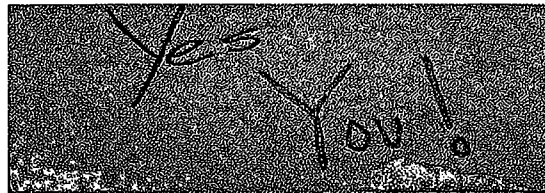


VOICES FROM CARE  
(A company limited by guarantee)  
REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2016

VOICES FROM CARE

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# Imagining our Future with You...



...Y OU



ANNUAL PROGRESS REPORT OF THE TRUSTEES & FINANCIAL STATEMENTS 2015-2016

**VOICES FROM CARE**  
**(A company limited by guarantee)**  
**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2016**

**Company Registration Number: 3261608**

**Registered Charity Number: 1108430**

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The trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ending 31 March 2016 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

## **YOU!**

VFC is a national independent voice of looked after children and young people. Established in 1990 with an enduring set of values, VFC's unique approach fosters a distinctive culture and an intellectual independence that encourages collaborative working.

This report highlights some of the projects, people and ways of working that contributed to an increase in both provision and surplus during 2015-2016.

## **Yes You Can! ...Make a Difference**

### **Continuing to Deliver Quality**

Despite continuing economic challenges, Voices from Care (VFC) continued its programme of development and increased its profitability while delivering quality projects for service users.

At the same time, our team forged closer links with partner organisations who share our views on quality, innovation and value on young person led services. VFC continued to maintain its strong reputation across the Third Sector. VFC has also refreshed its strategy to provide a clearer focus on key areas where we can add greatest value in an environment that is rapidly transforming. VFC will continue to build on our diversity, broaden our geographical footprint and continue to further develop the broad range of professional skills we offer across the Third Sector.

To achieve these goals we need the best people, which is why VFC continues to invest in the talent that represents the core vision of the organisation throughout the sector.

### **Leadership**

VFC have strong leadership teams throughout the organisation who are well equipped to face the challenges ahead. With a rapidly changing competitive environment, we are confident that our continuing focus on quality and the delivery of value to our service users will allow VFC to maintain its strong positive momentum forward.

## YOU!

Independence and  
good Governance  
provide strong  
foundations for  
VFC's long term  
success

Board of Trustees 2015-  
2016

Catriona Williams  
Neil Edge  
Graham Roddis  
Karl Davies  
Craig Mead  
Roger Bishop  
Dan Pitt  
Lisa Armstrong  
Aiden Richards  
Laura Morgan

## Yes You Can! ...Change the World

### Core Values are Key to our Future

There are many advantages to operating a service user led organisation, including the independence to focus on the quality of the work and projects provided.

The Board of Trustees has the responsibility for directing the business of Voices from Care, as well as pursuing the aims and objectives of the organisation. Catriona Williams is Chair of the Board which consists of 12 members: 6 Professional Trustees and 6 Young Person Trustees.

Operations are run by the Management Team which includes the CEO and leaders of our three core national services (Operations, Advice and Support and Corporate Services). The national structure provides business focus, while a shared set of values and integrated skills networks allow VFC to effectively deliver the same high quality of work to service users regardless of the project location.

#### Business delivery

*From the start of this financial year, the firm has simplified its business delivery structures across the organisation to improve its effectiveness and reinforce lines of accountability across the organisation.*

The new approach maintains the organisation's strengths in national and UK wide knowledge networks which ensure VFC has exceptional skills and professional excellence as well as supports the professional development of our staff.

The organisation operates UK wide business networks that deliver benefits to our service users by a coordinated and collaborative approach.

With these changes, VFC's Board aims to maintain strong relationships with stakeholders, partner organisations and service users while maintaining the high quality of our work, the development of our people and the overall success of VFC.



## **YOU!**

VFC aims to attract, develop and retain talented people who share our values

Voices is unique in being the only all-Wales independent, user led organisation, working with the aim of enabling the VOICES of young people who are or have been Looked After to be heard. Voices works with young people in order to improve individual outcomes and the care system as well as influence key practice, policy and legislative changes.

Voices Vision is: A Wales in which young people who are or have been in the Looked After system are able to fulfill their full potential as members of society.

## **Yes You Can! ...Learn and Grow**

### **Diversity Helps Teams Perform Better**

Voices from Care holds the position of being Wales's only National independent organisation that represents the views and opinions of Looked After children and care leavers in Wales. It is a dynamic and progressive organisation that operates a portfolio of services which reflects the origins, philosophy and distinct identity. Voices from Care strives to be the credible legitimate voice, speaking out with and on behalf of those whom are looked after and care leavers.

To accomplish this VFC seeks to develop a range of services that fundamentally preserves the identity of the organisation and the overall ethos that allows for a learning and development culture providing positive role models, that influences positive and constructive change to enhance and promote service user involvement both internally and externally, ultimately providing further opportunities to improve the overall outcomes for its service users.

Every role within VFC involves teamwork and the projects developed rely on multi-disciplinary and collaborative inputs. VFC aims for more than just effective teamwork, it aims to attract people who share common values, a passion for innovation combined with an aspiration to 'influence a better world' for our service users. We aim to have the best skills, but also from diverse backgrounds.

VFC has a strong reputation for its ability to encourage collaboration and to drive innovation. However, there is always more to be done in this area and we have recently strengthened our stakeholder and partnership networks and are investing in formal and informal collaborative channels to promote new ideas and encourage staff to inspire and challenge each other.

## YOU!

Collaboration with partners is important in delivering the best outcomes for VFC's service users

Some of Voices from Care's Partners in 2015-2016

- Welsh Government
- Children in Need
- Children in Wales
- NYAS
- Tros Gynal
- Cardiff University
- RCT LA
- Carmarthenshire LA
- Bridgend College
- Welsh Senate for Older People
- Nationwide Association of Foster Care Providers
- United Nations Committee
- Wales Audit Office

## Yes You Can! ...Open Your Mind to New Opportunities

### Good Partners Make for Good Outcomes

Service user engagement is evident in VFC's everyday work and in its approach to all projects, but it is most obvious in VFC's approach to operational activities.

At the governance/corporate level, there is a formal framework for service user engagement throughout the organisation.

VFC's motto is 'young person led, young person inspired' and this ethos permeates all of VFC's strategic, operational as well as daily activities.

Underpinning this approach is the principle that where possible staff members should work with external partners to further enhance the outcomes for both the service users as well as the Projects undertaken.

Some more external partnerships in 2015-2016:

CSSIW	Care Council for Wales	National Assembly for Wales
National Fostering Framework	Welsh Conservatives	
South Wales Police and Crime Commissioner		
Swansea LA	Wrexham LA	Pembrokeshire LA
4'C	Big Lottery	Lloyds Bank
Queens Young Leadership Programme	CASCADE	
NSPCC	Action for Children	Barnardos
Children's Commissioner for Wales	5 Nations Group	
Family Justice Network	ADSS	

## **You!**

In fulfilling its purpose  
Voices from Care will  
seek to engage young  
people in involvement  
at every level of the  
organization in an  
effort to:

Monitor the views and opinions  
of Looked after Children and  
represent their views in order to  
effect positive change.

Act as an interface on behalf of  
children and young people to  
encourage relevant bodies and  
organisations to take  
appropriate actions to improve  
the outcomes for this group.

Encourage and promote the  
participation of children and  
young people within Voices from  
Care's operational strategy and  
service provision.

## **Yes You Can! ...Do Anything Expanding Our Reach**

Voices from Care is the driving force at the heart of many of the Nation's issues  
involving the looked after community of Wales.

VFC offers a broad range of professional services that combine to make a real  
difference to our service users and the communities in which we work.  
We are truly national. Our staff and consultants deliver innovative projects  
throughout Wales. Founded in 1996 with an enduring set of values, our unique  
young person led, young person inspired ethos fosters a distinctive culture and  
an intellectual independence that encourages collaborative working. This is  
reflected in everything we do, allowing us to develop meaningful ideas, help  
shape agendas and deliver results that frequently surpass the expectations of  
our service users, stakeholders, partner organisations and funders. The people  
at Voices from Care are inspired to find a better way and to deliver better  
solutions for our service users.

Building a foundation that is both sustainable and resilient is central in VFC's  
approach to its work. Over the past year VFC has been engaged in many  
important projects further expanding the remit of the organisation to the  
looked after community throughout Wales. During this period VFC have had  
the opportunity and responsibility to create more engagement and  
participation opportunities for the young people we work with.

In collaboration with our partner organisations, work on development  
strategies will continue which will seek to address the major challenges being  
faced as well as assist in the transition towards innovative models of service  
delivery and improved outcomes for the looked after community.

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**YOU!**  
Projects and  
Performance

**Yes You Can! ...Be Awesome**  
High Quality Projects Deliver Value to  
our Stakeholders

The organisation's  
strategy of working on  
challenging projects in a  
diverse sector has  
delivered value to service  
users and generated  
positive results

Voices from Care will offer an  
alternative and innovative  
approach in its unique design,  
development and delivery of  
services which endorse and  
compliment those offered by the  
wider sector in delivering an  
exemplar organisation that  
assists to improve the outcomes  
of looked after children and care  
leavers in Wales.

