

**Coram Voice**  
**(formerly Voice for the Child**  
**in Care)**

**Annual Report and Financial**  
**Statements**

31 March 2021

Company Limited by Guarantee  
Registration Number 3050826 (England and Wales)

Charity Registration Number  
1046207



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## Reference and administrative details

<b>Trustees</b>	Pui-Ling Li (Chair) Roger Black Daisy Boehm Ryan Jenny Coles Richard Fass Jonny Hoyle Sharon Reid Tim Sharp Nia Thomas Kevin Venosi
<b>Secretary</b>	Dr Carol Homden CBE
<b>Managing Director</b>	Brigid Robinson
<b>Company Registration Number</b>	3050826 (England and Wales)
<b>Charity Registration Number</b>	1046207
<b>Registered office</b>	41 Brunswick Square London WC1N 1AZ
<b>Auditor</b>	Buzzacott LLP 130 Wood Street London EC2V 6DL
<b>Bankers</b>	HSBC Bank plc The Angel Branch 25 Islington High Street London N1 9LJ
<b>Investment Managers</b>	Rathbone Investment Management Limited 8 Finsbury Circus London EC2M 7AZ

## Chair's statement Year to 31 March 2021

### Chair's statement

Over the last year Coram Voice has seen significant growth in the number of children and young people helped, rising to the challenges of the pandemic and the pressures on local authority services, on which an increasing number depend.

There were 15,303 digital and direct engagements with children from 124 English local authorities by means of the Always Heard service provided for the Department for Education, with 7,602 young people being directly supported, an increase of 22%.

Additionally, we made 8,917 referrals to local advocacy services to ensure children received the advocacy support they needed (6% increase from 2019-20) with 6,306 users of the *Find My Advocate* searchable online tool to find their local advocacy service themselves (4.5% increase from 2019-20).

With the support of the Hadley Trust and in partnership with the Rees Centre at the University of Oxford, we continued the Bright Spots surveys of the subjective wellbeing of children in care and analysed the results of *Your Life Beyond Care*, providing vital guidance on *What Makes Life Good* to inform the Independent Review of Children's Social Care.

This work has been complemented by the New Belongings programme, which puts care experienced young people at the heart of improving leaving care services and by expansion of our homeless outreach model in the North West.

Coram Voice is an essential centre for young people's impact on the care system and 364 young people have been involved as interns, staff, consultants, volunteers, trainees and co-production activities, an increase of 24%. A further 350 young people made submissions to the *Voices* creative writing competition, again supported by Cadence Innova.

Whilst the full impact of the pandemic on young people's wellbeing and chances in life is yet to be seen, our sincere thanks to all those who stand by them and, above all, to our staff and volunteers who every day work to get young voices heard and ensure they can shape the future.



Dr Pui-Ling Li  
Chair

## **Report of the Trustees Year to 31 March 2021**

The Trustees, who are the directors for company law purposes, present their report and financial statements of Coram Voice (formerly Voice for the Child in Care) for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out on pages 23 to 27 and comply with the charity's constitution, applicable law and requirements of the 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 United Kingdom and Republic of Ireland (FRS 102).

This report has been prepared in accordance with Part VIII of the Charities Act 2011.

### **Scope of the financial statements**

The annual report and financial statements are in respect to Coram Voice as a stand-alone charity only.

Coram Voice is part of the Coram group and its ultimate controlling party, The Thomas Coram Foundation for Children (Coram), Registered Charity No. 312278, consolidates the financial statements of Coram Voice with its own and those of other group members. Coram is the sole member of Coram Voice.

### **Core purpose, vision and mission**

Coram Voice champions the rights of children in and leaving care. We get young voices heard in decisions that matter to them and work to improve their lives, holding the system to account and challenging and supporting it to do its job properly.

Coram Voice strives to ensure children know their rights and supports them to navigate the system, challenge decisions and make sure their rights and wellbeing are protected. We empower children to be central in decision-making processes about their lives and, with them in the driving seat, improve the system

We do this because we believe in a society which recognises and willingly accepts its responsibilities to children and young people, where the inequalities and discrimination they currently face have been eradicated, where they are fully engaged in all decisions made about their lives and where their views, needs and feelings are at the core of those decisions.

We believe children are the experts in their lives. They know what the problems are.

We get results by listening to children and young people's individual and collective experiences and working alongside them to address the issues that are important to them.

We are passionate about challenging negative stereotypes and stigma associated with being in care, by working with children in care and care leavers to increase understanding of their lives and promote their ambitions and achievements and providing a platform for their stories.

### **Why we are needed**

In England today there are more than 107,630<sup>1</sup> children and young people reliant on the state for their care and wellbeing and the number is rising with thousands more needing some level of support from children's services.

The care system exists to improve lives and should be a positive experience; for many it is, but for an increasing number the very system that has been put there to protect them lets them down. Unaware of their rights and unsure who to turn to, the complexities and inconsistencies of the system mean many struggle to access support they are legally entitled to, such as safe housing, benefits, education or advice.

### **What we do**

We lead by example and continue to provide excellent, innovative social care children's rights services that make sure children know their rights; and that their voices are heard and inform decisions that are made about their care regardless of their age, understanding, status or geography.

