Funding to enable User Voice to develop and embed new digital ways of giving people in prison and on probation a voice.

##### **EAF Drug Diversion - Police Drug Diversion evaluation project.**

User Voice's received funding to interview people who have been found in possession of drugs and diverted to a diversion scheme by the police. We are evaluation three different diversion programmes in three different areas (West Midlands, Thames Valley, and Durham). The project is funded by the Cabinet Office and led by University of Kent together with Police Commissioners.

##### **MOJ Blended Supervision Model (BSM)**

We are funded to interview people on probation about their experiences of the BSM (mix of face-to-face and remote appointments with probation officers). The MoJ, who is funding the project, wants to find out does the BSM work, and which cohorts of people it works the best. Get the Data are interviewing Probation Practitioners to find out their experience of the BSM.

#### 16. Analysis of net assets between funds

Current Year	General Funds £	Designated Funds £	Restricted Funds £	Total 2023 £
Fixed assets	795	-	-	795
Debtors	277,539	-	-	277,539
Bank & cash	399,170	250,000	74,082	723,252
Creditors less than one year	(237,633)	-	-	(237,633)
	<u>439,871</u>	<u>250,000</u>	<u>74,082</u>	<u>763,953</u>

**USER VOICE****NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2023**

<b>Prior Year</b>	<b>General Funds £</b>	<b>Designated Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2022 £</b>
Fixed assets	5,063	-	-	5,063
Debtors	506,278	-	-	506,278
Bank & cash	592,714	250,000	105,852	948,566
Creditors less than one year	(398,378)	-	-	(398,378)
	<u>705,677</u>	<u>250,000</u>	<u>105,852</u>	<u>1,061,529</u>

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

	<b>2023 £</b>	<b>2023 £</b>	<b>2022 £</b>	<b>2022 £</b>
<b>Cash flows from operating activities</b>				
Net income / (expenditure)	(297,576)		452,936	
Depreciation	4,268		4,268	
Decrease / (increase) in debtors	198,739		40,956	
Increase / (decrease) in creditors	(130,745)		144,237	
<b>Net cash provided by / (used in) operating activities</b>		(225,314)		642,397
<b>Cashflow from investing activities</b>				
Net purchase of fixed assets	-		(2,385)	
<b>Net cash (used in) investing activities</b>		-		(2,385)
<b>Net increase / (decrease) in cash</b>		<u>(225,314)</u>		<u>640,012</u>

**18. Related party transactions**

There were no related party transactions during the year (2022: none).