A snapshot of VFC's Strategic Goals for 2015-2016:

- Strategic Goal 1:** To effectively influence policy and practice by providing a Stronger Voice for Looked after children and Care leavers in Wales.
- Strategic Goal 2:** Corporate Parenting: To further develop VFC Corporate Parenting Projects, based on the views of looked after children and young people. The project aims to encourage better collaboration with looked after children, young people and care leavers.
- Strategic Goal 3:** Membership: To develop a citizen centred approach enabling looked after children, young people and care leavers to influence and steer the organisations approach and activities. Voices from Care aims to upskill members, enable them to participate and represent the looked after community.
- Strategic Goal 4:** Collaboration: To collaboratively work with stakeholders to establish and develop a hub of national, regional and local connections working to support 'looked after' children and young people within their specific areas of expertise.
- Strategic Goal 5:** Strategic Development: Continue to develop and strengthen the strategic direction of VFC, ensuring enhanced communication and social media structures and established Welsh branding.
- Strategic Goal 6:** Advice and Support Service: To assist children and young people who are looked after and leaving care to have a voice and be heard, to improve their emotional and social resilience and to enhance their life opportunities on an individual and collective basis.
- Strategic Goal 7:** Counselling Services: To further enhance and develop the Counselling Services provided to Looked after children and young people and care leavers.
- Strategic Goal 8:** Care Experienced Young People(CEYP) will feel more connected to and have long term, meaningful relationships with the care community domestically and across the UK.
- Strategic Goal 9:** Care Experienced Young People will feel more confident about their 'Care Identity' and feel less stigmatised / more understood by their non-care experienced peers.
- Strategic Goal 10:** Care Experienced Young People are recognised as a vulnerable priority group and are afforded additional protection through national legislation to ensure their rights are upheld.
- Strategic Goal 11:** CEYP will be integral to shaping national policy on legislation that impacts upon their lives.



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## Projects and Performance

On Target / Complete	
Minor Delay or Deferred Quarter	
Significant Delay / SG Not Met	

### 0. Summary

Project	No. Activities	YPs Wkd with	Hrs Interact	Hrs Vol	No. Activities	YPs Wkd with	Hrs Interact	Hrs Vol	No. Activities	YPs Wkd with	Hrs Interact	Hrs Vol	No. Activities	YPs Wkd with	Hrs Interact	Hrs Vol
1. WG	24	35	380	99	24	39	414	91	23	24	400	139	18	57	387	71
2. A&S																
3. Counselling																
4. 5N1V	1	4	16	4	2	5	207	87	2	6	20	4	4	48	251	13
5. QYL	1	1	4	4	0	0	0	0	1	1	3	3	6	15	51	20
6. RCT	10	8	122	32	23	8	588	169	25	6	319	146	14	12	118	51
7. Carmarthen	2	6	34	7	13	9	475	69	3	6	28	11	3	8	45	15
Quarter Total	33	41	447	110	40	42	882	211	27	27	437	152	21	59	415	78

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## 1. Citizenship Engagement

**Strategic Goal 1:** To effectively influence policy and practice by providing a Stronger Voice for Looked after children and Care leavers in Wales.

**Outcome:** More 'looked after' children, young people and care leavers will be given a greater collective voice and influence over the development and delivery of services they are or have received. Service providers and policy makers are able to effectively engage with a central resource to consult on policy and practice for looked after children.

**Activities:**

Activity / Measure of Success	Achieved by	Key Performance Indicator	Comments
<p><b>SG1.1-</b> Providing strategic support to Welsh Government in development and implementation of policies through maintaining the National Reference group of looked after children and care leavers in Wales.</p> <p>This will be achieved through promotion of its services to the wider sectors, including education &amp; health. In addition to promoting the group to organisation who work with looked after children, to increase the group representation.</p>	All Quarters		<p>Strategic Support to Welsh Government:</p> <ul style="list-style-type: none"> <li>• The Welsh Government Citizen Panels</li> <li>• Education Department</li> <li>• Welsh Government - Strategy and Leadership Division (Health &amp; Social Care )</li> </ul> <p>The promotion of the National Reference Group has continued and has led to activities stated in SG 1.2.</p>
<p><b>SG1.2-</b> Assist the National Reference Group to carry out a minimum of 6 consultation projects.</p>	By Q4		<ul style="list-style-type: none"> <li>• Welsh Government (education).</li> <li>• Children's commissioner for Wales 'My Planner App'.</li> <li>• CSSIW (Questionnaire for LAC).</li> <li>• CASCADE Education consultation.</li> <li>• National Fostering Framework</li> </ul> <p>VFC accepted all the formal requests for the NRG services. VFC members continued to influence decision makers through a variety of other avenues, such as research, event, Participation groups and</p>

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			workshops. VFC method of influencing has evolved since these KPI's were agreed with WG.
SG1.3- To provide looked after children and care leavers by giving them opportunity to engage with government departments and agencies at a local, regional and National Level.	All Quarters		<p>CSSIW Care Council for Wales (Practice Knowledge event)</p> <p>National Assembly for Wales (Health &amp; Social Care committee)</p> <p>RCT Corporate Parenting Board</p> <p>Welsh Governments Citizen Panels x 3 (additional meeting for peer facilitators)</p> <p>Members meeting with United Nations Children's rights committee</p> <p>Welsh Government Attending membership meeting.</p> <p>Welsh Audit Office ADSS Family Justice Network</p> <p>National Fostering Framework Welsh Conservatives</p> <p>South Wales Police and Crime Commissioner</p> <p>Welsh Government Strategic Group on Looked after children</p> <p>Swansea LA Wrexham LA</p> <p>Pembrokeshire LA</p> <p>Carmarthen LA RCT LA</p>
SG1.4- - To enable looked after children and care leavers by giving them opportunity to engage and participate with academic institutions and the 3 <sup>rd</sup> sector strategic plans.	All Quarters		<p>4'C Cardiff University</p> <p>Bridgend college Welsh Senate for Older People</p> <p>CASCADE Voices CASCADE Children in Wales</p>

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			(Interviews) Cardiff University (fostering healthy futures) Core Assets (Peer mentoring opportunities) Interlink (Children's rights debate)      5 Nations 1 Voice Children's Commissioner for Wales      Fostering Network Barnardo's    Action for Children      NSPCC Young Wales NYAS      Family Rights Group
SG1.5- To build upon the development and facilitation of Young Persons Expert Group on Advocacy in both North Wales & South Wales.	All Quarters		Welsh Government induced Period of Pause- Governments commitment to re convene the group by 'Spring', however this was not forthcoming.
SG1.6- To develop a work program for YPEG, alongside Welsh Government and Ministerial Expert Group on Advocacy, which reflects the work program of Welsh Government.	By Q1		" "
SG1.7- To enable and support YPEG member's involvement and integration into nation membership activates.	All Quarters		" "
SG1.8- To strengthen partnership working with CASCADE research centre hosted by Cardiff University. Including the Co-facilitation of CASCADE Voices the young person's research advisory group, Young people research methods training and assistance in research relating to looked after children.	All Quarters		CASCADE Voices on going. During CASCADE's research on the education of looked after children, peer researchers from Voices from Care were recruited and trained.

Total Cost of Citizenship Engagement £ 34,444

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## 2. Facilitation, Participation & Collaboration

**Strategic Goal 2: Corporate Parenting:** To further develop VFC a Corporate Parenting Projects, based on the views of looked after children and young people. The project aims to encourage greater collaboration with looked after children, young people and care leavers.

**Outcome:** *Corporate Parents, will have a greater understanding of the needs and experiences of young people's in their care. The project will give Corporate Parents the opportunity to ensure that the views and opinions of young people who are or have been 'looked after' are taken into account in all decision-making processes in Wales.*

### Activities:

Activity / Measure of success	Achieved by	Key Performance Indicator	Comments
SG2.1- To further develop VFC's Corporate Parenting projects in RCT and Carmarthenshire.	All Quarter		<p>RCT- Project ongoing, YP developed newsletter has been distributed to all looked after children in RCT. Young people are continuing to report to the Corporate Parenting Panel. In Q4 RCT are launching a website for looked after children, the Blueprint forum will have its own page that the group will be updating.</p> <p>Carmarthenshire- Year 1 of the project was completed in September, a young person led DVD was created which aimed to introduce LAC to corporate parents. Negotiations for the project to continue are ongoing and will be finalised In Q4. A commitment has been agreed in principal.</p>
SG2.2- To provide looked after children with the opportunity to work with a wide range of Corporate Parents, aiming to increase looked after children's understanding of corporate parenting and Corporate	All Quarters		See Above activities

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Parents understanding of the views of looked after children and care leavers.			
SG2.3- To develop a training programme that can be delivered by young people to corporate parents, focusing a looked after child's journey and how young people and corporate parents can work together to improve services in their areas.	By Q4		Training has been delivered to Social Work Students at Bridgend College and Cardiff University.  VFC are currently working with Mike Lewis on re-developing the training service.
SG2.3- To develop an evaluation framework that can be utilised to improve projects delivery.	By Q4		Evaluation session has been developed and delivered in both Corporate Parenting Projects. All VFC Evaluation tools are currently being appraised, with new tools being developed in time for April 2016.
SG2.4- To explore further development of corporate parenting partnership with a local authority.	All Quarters		Due to VFC SSSG application this is not seen as a priority area.