We reach out to children who are unheard and face additional disadvantage to ensure they know their rights - for example homeless young people, children with disabilities; children in mental health settings, younger children and migrant children and young people

We ensure our services are accessible and relevant to children and young people. We develop new products and approaches that meet the changing ways that children and young people access information and support in the various settings they live.

We aim to improve the capacity of organisations to learn from children's experiences. We will work with Governmental bodies, Local Authorities, social care organisations and health services to ensure children's voices are at the heart of service delivery and that service development, improvement and delivery is informed by children's knowledge and experience.

We use the views and experiences of children and young people gathered through our direct advocacy work, training, and consultancy research and co-production activities to inform and influence policy and practice nationally.

We work with the Coram group and sector partners to ensure that high quality advocacy and children's rights services are available for all children and young people in England and that national policy and practice development is led by what is important to children and young people.

We innovate to ensure that children and young people's lived experience is at the centre of the work we do and their experiences shape practice improvement and policy development.

We work with children and young people to champion a change in attitudes to children in care, leaving care and on the edges of care, challenging the stigma they face and promoting their ambitions and achievements and providing a platform for their stories.

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<sup>1</sup> Figures for children looked after and care leavers ages 19,20 and 21: Children Looked After in England 2019 LA tables, DFE 2020

### Delivery achievements

In 2020-21, Coram Voice directly supported over 7,602 children and young people a 22% increase on 2019-20 and substantially exceeding our annual target. We successfully moved all functions and staff to remote working at the start of the pandemic, continuing to provide face to face support where needed with COVID-safe risk-assessed practices as well as developing new services and approaches to support children and young people during this crisis.

We were delighted the Minister for Children and Families recognised the need and continued funding for *Always Heard*, the only national advocacy advice line and safety net for children in and leaving care. As a result we provided a vital service with 15,303 digital and direct engagements to children from 124 English local authorities in 2020-2021 (82% of authorities).

Additionally, we made 8,917 referrals to local advocacy services to ensure children received the advocacy support they needed (6% increase from 2019-20) with 6,306 users of the *Find My Advocate* searchable online tool to find their local advocacy service themselves (4.5% increase from 2019-20). Our unique offer of “no child turned away” means that every child or young person who contacts us gets advocacy support. The numbers of young people accessing Always Heard shows the importance of support for children and young people unable to access local advocacy.

*Thank you very much for all your help. I hit a lot of barriers this whole time but you really helped me and you kept trying until social gave what I needed. I'm doing well now.”*

Tyrone’, 15 year old provided with time critical support by the Always Heard service

The pandemic has presented a huge challenge to the children and young people we work with. This has included children who have lost family to Covid-19, had much needed placement moves delayed, or were experiencing disruption to contact with family. The crisis fuelled family breakdowns and homelessness. Young people also reported the toll the pandemic had on their well-being which saw children raising a lack of support to address mental health difficulties become a top 10 advocacy issue this year.

*“I haven’t seen anyone. It feels like no one cares.”*

*“Suzi”, looked after child*

In April 2020 we launched: *Care leavers’ well-being during the Covid-19 Pandemic: Key Messages for Leaving Care Workers* calling for services to not only to keep our children and young people safe and supported, but to make their lives as positive as possible at this time.

In January 2020 we undertook a mapping exercise of the barriers children and young people experience when accessing advocacy. The barriers identified included:

- ♦ At least 37% of local advocacy services were unable to provide interpreters for young people who are refugees or migrants.
- ♦ 57% of local advocacy services didn’t provide freephone access.
- ♦ At least 37% of advocacy services did not offer advocacy support to the full age range of children in care and care leavers (0-25)

Delivery achievements (continued)



<https://coramvoice.org.uk/wp-content/uploads/2021/01/Always-Heard-Report-2020.pdf>

We will continue to work with local authorities, Ofsted and advocacy organisations to improve children and young peoples' access to advocacy.

To help support practice in advocacy we launched our new Specialist Advocacy Service in October developed to share our best practice approach for advocacy and children's rights work in a number of specialist areas. The new service provides vital consultancy, training and resources (including on line practice information) to advocates, professionals and organisations working with care leavers, young people who are homeless, have disabilities or younger children. In the last year 843 professionals attended our specialist training on children's rights and engagement and Bright Spots.

Drawing on our years of experience of providing homeless outreach advocacy in London, in June we launched our Homeless outreach program in Greater Manchester. Our Homeless Outreach Advocates help young people move off the streets and into safe housing. By continuing to support them beyond this process, we help them to re-engage with the system and access the financial, housing and educational benefits to which they are entitled. In the coming year, thanks to funding from Comic Relief, we will build on this work by embedding our new Leaving Care with Confidence programme supporting young care leavers and homeless young people.

Following the tragic death of George Floyd and Black Lives Matter (BLM), Coram Voice has ensured all staff undertake unconscious bias training and, as part of the Coram Group, Coram Voice has undertaken an action plan and "name-blind recruitment". We currently ensure equality of access to services through mapping of the demographics of the children and young people we work with and over the next year will undertake deep dives examining equality of access to services and on the inequalities and discrimination experienced by Black, Asian and Minority Ethnic young people.