**Strategic Goal 4:**      **Collaboration: To collaboratively work with stakeholders to establish and develop a hub of national, regional and local connections working to support 'looked after' children and young people within their specific areas of expertise.**

**Outcome:**                      *Stakeholders will be better informed on the views, issues and experiences that affect LAC, young people and care leavers, ensuring greater stability and outcomes for current and future looked after population.*

## Activities:

Activity/Initiative/Project	Achieved by	Key Performance Indicators	Comments
SG 4.1- To engage with our 'sister' organisations among the 5 Nations (Wales, England, Scotland, Republic of Ireland and Northern Ireland) in order to raise the profile of looked after children.	All Quarters		The 5 Nations 1 Voice Big Lottery project element of the 5 nations is currently underway. See 5N1V project report below

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SG 4.2- To continue to support the collaboration of Cywaith that holds the strategic management of Meic the national helpline for children and young people.	All Quarters		On-going
SG4.3- To provide a strategic overview of the development of Children in Wales's 'tackling poverty and promoting children's rights' collaboration. This initiative aims to improve the well-being of children and young people in poverty by building on the existing relationship and infrastructure of participation in Wales.	All Quarters		On-going
SG4.4- The continued collaboration with the Welsh Language Commissioner's office to receive advice and guidance in respect to the potential Welsh language scheme.	All Quarters		This is being reviewed in line with the new organisational review and the reporting criteria.
SG4.5- VFC will make use of the Mentrau Iaith, to increase VFC's ability to provide Welsh language services to young people as well as to raise the profile of the Welsh Language.	All Quarters		This is being reviewed in line with the new organisational review and the reporting criteria.
SG4.6- To continue to advise the Welsh Government on advocacy in Wales through representation of MEGA/YPEG.	All Quarters		This is being reviewed in line with the new organisational review and the reporting criteria.
SG4.7- Welsh Government/The National Assembly for Wales - to continue to advise and support national policy and strategic development for looked after children and young people.	All Quarters		On-going
SG4.8- To support member's involvement with the CSSIW, including sitting on CSSIW National Advisory Board. Additionally VFC aim to support the CSSIW work	All Quarters		Work with CSSIW includes young people continuing to sit on their National Advisory Board, members being consulted on 'Questionnaires for LAC'. A member and

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programme when requested.			staff also gave evidence to the National Assembly for Wales Health and Social Care committee, on participation in CSSIW projects.
SG4.9- To work with Universities in Wales to include looked after children's and young people's views and experiences in the design and delivery of their Social Work Programmes.	All Quarters		As previously mentioned VFC are heavily involved with Cardiff University and CASCADE research center.
SG4.10- To administer and support the Cross Party Group for Looked after Children in the National Assembly for Wales.	All Quarters		On-going
SG4.11- Voices From Care will represent the views and experiences of looked after children and young people in a variety of relevant sector groups. These include, the advocacy providers group, Looked after children's health exchange, the leaving care forum and Children in Wales Policy Council.	All Quarters		On-going
SG4.12- Voices From Care will continue to collaborate with CAFCAS through their steering committee.	All Quarters		VFC have been support CAFCAS in the development of their participation strategy. Not only have VFC staff contributed, but members helped advise and facilitated a workshop during CAFCAS's Participation event.
SG4.13- To raise awareness of CASCADE and CASCADE voices to stakeholders, increase the opportunities for looked after children and young people.  Through participation with CASCADE, we aim to increase young people's confidence when participate in educational settings.	All Quarters		For Activities See SG 1.4, 1.8, 4.9



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SG4.14- Age Cymru- To work with Age Cymru and The Welsh Senate for older people to promote inter-generational activities that represents the two groups.	All Quarters		Ongoing
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**Strategic Goal 8: 5 Nations 1 Voice (5N1V)**

	Activity/ Measure of success	By	Key Performance Indicator	Comments
SG8	<b>Care Experienced Young People(CEYP) will feel more connected to and have long term, meaningful relationships with the care community domestically and across the UK.</b>			
KPI 8.1	CEYP will connect at events throughout the year locally and nationally - Summer camp, Festival, 'Care ID' event, Care leavers week, In Care' day.	All Quarters		<p>VFC &amp; Members attended a Who Care? Scotland's 'Summer Camp', which brought together looked after young people from across Scotland and the other 4 Nations.</p> <p>Members were also actively involved in the 5 Nations 1 Voice residential held in Scotland, which aimed to give young people the opportunity to help shape the projects directions and activities.</p> <p>Voices From Care delivered the inaugural #careday event. 46 Young People attended the event from across Wales (Anglesea, Ceredigion, NPT, Swansea, RCT, Pembrokeshire, Merthyr).</p> <p>In regards to the evaluation of the event, 35 young people responded, below are the average scores</p> <p>How have you enjoyed today? 4.63 out of 5</p>

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				<p>Before you came today, how confident did you feel about attending our #careday event?</p> <p>3.63 out of 5</p> <p>After taking part in today's #careday event, how confident would you be in participating in future #careday events?</p> <p>4.66 out of 5</p> <p>Did you feel you had a voice at today's #careday event?</p> <p>Xx out of 5</p>
KPI 8.2	CEYP will work together to help shape the policy focus of 5 Nations, 1 Voice and what the partnership will go on to advocate for.			<p>In Q3 Voices From Care members formulated and asked a series of questions at the 'vision for looked after children' Question time event. The event had political representation from each of the 4 main political parties in Wales.</p> <p>Voices From Care and the National Assembly for Wales delivered a workshop to the Blueprint forum on engagement in politics.</p> <p>Members were also actively involved in the 5 Nations 1 Voice residential held in Scotland, which aimed to give young people the opportunity to help shape the projects directions and activities.</p>
KPI 8.3	CEYP from across the UK will connect with their peers through a nationally recognised 'In Care' day, celebrating their identity and commonalities.			See 8.1

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<b>SG 9</b>	<b>Care Experienced Young People will feel more confident about their 'Care Identity' and feel less stigmatised / more understood by their non-care experienced peers.</b>			
KPI 9.1	Development of CEYP led campaign to dispel the myths surrounding the lives and experiences of those raised within our care system			On target for Q4 and financial year 2016/17
KPI 9.2	CEYP regularly attend and participate in local and national events exploring their identity and what it means to be part of a larger collective.			See 8.1 + Core Project activities
KPI 9.3	CEYP will be more connected to their care experienced and non-care experienced peers through engaging with events and campaigns to raise awareness.			See 8.1 + Core Project activities
<b>SG 10</b>	<b>Care Experienced Young People are recognised as a vulnerable priority group and are afforded additional protection through national legislation to ensure their rights are upheld.</b>			
KPI 10.1	Gain cross-party political support for CEYP's rights to be upheld. Establish support for this cohort over the varying political jurisdictions.			Ongoing in Q4 and for financial year 2016/17
KPI 10.2	Gain public and political support for improved legislation to ensure the rights of CEYP are properly recognised within national legislation.			Ongoing in Q4 and for financial year 2016/17
<b>SG 11</b>	<b>CEYP will be integral to shaping national policy on legislation that impacts upon their lives.</b>			
KPI 11.1	CEYP will be consulted to create an evidence base for all of 5N1V policy work.			Ongoing for financial year 2016/17
KPI 11.2	CEYP will help shape national policy by providing evidence to parliamentary committees on what they and their CE peers believe needs to change.			Ongoing in Q4 and for financial year 2016/17

Cost of 'Facilitation, Participation & Collaboration' was £64,965 with a further cost of £51,788 on 'Awareness and Training'

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## 3. Advice, Support and Advocacy

**Strategic Goal 6: Advice and Support Service: To assist children and young people who are looked after and leaving care to have a voice and be heard, to improve their emotional and social resilience and to enhance their life opportunities on an individual and collective basis.**

**Outcome:** *The running and continued development of an independent, integrated Advice and Support service available to children looked after and to care leavers across Wales. Looked after children and young people will be better informed of their rights and entitlements whilst ensuring, through a citizen centred approach, that the views of children and young people are represented in decision-making processes that directly affect them.*

### Activities:

Activity / Measure of success	By	Key Performance Indicator	Comments
SG6.1- To respond to enquiries for advice and support for children and young people.	All		On-going
SG6.2- To respond to enquiries for information and advice from a range of birth family members, foster carers, professionals, policy makers and academics.	All		On-going
SG6.3- To co-ordinate the provision of counselling sessions to children and young people	All		On-going
SG6.4- To record and monitor the differences made to the lives of children and young people by the provision of advice and support	All		On-going
SG6.5- To assist children and young people to engage as members of Voices From Care and to support them to engage in the opportunities available within the organisation, including consultation workshops, research	All		On-going