### Delivery achievements (continued)

We start from the position of the strengths, skills, abilities and expertise of children and young people and have adopted an Asset Based Approach to underpin our work. To reflect this we reviewed our website to align with this approach; and to help inform our work increased the engagement of young people as interns, staff, consultants, volunteers, trainees and co-production activities across our work by 24% from 293 in 2019-20 to 364 young people in 2020-21.

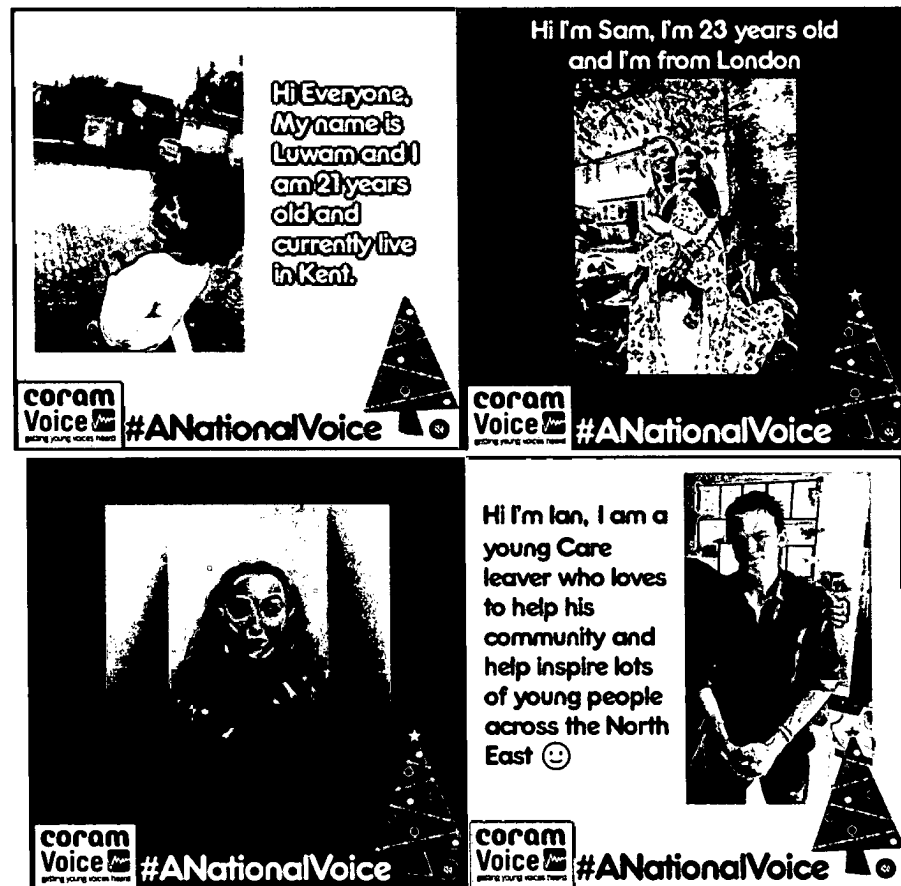
On 8 April 2020 A National Voice launched **@CoramVoice** a virtual community for care experienced children and young people using the #ANationalVoice. This responded to young people's needs during the pandemic creating a space to talk about the things that are important to children in care and care leavers.

Drawing on our Bright Spots "Challenging Stigma in the Care System", A National Voice launched an online campaign for children in and leaving care looking at challenging the stigma around care #change the label in June 2020. ..



**Delivery achievements (continued)**

Over the year A National Voice has gone from strength to strength establishing itself as the National Children in Care Council with the recruitment of 24 care experienced young ambassadors representing their regions and specialist issues for young people (such as university).



In March 2021 it was announced that A National Voice, the National Children in Care Council will be working with the Care Review to ensure care experienced children and young people across England have their say on the review.

More than 13,500 children and young people in and leaving care across 50 local authority areas have now completed our Bright Spots surveys delivered in conjunction with the Rees Centre, making it the largest data base of the views of children in and leaving care in England.

An extensive analysis of the views and experiences of nearly 2,000 care leavers in England was published in October 2000. *What Makes Life Good?* Care leavers' views on their wellbeing identified recommendations for improvements to the experience of young people in care.

In November 2020 we launched *The Voices of Children in Care and Care Leavers on What Makes Life Good* focusing on what care-experienced children and young people have said about their wellbeing, drawing on our ongoing work with thousands of care-experience children and young people to inform the care review.

## Report of the Trustees Year to 31 March 2021

### **Delivery achievements** (continued)

This was followed in March by a presentation to the Care Review team of the views of 13,500 children in care and care leavers on how they feel about their lives and what works and does not work about the care system.

This year saw the 5<sup>th</sup> Voices writing competition go online, achieving more than 2,000 views. Hosted by Scottish actor Peter Capaldi, this is the only competition dedicated for children and young people in and leaving care and had a record response rate of over 350 entries submitted from across the country on the subject of *Dreams*.

The creativity of children and young people is compelling and a vital narrative challenging the perceived deficits of care can be viewed on line at <https://coramvoice.org.uk/get-involved/voices-writing-competition/voices-2021-the-national-writing-competition-for-children-in-and-leaving-care/>

The difference the competition makes to children and young people is immense as highlighted by a letter received from Ryan, aged 10 and winner of the Primary Category:

### ***To Say I'm grateful is not enough***

*What can I say accept my heart is filled with joy  
Sitting with my family, YouTube glowing, me feeling such a proud boy  
Sounds of Coram Voices bouncing round our living room  
Lots of happy cheers, absolutely no traces of gloom  
Hearing the Primary age category read out,  
Knowing that Piers, Lauren and Olivia had never given me a doubt.  
I really would have been happy just getting in the top five,  
When hearing I was the winner my nerves took a power dive  
My world went into slow motion as proudness shone in my families faces,  
With the comfort of their arms giving loving embraces,  
We watched the other winners, as in my eyes everyone was one,  
My heart went out to them as I imagined their celebration had begun  
This competition is so special because it gives us kids a chance, to speak.  
A brilliant idea by Muna as poetry is a wonderful powerful technique.*

### **Future plans**

In the coming year and notwithstanding the significant impact of the COVID-19 pandemic on charity fundraising generally, Coram Voice will seek to expand access to service through digital and outreach services, especially in relation to our Leaving Care with Confidence Service in Greater Manchester.

We will work in partnership across the sector and continue to provide the Always Heard Safetynet as well as contracted advocacy and independent visitor services and champion the voice of children and young people in policy and in practice, including by informing and conducting consultation for the Independent Review in Children's Social Care.

## Report of the Trustees Year to 31 March 2021

### **Financial review**

During the year total income amounted to £2,263,223 (2020 – £2,492,190) and expenditure totalled £2,202,879 (2020 – £2,458,592). The decrease in income and associated expenditure year on year reflects the reduced costs of delivering services virtually during the pandemic and has not impacted the stability and growth in advocacy service and policy contracts.

Net gains on investments in the year totalled £34,497 (2020 – loss of £24,005). Details of movements in the investments can be found in note 7.

Net unrestricted funds of the charity increased by £105,750 (2020 - £28,887) and restricted funds decreased by £10,909 (2020 – £19,294). Details of movements in the restricted funds can be found in note 11.

All Coram Voice expenditure supports the objectives of the charity as described above.

### **Reserves policy**

Coram Voice aims to hold a reserve of six months budgeted income as its general reserve. This will:

- ◆ Allow continued operation in the event of a loss of a major source of funding while a new source of income is secured or while costs are cut in a considered manner;
- ◆ Bridge cash flow challenges resulting from slow payment or bad debt;
- ◆ Provide a buffer in the event of making an operational loss in a given financial year (this use should normally be exceptional rather than planned); and
- ◆ Allow investment in specific projects which will increase our operational effectiveness and/or sustainability.

At the end of the 2020-21 financial year our total funds stood at £983,640 (2020: £888,799) which included restricted funds of £89,126 (2020: £100,035) for expenditure on specific projects and funds representing the charity's tangible fixed assets of £48,914 (2020: £50,986).

General reserves currently stand at £845,600, compared to a target of £1,387,262.

Trustees recognise the need to review reserves during 2021-22 to ensure an adequate level of reserves is maintained. Progress continues to be made towards achieving the targeted level of reserves.

This policy is reviewed annually alongside the production of the annual accounts in order to:

- ◆ Ensure that the reserves held are equal to or greater than the minimum level identified;
- ◆ Check that the assumptions underlying the policy are still valid and the minimum amount is still sufficient for its purpose; and
- ◆ Agree any action which may be required to ensure adequate reserves are maintained.

## Report of the Trustees Year to 31 March 2021

### Volunteers

Coram Voice volunteers contribute in many different but important ways to our achievements with and for children and young people. During 2020-21, 293 volunteers (145 in 2019-20) including young people, independent visitors, helpline workers, trustees, and judges, organisers and contributors to our Voices competition, donated over 6,345 hours of their time (10,741 in 2019-20). We are very grateful for their vital support.

### Governance

Coram Voice is a company limited by guarantee and a registered charity. It was founded as 'Voice for the Child in Care'. On 1 October 2013 we adopted a new governing instrument in the form of revised Memorandum and Articles of Association. 'Voice for the Child in Care' became part of the Coram group, our name changed to 'Coram Voice (formerly Voice for the Child in Care)', and our trading name became 'Coram Voice'.

Our governing body is a Board of Trustees. Candidates for appointment as Trustees are nominated by the Coram Nominations and Governance Committee for approval by the Boards of both Coram and Coram Voice.

The Board of Trustees meets several times a year to ensure that Coram Voice has a clear vision, mission and strategic direction, and to monitor that activities are focused on achieving them. The Board has oversight of our finances, plans and policies, risk management and legal and regulatory compliance.

Day-to-day management of Coram Voice is delegated to the Managing Director who reports to the Coram Chief Executive and is accountable to the Coram Voice Board of Trustees.

Trustees regularly review the membership of the Board to ensure that the necessary skills and experiences are in place to allow effective governance, aiming to reflect the diversity of the UK population. The Governance was further reviewed as part of the amalgamation process during 2013, resulting in the arrangements described above.