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etc.			
SG6.6- To monitor, collate and disseminate the issues for children and young people coming from out of the Advice and Support Service and its work.	All		On-going
SG6.7- Quarterly collation of information from the Children in Need funded Advice and Support project – Every Quarter.	All		Funding for this Project finished in March 2016. A new application has been made and an outcome should be heard in February 2017.
SG6.8- To support volunteers and students working within the Advice and Support Service	All		A new student placement has commenced.
SG6.9- To consult with LAC and CL regarding specific issues.	All		On-going
SG6.10- Continued development and co-ordination of the Policy (Advisory) Group to identify and highlight key areas for research, consultation and feedback in respect to policy, advice and support issues and the co-ordination of lobbying issues, to continue to inform policy and legislation	All		
SG6.11- To network and disseminate the views and experiences of children and young people to have an influence in improving policy and practice	All		On-going
SG6.12- Informing children and young people of their rights and entitlements	All		On-going
SG6.13- To develop contacts for additional financial support available to young people in regard to education and hardship situation	All		On-going

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SG6.14- Explore opportunities to develop the counselling sessions available at Voices From Care including greater provision to under 18s, development of provision in other parts of Wales, improve monitoring of outcomes.	All		On-going
SG6.15- Continued exploration of issues for young parents including engagement in research and other consultation opportunities	All		On-going
SG6.16- On-going recruitment and support to the placement of volunteers and students as part of the resources available to the Advice and Support Service. Exploration of development of this recruitment into other parts of Wales	All		On-going
SG6.17- Exploration of funding opportunities particularly in relation to older care leavers	All		On-going
SG6.18- To promote, coordinate and deliver the Advice and Support service across Wales.	All		On-going

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**Strategic Goal 7: Counselling Services: To further enhance and develop the Counselling Services provided to Looked after children and young people and care leavers.**

*Outcome: Looked after children and young people and care leavers will be better equipped to deal with emotional and practical issues and thus be more able and willing to get involved with VFC on a broader level.*

**Activities:**

Activity / Measure of success	By	Key Performance Indicators	Comments
SG7.1- The continued promotion of the internal, free Counselling Services to members of VFC	All		On-going
SG7.2- To explore further development of the Counselling Services to looked after children and young people and care leavers throughout Wales inclusive within the Corporate Parenting Strategy	Q3 & Q4		On-going
SG7.3- Explore how to measure the outcomes of the Counselling Service for young people	Q3 & Q4		On-going

**Total Cost of Advice, Support and Advocacy £62,198**

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### 4. Membership and Group Development

**Strategic Goal 3:**      **Membership:** To develop a citizen centred approach enabling looked after children, young people and care leavers to influence and steer the organisations approach and activities. Voices from Care aims to upskill members, enable them to participate and represent the looked after community.

**Outcome:**      *Looked after Children, Young People and care leavers will gain experience, skills and confidence through their participation as a member of Voices from Care. Additionally, Voices From Care members will be supported to have a greater influence within Voices from Care's decision making processes.*

#### Activities:

Activity / Measure of Success	Achieved by	Key Performance Indicator	Comments
SG3.1-      Voices      From      Care's membership will increase by 10%.	By Q4		Q1 Membership 259 Q2 Membership 265 Q3 Membership 270

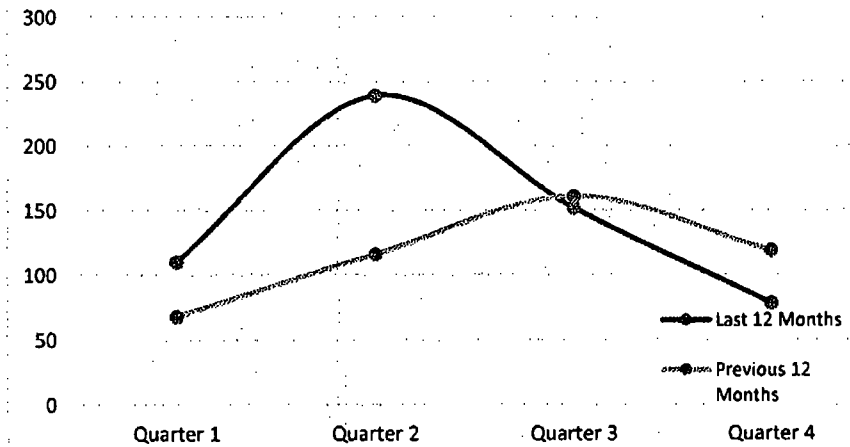


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SG3.2- Voices From Care will increase members volunteering/engagement opportunities within the organisation by 10 %.

By Q4

Hours of Volunteering

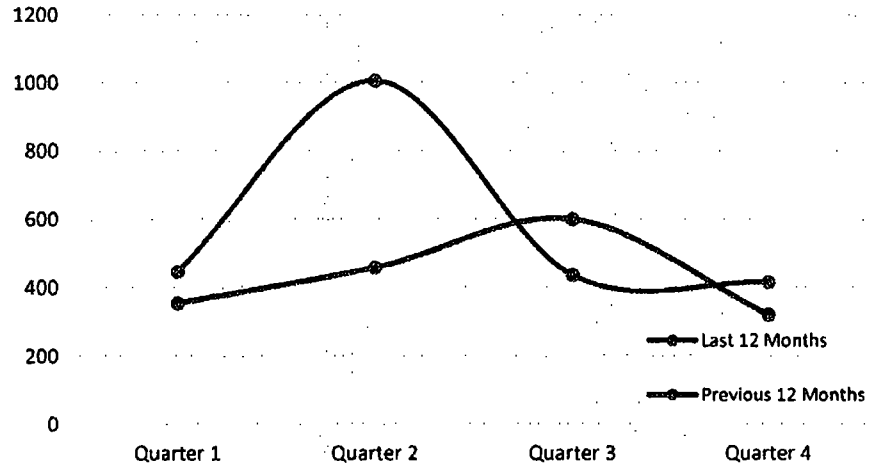


Yearly increase of 24%

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SG3.3- Voices From Care will increase its interactions with members by 10%.	By Q4		<div><h3>Hours of Interaction</h3><table><thead><tr><th>Quarter</th><th>Last 12 Months</th><th>Previous 12 Months</th></tr></thead><tbody><tr><td>Quarter 1</td><td>450</td><td>350</td></tr><tr><td>Quarter 2</td><td>1000</td><td>450</td></tr><tr><td>Quarter 3</td><td>450</td><td>600</td></tr><tr><td>Quarter 4</td><td>300</td><td>400</td></tr></tbody></table><p>Yearly increase of 32%</p></div>	Quarter	Last 12 Months	Previous 12 Months	Quarter 1	450	350	Quarter 2	1000	450	Quarter 3	450	600	Quarter 4	300	400
Quarter	Last 12 Months	Previous 12 Months																
Quarter 1	450	350																
Quarter 2	1000	450																
Quarter 3	450	600																
Quarter 4	300	400																
SG3.4- To increase Voices From Care’s members voice within the organisation’s internal structures. This will be achieved through increased participation in members led Editorial Group, Membership Committee and Steering Group. In addition to Members involvement with VFC Board of Trustees, Policy Group and F&HR committee.	All Quarters		Continued Improvement- Attendance at board and F & HR meetings has increased.															
SG3.5- To continue to involve members in VFC training services. Including the design and delivery of all VFC’s training activities.	All Quarters		<p>Training &amp; Presentations have been developed and delivered to:</p> <ul style="list-style-type: none"><li>• Bridgend College (BA Social Work)</li><li>• Welsh Senate for Older People AGM</li><li>• Nationwide association of Foster Care Providers (NAFP) AGM</li></ul>															

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			<ul style="list-style-type: none"> <li>• Presentation to United Nations Committee on Children's Rights</li> <li>• Wales Audit Office (WAO) Presentation x2</li> <li>• ADSS Conference</li> <li>• Family Justice Network Conference</li> <li>• Cardiff University MASW</li> <li>• National Fostering Framework conference</li> <li>• Welsh Government Strategic Social Service conference.</li> </ul>
SG3.6- To assist members within their personal development, through volunteering within the organisation, supporting members in obtaining volunteering or employment opportunities.	All Quarters		On going
SG3.7- To provide members with up to date material on the organisations activities. This will be achieved through social media, promotions material, newsletters and membership packs.	All Quarters		VFC Social Media regularly engages & updates members, care leavers and professionals on VFC activities. The Blueprint Form have developed a newsletter that was distributed to all LAC in RCT.
SG3.8- Working with governmental and 3rd sector agencies to increase looked after young people and care leavers participation in opportunities to offer guidance on policy and decision making processes.	All Quarters		See SG 1.2, 1.3 and 1.4

Total Cost of Membership and Group Development £62,438

## 5. Corporate Governance

**Strategic Goal 5:**      **Strategic Development:**    Continue to develop and strengthen the strategic direction of VFC, ensuring enhanced communication and social media structures and established Welsh branding.