Trustees are also directors for the purposes of company law. The Trustees who served during the year and up to the date on which this report was approved were as follows:

Trustees	Appointed/Resigned
Pui-Ling Li (Chair)	
Simon Greenhalgh (Treasurer)	Resigned 14 December 2020
Roger Black	
Daisy Boehm Ryan	Appointed 14 December 2020
Jenny Coles	
Richard Fass (Treasurer)	Appointed 14 December 2020
Jonny Hoyle	
Rosemary Mayes	Resigned 14 December 2020
Sharon Reid	
Tim Sharp	
Nia Thomas	Appointed 14 December 2020
Kevin Venosi	

## Report of the Trustees Year to 31 March 2021

### **Governance (continued)**

The Trustees met four times in the 2019-20 financial year.

### **Key management personnel**

The Trustees consider that they, together with the Group CEO and Coram Voice Managing Director, are the key management of the charity in charge of directing and controlling, running and operating the charity on a day to day basis.

The remuneration of key management personnel is based on an internal assessment of the scope of the individual role and an individual's performance within that role. Internal benchmarking is conducted to ensure that remuneration levels within the Coram group are consistent for the level of responsibilities. Remuneration is agreed by the Coram Group Senior Management Team consisting of the Chief Executive, Chief Finance Officer and the Director of Operations.

None of the Trustees received any remuneration in connection with their duties as Trustees or key management of the charity.

### **Public benefit**

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission on determining the activities undertaken by the Charity.

### **Risk management**

The Board of Trustees has adopted a risk management protocol to assess and mitigate the major risks to which the charity is exposed. It reviews the risk register annually to assess recorded risks and any new ones, in particular those related to the operations and finances of the charity, and ensures that systems are in place to mitigate the charity's exposure to the major risks.

The risks which are considered to have the highest potential impact, taking into account controls and mitigation plans we have in place, are:

- ◆ Loss of a major source of income affecting our ability to achieve full recovery of all costs of running the charity; *and*
- ◆ Loss of experienced and skilled staff affecting our ability to achieve our objectives; *and*
- ◆ Compromise of our phone or computer systems leading to loss of data or otherwise affecting our ability to deliver our services.

The risks were satisfactorily managed and no significant operational problems were encountered during the year.

Risk is mitigated through the following regular actions:

- ◆ All major sources of income are monitored for sustainability on a quarterly basis.
- ◆ Resilient staff resources are planned and emerging leaders in teams are identified and retained.
- ◆ Migration of data to resilient servers with backup solutions has been undertaken.

## Report of the Trustees Year to 31 March 2021

### Fundraising policy

Coram Voice is part of the Coram charitable group, and fundraising activities are undertaken and assured by the central fundraising department. As the parent charity, Coram is registered with the Fundraising Regulator and adheres to the Fundraising Code of Practice. Our Privacy Policy can be found on our website at [www.coram.org.uk/privacy](http://www.coram.org.uk/privacy). There were no complaints made to Coram Voice in the year. If you have any comments or concern, please contact [fundraising@coram.org.uk](mailto:fundraising@coram.org.uk).

### Statement of Trustees' responsibilities

The Trustees (who are also directors of Coram Voice for the purposes of company law) are responsible for preparing the Trustees' Report and 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 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 method and principles in Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable to the United Kingdom and Republic of Ireland (FRS 102);
- ◆ Make judgements and estimates that are reasonable and prudent;
- ◆ State whether applicable United Kingdom Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- ◆ Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper 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.

Each of the Trustees confirms that:

- ◆ There is no relevant audit information of which the company's auditor is unaware; and
- ◆ The Trustee has taken all steps that he/she ought to have taken to make himself/herself aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

## **Report of the Trustees Year to 31 March 2021**

### **Statement of Trustees' responsibilities (continued)**

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.

This confirmation is given and should be interpreted in accordance with the provisions of s418 of the Companies Act 2006.

Approved by the Trustees and signed on their behalf by:



**Dr Pui-Ling Li**  
**Chair**

**Date of approval: 8 December 2021**



**Independent auditor's report to the members of Coram Voice**

**Opinion**

We have audited the financial statements of Coram Voice (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows, the principal accounting policies and the notes to the financial statements. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 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 2021 and of its income and expenditure for the year then ended;
- ◆ have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- ◆ have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of 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 and financial statements, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report and financial statements. 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.

**Other information (continued)**

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 course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. 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' report, which is also the directors' report for the purposes of company law and includes the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ◆ the Trustees' report, which is also the directors' report for the purposes of company law and includes the strategic 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report including the strategic report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- ◆ adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- ◆ the financial statements are not in agreement with the accounting records and returns; or
- ◆ certain disclosures of Trustees' remuneration specified by law are not made; or
- ◆ we have not received all the information and explanations we require for our audit.

**Responsibilities of Trustees**

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, 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.

**Responsibilities of Trustees (continued)**

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

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

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- ◆ we obtained an understanding of the legal and regulatory frameworks that are applicable to the charitable company and determined that the most significant frameworks which are directly relevant to specific assertions in the financial statements are those that relate to the reporting framework (Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)), Charities Act 2011, and the Companies Act 2006, and those that relate to safeguarding; and
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

**Auditor's responsibilities for the audit of the financial statements (continued)**

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- ◆ making enquiries of key management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- ◆ considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- ◆ performed analytical procedures to identify any unusual or unexpected relationships;
- ◆ tested and reviewed journal entries to identify unusual transactions;
- ◆ tested the authorisation of expenditure, ensuring expenditure was approved in line with the charitable company's financial procedures;
- ◆ assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- ◆ investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- ◆ agreeing financial statement disclosures to underlying supporting documentation;
- ◆ reviewing the minutes of meetings of those charged with governance; and
- ◆ enquiring of management as to actual and potential litigation and claims.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the Trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## **Independent auditor's report Year to 31 March 2021**

### **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 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 members as a body, for our audit work, for this report, or for the opinions we have formed.

*Bzzacott LLP*

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Amanda Francis (Senior Statutory Auditor)  
For and on behalf of Buzzacott LLP, Statutory Auditor  
130 Wood Street  
London  
EC2V 6DL

17 December 2021

**Statement of financial activities** Year to 31 March 2021  
(Incorporating the income and expenditure account)

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2021 £	Total funds 2020 £
<b>Income from:</b>					
Donations and grants	1	28,183	441,423	<b>469,606</b>	447,216
Investment income and bank interest		6,834	—	<b>6,834</b>	3,961
Charitable activities					
· Advocacy services	2	1,690,603	—	<b>1,690,603</b>	1,875,306
· Policy and campaigning		79,079	—	<b>79,079</b>	165,707
Other sources					
· Coronavirus Job Retention Scheme		17,101	—	<b>17,101</b>	—
<b>Total income</b>		<b>1,821,800</b>	<b>441,423</b>	<b>2,263,223</b>	2,492,190
<b>Expenditure on:</b>					
Raising funds					
· Fundraising		40,491	—	<b>40,491</b>	15,494
Charitable activities					
· Advocacy services	3	1,573,552	163,663	<b>1,737,215</b>	2,023,778
· Policy and campaigning	3	136,504	288,669	<b>425,173</b>	419,320
<b>Total expenditure</b>		<b>1,750,547</b>	<b>452,332</b>	<b>2,202,879</b>	2,458,592
<b>Net income (expenditure) before investment gains (losses)</b>		<b>71,253</b>	<b>(10,909)</b>	<b>60,344</b>	33,598
Net gains (losses) on investments		<b>34,497</b>	—	<b>34,497</b>	(24,005)
<b>Net income (expenditure) and net movement in funds</b>	5	<b>105,750</b>	<b>(10,909)</b>	<b>94,841</b>	9,593
<b>Reconciliation of funds:</b>					
Total funds brought forward at 1 April 2020		<b>788,764</b>	<b>100,035</b>	<b>888,799</b>	879,206
Total funds carried forward at 31 March 2021		<b>894,514</b>	<b>89,126</b>	<b>983,640</b>	888,799

All of the charity's activities derived from continuing operations during the above two financial years.

The charity has no recognised gains and losses other than those shown above.

A full comparative statement of financial activities is included in the appendix to these financial statements.

# Balance sheet 31 March 2021

	Notes	2021 £	2021 £	2020 £	2020 £
<b>Fixed assets</b>					
Tangible fixed assets	6		48,914		50,986
Investments	7		337,761		298,741
			<u>386,675</u>		<u>349,727</u>
<b>Current assets</b>					
Debtors	8	230,117		858,260	
Cash at bank and in hand		810,390		158,438	
		<u>1,040,507</u>		<u>1,016,698</u>	
<b>Current liabilities</b>					
Creditors: amounts falling due within one year	9	(443,542)		(477,626)	
<b>Net current assets</b>			596,965		539,072
<b>Total net assets</b>			<u>983,640</u>		<u>888,799</u>
<b>The funds of the charity:</b>					
Restricted funds	11		89,126		100,035
Unrestricted funds:					
· Tangible fixed assets fund	12		48,914		50,986
· General funds			845,600		737,778
<b>Total funds</b>	13		<u>983,640</u>		<u>888,799</u>

Approved and authorised by the Trustees of Coram Voice, Company Registration Number 3050826 (England and Wales), and signed on their behalf by:

*Pui Ling Li*

**Dr Pui-Ling Li**  
**Chair**

Date of approval: 8 December 2021

## Principal accounting policies 31 March 2021

	Notes	2021 £	2020 £
<b>Cash flows from operating activities:</b>			
Net cash provided by operating activities	A	670,041	72,373
<b>Cash flows from investing activities:</b>			
Investment income and interest received		6,834	3,961
Purchase of tangible fixed assets		(20,400)	(34,934)
Purchase of investments		(51,772)	(180,635)
Proceeds from the disposal of investments		26,211	54,258
<b>Net cash used in investing activities</b>		<b>(39,127)</b>	<b>(157,350)</b>
<b>Change in cash and cash equivalents in the year</b>		<b>630,914</b>	<b>(84,977)</b>
<b>Cash and cash equivalents at 1 April 2020</b>	B	<b>196,478</b>	<b>281,455</b>
<b>Cash and cash equivalents at 31 March 2021</b>	B	<b>827,392</b>	<b>196,478</b>