**Outcome:**            *A strong strategic, identifiable, cohesive Welsh service that will ensure 'looked after' children, young people and care leavers in Wales have an effective platform that focuses on service delivery.*

**Activities:**

Activity/Measure/Initiative	Reviewed by	Key Performance Indicator	Comments
SG5.1- The further development of an Induction and Training program for the Board of Trustees.	By Q4		This is being reviewed in line with the new organisational review and the reporting criteria.
SG5.2- The initial development and implementation of performance management systems and organisational standards.	By Q4		This is being reviewed in line with the new organisational review and the reporting criteria.
SG5.3 – The continued identification of key skills required to fill the co-opted seats on the Board of Trustees.	All Quarters		This is being reviewed in line with the new organisational review and the reporting criteria.
SG5.4- Identify by means of a training plan (TNA) activity for the continuing development of individual staff and the group as a whole.	By Q4		This is being reviewed in line with the new organisational review and the reporting criteria.
SG5.5- Review of organisational, operational and strategic objectives.	By Q4		This is on-going and this report is a transitional report in preparation for the new reporting criteria.
SG5.6- Produce Voices from Care's Annual Report	By Q2		Completed and Registered with Companies House. Charity Commission Submission is in Progress.
SG5.7- To apply for additional funding streams to further develop and enhance the services of the organisation	All Quarters		On-going

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SG5.8- Continue to further develop the organisation's website/social networks.	All Quarters		A meeting took place in November between CD, DP and DB to discuss the further progression of this. A further meeting is being set up with the Company that holds the website.
SG5.9- To develop efficient and effective communication systems, enabling members and stakeholders to be kept updated on Voices From Care's activities and publications.	All Quarters		This is being reviewed in line with the new organisational review and the reporting criteria.
SG5.10- The continued and on-going branding of VFC Services and publications and the continued development of promotional material.	All Quarters		This is being reviewed in line with the new organisational review and the reporting criteria.
SG5.11- Use Voices From Care's current Welsh language policy as a basis for further developing VFC's Welsh language provision.	By Q4		This is being reviewed in line with the new organisational review and the reporting criteria.
SG5.12 The continued implementation of enhanced collaborative and participative structures, working throughout organisational projects.	All Quarters		This is being reviewed in line with the new organisational review and the reporting criteria.

Total Cost of Corporate Governance £13,178

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### **OBJECTS OF THE CHARITY**

The objects of the charity are to advance the spiritual, educational and physical welfare of young people in Wales who are or have been looked after by a local authority or a voluntary organisation by any charitable means, involving young people in the decision making process and improving the effectiveness of services to young people in Wales. To achieve this Voices From Care will:

- carry out research;
- canvas the views and opinions of young people who are looked after by local authorities and voluntary organisations and ensure that such views are taken into account at all levels of authority in Wales;
- encourage, support and develop county groups of young people to enable them to meet together to discuss common interests and identify and agree common goals;
- increase the profile and participation of young people who are looked after at all levels of decision-making in Wales;
- provide advice, assistance and advocacy for young people who are looked after to ensure their legal, human and civil rights are upheld;
- provide or assist in providing opportunities for young people who are looked after to reach their full potential.

### **ORGANISATION**

A board of up to 12 members, who meet quarterly, administers the charity. There is a sub-committee covering finance and human resources. A Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity. All trustees, staff and volunteers must have an enhanced Disclosure Barring Service check before their appointments can be confirmed.

Following the annual general meeting, trustees are inducted during the course of a day's event during which their duties and responsibilities are explained. Member-trustees are encouraged to seek guidance from a professional trustee by whom they can also be mentored during the year ahead.

### **INVESTMENT POWERS**

Under the memorandum and articles of association the charity has the power to make any investment that the trustees see fit. No investments have been made yet.

### **LEGAL AND ADMINISTRATIVE INFORMATION**

#### **CONSTITUTION**

Voices From Care Limited is a registered charity governed by its memorandum and articles of association. Charity number: 1108430. Company number: 3261608.

#### **DIRECTORS AND TRUSTEES**

The directors of the charitable company ("the charity") are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. As set out in the Articles of Association dated, 15 May 2010, the members of the company at the annual general meeting

## **VOICES FROM CARE**

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### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2016**

nominate six trustees from among the members and six trustees from professionals. The Members Committee also elects a Chair and 6 member trustees to the Management Committee. The Chair of the Members Committee is also Chair of the Board of Trustees in conjunction with the Professional Chair nominated by Trustees from the Professional Trustees elected. The trustees further nominate a Treasurer from among the professional trustees. The Trustees serve for a period of three years with one third retiring at each annual general meeting. The trustees have the power to co-opt members to fill casual vacancies in their number.

## **REFERENCE AND ADMINISTRATIVE DETAILS**

*Company Registration Number:*

**3261608**

*Charity Number:*

**1108430**

The Trustees serving during the year and since year-end were as follows:

**Catriona Williams**

**Neil Edge**

**Karl Davies**

**Graham Roddis**

**Craig Mead**

**Roger Bishop**

**Dan Pitt**

**Laura Morgan**

**Aiden Richards**

**Lisa Armstrong**

*Secretary*

**D A Jones**

*Chief Executive*

**D A Jones**

*Registered Office*

**45 The Parade, Roath, Cardiff, CF24 3AB**

*Auditors*

**Broomfield & Alexander, Chartered Accountants & Statutory Auditors, Waters Lane Chambers, 1-3 Waters Lane, Newport, NP20 1LA.**

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### *Bankers*

Barclays Bank PLC, 121 Queens Street, Cardiff, CF1 1SG

CCLA Investment Management Limited, COIF Charities Deposit Fund

CAF Account: Kings Hill Ave, Kings Hill, London

### **MISSION STATEMENT**

Voices From Care is Wales' national independent agency for those dedicated to upholding the rights and welfare for children and young people who are or have been looked after. In this regard the UN Convention on the Rights of the Child is key to the organization's philosophy.

At Voices from Care we bring children and young people together throughout Wales, who are, or have been looked after by local authorities, voluntary and private organizations, in order to:

- Provide opportunities
- Improve the conditions of children and young people
- Promote the voice of children and young people
- Protect the interests of children and young people
- Promote the United Nations Convention on the rights of the child in Wales

### **Key management personnel**

The key management personnel for the charity are the trustees, the Chief Executive Officer and the Corporate Resources Manager. Trustees do not receive remuneration. The Chief Executive Officer and the Corporate Resources Manager's pay are set within the National Joint Council salary scale.



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### **DEVELOPMENT OF AIMS**

#### **Objectives**

- Continue to monitor and identify policy and practice issues of common concern by gathering and distributing information to appropriate bodies and organisations throughout Wales.
- Represent the views of children and young people and to actively campaign to improve the conditions for children and young people.
- Act as an interface on behalf of children and young people to encourage relevant bodies and organisations to take appropriate action.
- Encourage and promote the participation of children and young people within Voices from Care's operational strategy and service provision.
- Assist in the development of participation frameworks within decision-making processes to further enable children and young people to have a voice.
- Promote training for the service provider and to encourage the strategic development to include children and young people within its delivery.
- Act as a safeguard within current legislation i.e. The Children's Act 1989, The Children and Adoption Act 2002, The Children's Act 2004 and The UN Convention on the Rights of the Child.
- Provide an independent advice and support service on an on-going basis.
- Continue and build on the participation frameworks for degree in 'Social Work' with Cardiff Metropolitan and Cardiff University, as always.
- Continue and further develop the corporate parent frameworks with the Local Authorities in Wales.

### **APPRAISAL OF ACTIVITIES AND FUTURE DEVELOPMENTS**

#### **Summary**

Voices From Care (VFC) promotes the interests of all young people who are or have been looked after in Wales. This requires a particular focus on those young people who are not engaged in mainstream provision or other services. It requires working in partnership with local authorities and all agencies working with children and young people looked after in Wales.

Voices From Care continued to give advice and support to young people and to lobby on issues raised by young people as well as supporting children and young people to be involved in Voices From Care's internal participation program. These activities aim to improve outcomes in local authority areas throughout Wales.

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### HOW OUR SERVICES DELIVER PUBLIC BENEFIT

The Trustees believe that they have complied with the duty in section 17 (5) of the 2011 Charities Act to have due regard to guidance published by the Charity Commission. The aim of the core activities and main work of the organisation is to represent and promote the rights and welfare of looked after children and care leavers in an effort to improve outcomes. This ultimately furthers Voices from Care's charitable aims and furthers the public benefit.

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### DEMONSTRATING PUBLIC BENEFIT

The funding and objectives are specific to 'looked after children' and 'care leavers' on a Wales wide basis which promotes the value of this minority group, in promoting further opportunities for:

- Encouraging knowledge of their rights.
- Providing information on issues affecting them.
- Facilitating access to practical and emotional support.
- Promoting access to onward opportunities, including volunteering, education and employment.
- Aid in enhancing positive outcomes

These mechanisms allow Voices From Care to have significant impact on many specific policy areas of the Welsh Government.

### FINANCIAL REVIEW

In the year marked by strict controls whilst endeavoring to maintain service provision, an increase of unrestricted reserves has been achieved.

The total income for the year was £ 301,517 (2015: £273,328). Direct charitable expenditure amounted to £275,832 (2015: £251,342) and governance costs totaled £13,178 (2015: £10,659). This resulted in net incoming resources of £12,507 (2015: £11,327).

As disclosed in the accounts, the Welsh Government was the principal funder, with the Waterloo Foundation and BBC Children in Need providing additional funding, although at a reduced level compared to the previous year. This was more than made-up with additional self-generated income.

#### Reserves Policy

The trustees monitor the progress towards achieving its three year strategic plan and have reviewed the charity's needs for reserves in line with guidance by the Charity Commission. The trustees review the levels of reserves (other than those funds tied up in fixed assets and future designated and restricted funds) needed by the charity to sustain operations in the event of a funding crisis and set a target equal to three to four months' running costs; to be achieved as work has continued in progressing relationships with Local Authorities and partner organizations and maintains this objective during the coming years.

The current level of free reserves is £88,248 (2015: £74,662) and the level identified to enable the organisation to continue for four months is £96,337.

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**Risk Management**

The trustees confirm that systems have been identified and established to mitigate the major risks, to which the charity is exposed.

The following risk management procedure was carried out, identifying the following:

- Annual review of risks which the charity may face;
- Establish action plan to counter or mitigate identified risks;
- Implementation of the action plan should risks arise;
- Framework for resolution of external disputes.

The trustees confirm that the major risks, to which the charity is exposed, as identified by the Trustees, have been reviewed and systems established to mitigate those risks. The main risks identified by the trustees is loss of funding and reputation.

**You!**



**Yes You!** You can make a real difference to the thousands of looked after children and young people and care leavers throughout Wales.

To find out more information, please follow us:

**On Twitter:**  
Twitter@voicesfromcare

**On our website:**  
[www.vfcc.org.uk](http://www.vfcc.org.uk)

**Yes You Should! ...Get Involved!**

There are many ways to get involved with Voices from Care. A few are as follows:

Become a friend of VFC – Your support will directly help the thousands of looked after children and young people or care leavers throughout Wales. By giving money regularly it will help us to more effectively plan the services we are able to provide. You can give as little or as much as you like. It's up to you. Help us to make a real difference.

Sponsor one of our events: Help us by sponsoring one of our young person consultations or events. Your contribution will go directly to supporting the young people attending the event.

Become a Partner of VFC – If you are an entrepreneur, a successful professional, an organisation or a group of individuals and have the means to invest more in Voices from Care, then become a Corporate Partner/Benefactor. Your involvement could help you in achieving your corporate social responsibilities. Voices from Care also have a range of PR and promotional opportunities should you choose to help us.

One off donations – Help us by sending a one off donation. You can either specify what the amount should be spent on or you can specify several items. All money received will be spent according to your wishes and will directly benefit the looked after children and young people and care leavers that we support.

We need your help and support and are truly grateful for it.

Please send any donations to: Voices from Care, 45 The Parade, Roath, Cardiff CF24 3AB

To find out how to get more involved, please e-mail us at: [info@vfcc.org.uk](mailto:info@vfcc.org.uk)

You!

If you are reading this  
then you are probably  
following us. We just  
wanted to say thank  
you!

Yes You! ...Thank You!

To all who supported us last year, no matter how big or how small, whether you are a funder, a stakeholder, a partner organisation, or an individual, thank you all so very much. We could not achieve as much as we have without your help and support and we are truly grateful.

A big thank you to all the service users that helped us out throughout the year, the staff, management and Board of Trustees. The services you provided is invaluable in taking the organisation forward and achieving our amazing outcomes.

The collaborative and partnership efforts are invaluable in achieving our service delivery objectives within prescribed timescales and budgets.

We just wanted to say thank you, thank you, thank you!!!

You! Yes You! ... Made a Real Difference!

You! Yes You! Yes You Can!

...Our Future is with You!

## VOICES FROM CARE

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### Responsibilities of the Board of Trustees

The trustees (who are also directors of Voices from Care for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgments 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 trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The financial statements have been prepared in accordance with the Statement of Recommended Practice – "Accounting and Reporting by Charities" (issued in March 2005) and in accordance with the special provisions of Section 419 (2) of the Companies Act 2006 relating to small entities.

By order of the trustees



C A Williams (Chairperson)

Dated: 15/09/16

**REPORT OF THE INDEPENDENT AUDITORS  
TO THE MEMBERS OF VOICES FROM CARE  
FOR THE YEAR ENDED 31 MARCH 2016**

We have audited the financial statements of Voices from Care for the year ended 31 March 2016 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) [including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"].

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

**Respective responsibilities of trustees and auditor**

As explained more fully in the Trustees' Responsibilities Statement, 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.

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly we have been appointed as auditor under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

**Scope of the audit of the financial statements**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Annual Report<sup>5</sup> to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

**REPORT OF THE INDEPENDENT AUDITORS  
TO THE MEMBERS OF VOICES FROM CARE  
FOR THE YEAR ENDED 31 MARCH 2016**

**Opinion on financial statements**


In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2016, 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.

**Matters on which we are required to report by exception**

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

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.



**Broomfield & Alexander Limited**  
Chartered Accountants and Statutory Auditors  
Waters Lane Chambers  
1-3 Waters Lane  
Newport  
NP20 1LA

Date 15-9-16

Broomfield & Alexander Ltd is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.



**VOICES FROM CARE**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**(Incorporating the Income and Expenditure Account)**  
**FOR THE YEAR ENDED 31 MARCH 2016**

	Note	Unrestricted funds £	Restricted funds £	Total funds 2016 £	Total funds 2015 £
<b>Income and endowments from:</b>					
Donations and legacies	2	1,107	-	1,107	5
Charitable activities	3	255,533	44,504	300,037	272,173
Investments	4	208	-	208	56
Other	5	165	-	165	1,094
<b>Total income and endowments</b>		<b>257,013</b>	<b>44,504</b>	<b>301,517</b>	<b>273,328</b>
<b>Expenditure on:</b>					
Charitable activities	6	253,579	33,125	289,014	262,001
<b>Total expenditure</b>		<b>253,579</b>	<b>33,125</b>	<b>289,014</b>	<b>262,001</b>
<b>Net movement in funds</b>	9	<b>1,128</b>	<b>11,379</b>	<b>12,507</b>	<b>11,327</b>
<b>Reconciliation of Funds</b>					
Total funds brought forward	13,14	87,120	112	87,232	75,905
<b>Total funds carried forward</b>	14,15	<b>88,248</b>	<b>11,491</b>	<b>99,739</b>	<b>87,232</b>

All of the net (outgoing)/incoming resources are from continuing activities.  
The company has no recognised gains or losses other than the above.

The notes on pages 40 to 51 form part of the financial statements


**VOICES FROM CARE  
BALANCE SHEET  
FOR THE YEAR ENDED 31 MARCH 2016**

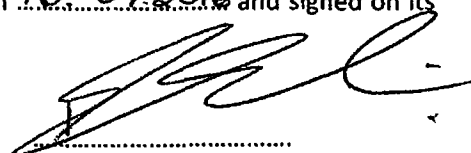
	Note	2016 £	2016 £	2015 £	2015 £
<b>Fixed assets:</b>					
Tangible assets	10		5,075		2,508
<b>Current assets:</b>					
Stock		3,008		4,062	
Debtors	11	23,181		23,791	
Bank and cash balances		94,264		92,481	
		<u>120,453</u>		<u>120,334</u>	
<b>Liabilities:</b>					
Creditors: Amounts falling due within one year	12	<u>(25,789)</u>		<u>(35,610)</u>	
<b>Net current assets</b>			94,664		84,724
<b>Net assets</b>			<u>99,739</u>		<u>87,232</u>
<b>The funds of the charity:</b>					
Restricted income funds	13		11,491		112
Unrestricted income funds	14		88,248		87,120
<b>Total charity funds</b>			<u>99,739</u>		<u>87,232</u>

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

For the financial year ended 31 March 2016, the company was entitled to exemption from audit under the Companies Act 2006, s. 477 relating to small companies and the members have not required the company to obtain an audit of its accounts for the year in question in accordance with s. 476. The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The financial statements were approved by the board of directors on 15.09.2016 and signed on its behalf.

  
.....  
Catriona Williams – Chair

  
.....  
Graham Roddis – Treasurer

The notes on pages 40 to 51 form part of the financial statements

**VOICES FROM CARE  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2016**

**1. ACCOUNTING POLICIES**

These accounts have been prepared on an ongoing basis. However, the charity is predominantly funded by the public sector grant from the Welsh Government. The current funding arrangement from the Welsh Government; which was rolled-over from the previous year, ends in March 2016 and is anticipated to roll-over again in the following year, until the Welsh Government is in a position to offer the usual three year funding, as in the past.