### Notes to the statement of cash flows for the year to 31 March 2021.

#### A Reconciliation of net movement in funds to net cash provided by operating activities

	2021 £	2020 £
<b>Net movement in funds (as per the statement of financial activities)</b>	<b>94,841</b>	<b>9,593</b>
<b>Adjustments for:</b>		
Depreciation charge	22,472	15,376
(Gains) losses on investments	(34,497)	24,439
Investment income and interest receivable	(6,834)	(3,961)
Decrease (increase in debtors	628,143	(189,803)
(Decrease) increase in creditors	(34,084)	218,729
<b>Net cash provided by operating activities</b>	<b>670,041</b>	<b>72,373</b>

#### B Analysis of cash and cash equivalents

	2021 £	2020 £
Cash at bank and in hand	810,390	158,438
Cash held by investment managers	17,002	38,040
<b>Total cash and cash equivalents</b>	<b>827,392</b>	<b>196,478</b>

#### C Analysis of net debt

	At 1 April 2020 £	Cash flows £	Other non-cash flows £	At 31 March 2021 £
<b>Total cash and cash equivalents: Cash at bank and in hand</b>	<b>196,478</b>	<b>630,914</b>	<b>—</b>	<b>827,392</b>



## Principal accounting policies 31 March 2021

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are laid out below.

### **Basis of preparation**

These financial statements have been prepared for the year to 31 March 2021 with comparative information provided in respect to the year to 31 March 2020.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant accounting policies below or the notes to these financial statements.

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 United Kingdom and Republic of Ireland (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements are presented in sterling and are rounded to the nearest pound.

### **Critical accounting estimates and areas of judgement**

Preparation of the financial statements requires the Trustees and management to make significant judgements and estimates.

The items in the financial statements where these judgements and estimates have been made include:

- ◆ estimating the useful economic life of tangible fixed assets for the purposes of determining the annual depreciation charge;
- ◆ assessing the adequacy of any provision against doubtful and bad debts; and
- ◆ estimating future income and expenditure flows for the purposes of assessing going concern (see below).

### **Assessment of going concern**

The Trustees have assessed whether the use of the going concern assumption is appropriate in preparing these financial statements. The Trustees have made this assessment in respect to a period of one year from the date of approval of these financial statements.

The Trustees acknowledge and recognise the continuing impact of the COVID-19 pandemic on the charity, its stakeholders and on wider society. In the coming year and notwithstanding the significant impact of the pandemic on charity fundraising generally, Coram Voice will seek to expand access to service through digital and outreach services. Whilst the pandemic will continue to present challenges to the charity, the Trustees believe that any impact on the charity's income and expenditure flows will not affect its financial stability although they will continue to keep both income and expenditure under review.

## Principal accounting policies 31 March 2021

### **Assessment of going concern (continued)**

Therefore, the Trustees of the charity have concluded that there are no material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The Trustees are of the opinion that the charity will have sufficient resources to meet its liabilities as they fall due.

### **Basis of consolidation**

Coram Voice is part of a larger group and its ultimate controlling party, Coram, consolidates the financial statements of Coram Voice with its own and those of other group members.

### **Income recognition**

Income is recognised in the period in which the charity has entitlement to the income and the amount can be measured reliably and it is probable that the income will be received. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor or funder has specified that the income is to be expended in a future accounting period.

Income comprises donations, grants, interest receivable and investment income, income from fundraising, contractual income, and miscellaneous income.

Donations are included in full in the statement of financial activities in the period in which the charity has entitlement to the income and the amount of income can be measured reliably and it is probable the income will be received.

Gifts and services received in kind are included within donations and charged to the respective expenditure heading within the statement of financial activities at their fair value being the best estimate of their value to the charity or they are capitalised at this value as a fixed asset if appropriate.

In accordance with the Charities SORP FRS 102 volunteer time is not recognised.

Grants are recognised in full in the statement of financial activities in the year in which they are receivable, and conditions for receipt have been met. Income is deferred only when the charity has to fulfil certain conditions before becoming entitled to it or where the donor or funder has specified that the income is to be expended in a future accounting period.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Contractual income is recognised to the extent that it is probable that the economic benefits will flow to the charity and the revenue can be measured reliably. Income is measured at the fair value of the consideration received or receivable.

Income from the Coronavirus Job Retention Scheme is credited to the statement of financial activities once the charity is entitled to the funding and when the amount receivable has been quantified.

## Principal accounting policies 31 March 2021

### **Income recognition (continued)**

Other income, including income from fundraising, is recognised to the extent that it is probable that the economic benefits will flow to the charity and the revenue can be reliably measured.

### **Expenditure recognition**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to make a payment to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. Expenditure comprises direct costs and support costs. All expenses, including support costs, are allocated or apportioned to the applicable expenditure headings. The classification between activities is as follows:

- ◆ Expenditure on raising funds includes all expenditure associated with generating voluntary income for the charity.
- ◆ Expenditure on charitable activities includes all costs associated with furthering the charitable purposes of the charity through the provision of its charitable activities. Such costs include direct and indirect expenditure on the provision of advocacy services and on policy and campaigning activities.

All expenditure is stated inclusive of irrecoverable VAT.

### **Allocation of support and governance costs**

Support costs represent indirect charitable expenditure. In order to carry out the primary purposes of the charity it is necessary to provide support in the form of personnel development, financial procedures, provision of office services and equipment and a suitable working environment.