The charity has also applied for a three year funding from the Big Lottery, to facilitate Corporate Parenting initiatives, in addition to Advice and Support services and to provide more platforms for voices to be heard from young people in care from other parts of Wales, by opening offices in north Wales, mid Wales and west Wales. However, all this depends on the outcome of the application, which is expected to be known, early next year. The trustees believe, that in the absence of grant funding, the charity will be able to continue in operation for a foreseeable future, albeit in a significantly reduced manner.

The following accounting policies have been used consistently in dealing with items which are considered material in relation to the charity's financial statements.

**Basis of Preparation**

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) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Voices from Care meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

**Rounding**

Figures contained in the financial statements have been rounded to the nearest pound.

**Reconciliation with previous Generally Accepted Accounting Practice**

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 the restatement of comparative items was required.

No restatements were required.

**Transition to FRS 102**

The opening fund balances at the date of transition were not required to be restated in making the transition to FRS 102. The transition date was 1 April 2014.

**VOICES FROM CARE  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2016**

**1. ACCOUNTING POLICIES (continued)**

**Presentation of the accounts on a going concern basis**

The charity reported a net inflow of £12,507 for the year. This charity has sufficient free reserves and is monitoring results on a frequent basis. The trustees are of the view that on this basis the charity is a going concern and there are no material uncertainties about the charity's ability to continue as a going concern.

**Incoming resources**

Income is primarily derived from grant income supporting the principle objects of the charity. All incoming resources are included in the SOFA when the charity is entitled to the income and the amount can be quantified with reasonable accuracy.

Policies are applied to particular categories of income. Grant income is recognised when it is reasonably certain to be received and only deferred when the donor has imposed restrictions on the expenditure or resources which amount to pre-conditions on use.

Core income from the Welsh Government amounted to £165,081 during the year, thus facilitating the continuation of the charity's activities on a similar basis, however, the shortfall had to be managed by further in-house activities by engaging in 'Awareness & Training, Corporate Parenting' and in 'Advice, Consultancy & Facilitation' including advocacy helpline.

**Investment income**

Investment income is included when received.

**Resources expended**

Expenditure is recognised on an accrual basis as liability is incurred. Charitable expenditure comprises those costs incurred by the charity for activities in the delivery of its services to the beneficiaries. It includes both the costs that can be allocated directly to such activities and also those costs of indirect nature necessary to support them.

Expenditure on wages was apportioned as follows:

<b>Overhead apportionment</b>	<b>Activity</b>	<b>Support</b>
Chief Executive's wages	70%	30%
Finance/Administration wages	30%	70%
Advice Case Worker,	100%	-
Sessional case worker & Trainee Workers	100%	-
Coordinator/Development Manager	70%	30%

Governance costs include those costs associated with meeting the constitutional and statutory obligations of the charity and include the audit fees and costs linked to activities.

**Operating leasing commitments**

Rentals paid under operating leases and charged to the profit and loss account as incurred.

**VOICES FROM CARE  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2016**

**1. ACCOUNTING POLICIES (continued)**

**Tangible fixed assets**

Fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Furniture & Equipment	25% on reducing balance
Computer Equipment	33% on cost

**Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**Liabilities policy**

Liabilities are recognised in the Statement of Financial Activities as they become payable.

**Fund accounting**

*Unrestricted funds*

Unrestricted funds comprise those funds which the trustees are free to use in accordance with the charitable objectives.

*Restricted funds*

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

*Irrecoverable VAT*

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

**VOICES FROM CARE  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2016**

**1. ACCOUNTING POLICIES (continued)**

**Irrecoverable VAT**

The charity qualifies for partial exemption for VAT purposes. The irrecoverable VAT is written back to the income and expenditure account in the year to which it relates.

**Taxation**

As a registered charity Voices from Care is entitled to the exemption from taxation in respect of income and capital gains received with sections 478-489 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects purposes only.

**Pensions**

At the moment, the company does not operate a pension scheme, however, individual pension contributions are paid directly to certain staff members' pension fund either directly or by the staff into their respective schemes. Contributions payable in the year are charged to the profit and loss account.

**2. INCOME FROM DONATIONS AND LEGACIES**

	Unrestricted funds £	Restricted funds £	Total 2016 £	Total 2015 £
Donations	1,107	-	1,107	5
	<u>1,107</u>	<u>-</u>	<u>1,107</u>	<u>5</u>

**VOICES FROM CARE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2016**

**3. INCOME FROM CHARITABLE ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total 2016 £	Total 2015 £
Grants				
- Welsh Government core grant	165,081	-	165,081	173,770
- Children in Need	-	35,264	35,264	34,690
- Waterloo Foundation	2,500	-	2,500	7,500
NYAS	20,282	-	20,282	-
Lloyds Foundation	-	9,240	9,240	-
Participation, Facilitation & Collaboration	57,592	-	57,592	38,600
Corporate parenting	5,738	-	5,738	17,213
Awareness & training	4,340	-	4,340	400
	<u>255,533</u>	<u>44,504</u>	<u>300,037</u>	<u>272,173</u>
Advice, support & advocacy	-	35,264	35,264	34,690
Awareness & training	4,340	-	4,340	400
Advice, consultation and facilitation	80,539	9,240	89,779	47,194
Corporate parenting	5,738	-	5,738	17,213
	<u>90,617</u>	<u>44,504</u>	<u>135,121</u>	<u>99,497</u>

**4. INCOME FROM INVESTMENTS**

	Unrestricted funds £	Restricted funds £	Total 2016 £	Total 2015 £
Deposit account interest	208	-	208	56
	<u>208</u>	<u>-</u>	<u>208</u>	<u>56</u>

**5. INCOME FROM OTHER SOURCES**

	Unrestricted funds £	Restricted funds £	Total 2016 £	Total 2015 £
Other income	165	-	165	1,094
	<u>165</u>	<u>-</u>	<u>165</u>	<u>1,094</u>

**VOICES FROM CARE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2016**

**6. EXPENDITURE ON CHARITABLE ACTIVITIES**

	Basis of allocation	Citizenship engagement	Advice, support & advocacy (incl Corp Parenting)	Awareness & Training	Membership & group development	Participation, Facilitation & Collaboration	Governance	Total 2016	Total 2015
		£	£	£	£	£	£	£	£
<b>Costs directly allocated to activities</b>									
Staff costs	Direct	9,247	33,529	17,934	26,451	26,451	-	113,612	115,580
Travel	Direct	260	2,600	1,040	780	520	1,752	6,952	1,120
Volunteer expenses	Direct	346	3,255	346	1,400	799	-	6,146	7,156
HR, legal & professional advice	Direct	-	-	-	-	-	2,450	2,450	3,729
Audit fees	Direct	-	-	-	-	-	3,390	3,390	2,186
Consultancy	Direct	-	-	-	-	3,228	3,228	6,456	812
Payroll/pension preparation	Direct	-	-	-	-	-	624	624	624
		<u>9,853</u>	<u>39,384</u>	<u>19,320</u>	<u>28,631</u>	<u>30,998</u>	<u>11,444</u>	<u>139,630</u>	<u>131,207</u>
<b>Support costs allocated to activities</b>									
Premises	Per head	5,817	5,817	5,817	5,817	5,817	-	29,085	32,968
General office & finance staff	Time alloc	12,763	6,439	15,484	19,683	19,683	-	74,052	71,257
General office expenses	Direct & shared	967	1,402	1,402	1,402	1,402	436	7,011	5,960
Communications/facilitation	Shared	3,040	4,376	6,867	3,274	3,274	351	21,182	12,516
Repairs & maintenance	Shared	384	384	384	384	384	-	1,920	876
Depreciation	Shared	767	767	767	767	767	-	3,835	2,256
Travel	Shared	37	370	148	111	74	-	740	4,525
Re-allocation costs	Absorbed	793	3,169	1,555	2,304	2,495	921	11,237	-
	Absorbed (pro-rata)	23	91	45	66	71	26	322	436
Bank charges		<u>24,591</u>	<u>22,815</u>	<u>32,469</u>	<u>33,808</u>	<u>33,967</u>	<u>1,734</u>	<u>149,384</u>	<u>130,794</u>
		<u>34,444</u>	<u>62,199</u>	<u>51,789</u>	<u>62,439</u>	<u>64,965</u>	<u>13,178</u>	<u>289,014</u>	<u>262,001</u>



**VOICES FROM CARE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2016**

**7. ANALYSIS OF STAFF COSTS, TRUSTEE REMUNERATION AND EXPENSES, AND THE COST OF KEY MANAGEMENT PERSONNEL**

	2016 £	2015 £
Wages & salaries (including call outs)	168,823	167,809
Social security costs	13,735	13,084
Pension costs	4,155	5,054
	<u>186,713</u>	<u>185,947</u>
Staff Training	<u>951</u>	<u>887</u>

There was no employee (2015: nil) whose emoluments, including pension contributions for the year, were greater than £60,000.

**Trustee remuneration**

No remuneration was paid to the trustees for the year ended 31 March 2016.

	Total 2016 £	Total 2015 £
Board of trustees and trustees travel expenses	<u>1,752</u>	<u>1,120</u>

**Key Management Personnel**

The key management personnel of the charity are as detailed in the Trustees report. The total employee benefits (including salary, employers national insurance, pension and benefits in kind) of the key management personnel of the charity were £99,318 (2015: £90,682).

**8. STAFF NUMBERS**

The average number of employees analysed by function was:

	2016 No	2015 No
Direct charitable expenditure	5	4
Management and administration	<u>2</u>	<u>3</u>
	<u>7</u>	<u>7</u>

**VOICES FROM CARE  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2016**

**9. NET INCOME/(EXPENDITURE) FOR THE YEAR**

This is stated after charging:

	<b>Total 2016 £</b>	<b>Total 2015 £</b>
Auditors remuneration	3,390	2,810
Payroll services	624	624
Rent	<u>17,722</u>	<u>17,500</u>

**10. TANGIBLE FIXED ASSETS**

	<b>Fixtures and fittings £</b>	<b>Computer equipment £</b>	<b>Totals £</b>
<b>Cost</b>			
At 1 April 2015	10,381	43,906	54,287
Additions	<u>4,199</u>	<u>2,206</u>	<u>6,405</u>
At 31 March 2016	<u>14,580</u>	<u>46,112</u>	<u>60,692</u>
<b>Depreciation</b>			
At 1 April 2015	9,893	41,886	51,779
Charge for year	<u>1,172</u>	<u>2,666</u>	<u>3,838</u>
At 31 March 2016	<u>11,065</u>	<u>44,552</u>	<u>55,617</u>
<b>Net book value</b>			
At 31 March 2016	<u>3,515</u>	<u>1,560</u>	<u>5,075</u>
At 31 March 2015	<u>488</u>	<u>2,020</u>	<u>2,508</u>

**VOICES FROM CARE  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2016**

**11. DEBTORS**

	<b>Total 2016 £</b>	<b>Total 2015 £</b>
Sundry debtors	15,784	16,025
Prepayments	5,298	7,237
Other debtors	2,099	529
	<u>23,181</u>	<u>23,791</u>

**12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>Total 2016 £</b>	<b>Total 2015 £</b>
Creditors	13,071	9,054
Deferred income	-	12,529
Accruals	8,901	9,547
Social security	3,817	4,071
Other creditors	-	409
	<u>25,789</u>	<u>35,610</u>

**VOICES FROM CARE  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2016**

**13. RESTRICTED FUNDS**

Restricted funds are funds that have been given for particular purposes and projects.

	Balance at 1 April 2015 £	Income £	Expenditure £	Balance at 31 March 2016 £
BBC Children in Need	-	35,264	(33,125)	2,139
Lloyds Foundation	-	9,240	-	9,240
WAG Structural Review	112	-	-	112
	<u>112</u>	<u>44,504</u>	<u>(33,125)</u>	<u>11,491</u>

BBC Children in Need grant relates to support and advice for children and young people.

Lloyds Foundation grant relates to consultancy costs, which will be spent in 2016-17.

WAG Structural Review grant was for a structural review of the organisation.

**14. UNRESTRICTED FUNDS**

Unrestricted funds comprise those funds which the trustees are free to use in accordance with the charitable objectives. They are analysed as follows:

	Balance at 1 April 2015 £	Income £	Expenditure £	Balance at 31 March 2016 £
General funds	77,170	257,013	(245,935)	88,248
Designated funds	9,950	-	(9,950)	-
	<u>87,120</u>	<u>257,013</u>	<u>(255,885)</u>	<u>88,248</u>

Designated funds related the planned office move costs which occurred in the year.

**VOICES FROM CARE  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2016**

**15. ANALYSIS OF FUNDS**

	Fixed assets £	Net current assets £	Total £
Unrestricted funds	5,075	88,248	93,323
Restricted funds	-	11,491	11,491
	<u>5,075</u>	<u>99,739</u>	<u>104,814</u>

**16. OPERATING LEASE COMMITMENTS**

	Other 2016	Land & Buildings 2016	Other 2015	Land & Buildings 2015
<b>Expiring:</b>				
Falling due within 1 year	4,251	19,954	4,251	19,329
Falling due within 2-5 years	11,937	62,550	15,602	82,504
	<u>16,188</u>	<u>82,504</u>	<u>19,853</u>	<u>101,833</u>

Temporary lease was granted on the old property. However, a 12 year lease was signed for 45 The Parade, Cardiff, CF24 3AD on 23 June 2015, allowing break clauses at the end of every 4<sup>th</sup> year, on 24 June in the year 2019, 2022 and 2025.

**17. CONTINGENT LIABILITIES**

There were no contingent liabilities as at 31 March 2016.

**18. RELATED PARTY TRANSACTIONS**

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

During the year Voices from Care invoiced Children in Wales £nil (2015: £900) for training courses. Children in Wales invoiced Voices from Care £680 (2015: £330) for providing training and the annual subscription. The organisations are related due to a common Trustee being Roger Bishop.

**VOICES FROM CARE  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2016**

**19. LIABILITY OF MEMBERS AND RESERVES**

Every member of the company undertakes to contribute to the assets of the company in the event of it being wound up while he or she is a member, or within one year afterwards, such amount as may be required not exceeding £1. The company has no issued share capital as at 31 March 2016, the company being limited by guarantee and not having a share capital.

As at 31 March 2016 there were 10 members of the charity's committee.

**20. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds 2015 £
<b>Income and endowments from:</b>			
Donations and legacies	5	-	5
Charitable activities	237,483	34,690	272,173
Investments	56	-	56
Other	1,094	-	1,094
<b>Total income and endowments</b>	<b>238,638</b>	<b>34,690</b>	<b>273,328</b>
<b>Expenditure on:</b>			
Charitable activities	227,213	34,788	262,001
<b>Total expenditure</b>	<b>227,213</b>	<b>34,788</b>	<b>262,001</b>
<b>Net income/(expenditure)</b>	<b>11,425</b>	<b>(98)</b>	<b>11,327</b>
Transfers between funds	(98)	98	-
<b>Net movement in funds</b>	<b>11,327</b>	<b>-</b>	<b>11,327</b>
<b>Reconciliation of Funds</b>			
Total funds brought forward	75,793	112	75,905
<b>Total funds carried forward</b>	<b>87,120</b>	<b>112</b>	<b>87,232</b>

**VOICES FROM CARE  
INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2016**

	2016 £	2016 £	2015 £	2015 £
<b>Income</b>				
Welsh Government (WG) Core Grant		165,081		173,770
Children in Need		35,264		34,690
NYAS		20,282		-
Lloyds Foundation		9,240		-
Awareness & Training		4,340		400
Bank interest received		208		56
Miscellaneous Revenue		165		1,094
Advice, Consultation & Facilitation		57,592		38,600
Corporate Parenting		5,738		17,213
Waterloo Foundation		2,500		7,500
Donations		1,107		5
<b>Total income</b>		<b>301,517</b>		<b>273,328</b>
<b>Expenditure</b>				
Chief Executive Officer	45,906		44,706	
Social security (CEO)	4,556		5,072	
Pension contributions (CEO)	1,322		1,365	
Wages	122,917		123,102	
Social security	9,179		8,013	
Pension contributions	2,834		3,689	
Telephone & fax	8,489		5,395	
Stationery, post and books	4,343		3,482	
Seminars & conferences	6,964		4,724	
Travel volunteers	963		1,869	
Subsistence volunteers	894		193	
Travel staff	5,200		4,084	
Subsistence staff	740		442	
Repairs & renewals	630		6,153	
Cleaning	4,615		3,256	
Training	4,544		2,387	
Consultancy	6,457		812	
Recruitment expenses	1,214		-	
Support work	3,234		4,156	
Governance	1,752		1,120	
<b>Carried forward</b>	<b>236,753</b>	<b>301,517</b>	<b>224,020</b>	<b>273,328</b>

This page does not form part of the financial statements

**VOICES FROM CARE  
INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2016**

	2016 £	2016 £	2015 £	2015 £
<b>Brought forward</b>	<b>236,753</b>	<b>301,517</b>	<b>224,020</b>	<b>273,328</b>
Sundry expenses	2,969		1,815	
Auditors remuneration	3,390		2,810	
Internet & Website maintenance	923		898	
Payroll Administration	624		624	
Relocation costs	11,237		-	
Legal and professional fees	2,450		3,105	
Rent	17,722		17,500	
Rates and water	2,426		2,276	
Insurance	2,785		3,270	
Light and heat	1,493		1,705	
Subscriptions	50		150	
Health & Safety and Security	2,032		1,135	
		<u>284,851</u>		<u>259,308</u>
		16,665		14,020
<b>Finance costs:</b>				
Bank charges	322		437	
		<u>322</u>		<u>437</u>
		16,343		13,583
<b>Depreciation</b>				
Fixtures and fittings	1,172		163	
Computer equipment	2,665		2,093	
		<u>3,837</u>		<u>2,256</u>
<b>Net surplus</b>		<u>12,507</u>		<u>11,327</u>

This page does not form part of the financial statements