Governance costs comprise the costs involving the public accountability of the charity (including audit costs) and costs in respect to its compliance with regulation and good practice. Governance costs are included as a specific category within support costs.

Support costs are allocated to expenditure on charitable activities in the same proportion as the direct costs of each activity.

### **Tangible fixed assets**

Expenditure on the charity's database and on fixtures, fittings and equipment of £1,000 per item or less is expended in the year of purchase. Items over £1,000 are capitalised and are stated at cost less depreciation. Assets are retired at the end of their useful economic life.

## Principal accounting policies 31 March 2021

### **Tangible fixed assets (continued)**

Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

- ◆ Equipment – 25% straight line
- ◆ Fixtures and fittings – 25% straight line
- ◆ Database – 10% straight line for initial database capitalisation and 25% straight line for subsequent upgrades.
- ◆ Website – Amortisation of website development costs is charged over a five-year period on a straight-line basis, from the date the asset is available for use.

### **Investments**

Listed investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value at that date.

Realised and unrealised gains (or losses) are credited (or debited) to the statement of financial activities in the year in which they arise.

The charity does not acquire put options, derivatives or other complex financial instruments.

### **Debtors**

Debtors are recognised at their settlement amount, less any provision for non-recoverability. Prepayments are valued at the amount prepaid. They have been discounted to the present value of the future cash receipt where such discounting is material.

### **Cash at bank and in hand**

Cash at bank and in hand represents such accounts and instruments that are available on demand or have a maturity of less than three months from the date of acquisition. Deposits for more than three months but less than one year have been disclosed as short term deposits. Cash placed on deposit for more than one year is disclosed as a fixed asset investment.

### **Creditors and provisions**

Creditors and provisions are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Creditors and provisions are recognised at the amount the charity anticipates it will pay to settle the debt. They have been discounted to the present value of the future cash payment where such discounting is material.

## **Principal accounting policies 31 March 2021**

### **Fund accounting**

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

The tangible fixed assets fund represents the net book value of the tangible fixed assets used for the support of the work of the charity.

Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

### **Pensions**

Contributions to defined contribution pension schemes are charged to the statement of financial activities when they are payable to the plan or scheme. The charity's contributions are restricted to the contributions disclosed in note 4. The charity has no liability beyond making its contributions and paying across the deductions for the employees' contributions.

## 1 Donations and grants

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Donations	4,183	9,000	13,183	33,076
Grants	24,000	432,423	456,423	414,140
	28,183	441,423	469,606	447,216

The classification of grants has been reviewed in the current year to better reflect the nature of the income. The comparative has therefore been restated. Grant income of £337,373, was previously classified as income from charitable activities (note 2).

## 2 Income from advocacy services

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
<u>Contractual income</u>				
Advocacy service	1,279,184	—	1,279,184	1,424,836
Visiting advocacy service	243,095	—	243,095	221,337
Independent person (complaints)	85,780	—	85,780	100,634
Independent person (reviews)	82,544	—	82,544	128,498
<b>Total advocacy services</b>	1,690,603	—	1,690,603	1,875,305
Policy and campaigning	79,079	—	79,079	165,707
<b>Total charitable activities</b>	1,769,682	—	1,769,682	2,041,012

The classification of grants has been reviewed in the current year to better reflect the nature of the income. The comparative has therefore been restated. Grant income of £337,373, which was previously classified as income from charitable activities, has been restated to grant income (note 1).

## 3 Expenditure

	Direct costs £	Support and management £	2021 Total funds £	2020 Total funds £
Advocacy service	1,291,134	56,119	1,347,253	1,675,259
Visiting advocacy service	153,101	65,876	218,977	168,155
Independent person (complaints)	67,584	25,658	93,242	87,571
Independent person (reviews)	51,828	25,915	77,743	92,794
<b>Total advocacy services</b>	1,563,647	173,568	1,737,215	2,023,778
Policy and campaigning	314,616	110,557	425,173	419,320
<b>Total charitable activities</b>	1,878,263	284,125	2,162,388	2,443,098

Support costs have been allocated in line with the direct expenditure incurred.

## Notes to the financial statements 31 March 2021

### 4 Staff costs

Staff costs during the year were as follows:

	2021 £	2020 £
Salaries and wages	1,294,319	1,263,266
Social security costs	109,169	95,060
Pension costs	47,420	37,763
	<b>1,450,908</b>	<b>1,396,089</b>

The average number of employees (based on headcount) during the year was as follows:

	2021 number	2020 number
Advocacy services	49	47
Policy and campaigning	11	5
Support services	3	4
	<b>63</b>	<b>56</b>

No employees received employee remuneration of £60,000 per annum or more (including taxable benefits but excluding employer pension and national insurance contributions) during the period (2020 – none).

The charity operates a defined contribution pension scheme. The annual contribution made by the charity to the Scheme is £47,420 (2020 - £37,763).

Key management personnel are defined as the Trustees and the Managing Director of Coram Voice.

The remuneration of key management personnel is based on an internal assessment of the scope of the individual role and an individual's performance within that role. Internal benchmarking is conducted to ensure that remuneration levels within the Coram Group are consistent for the level of responsibilities. Remuneration is agreed by the Coram Group Senior Management Team consisting of the Chief Executive, Chief Finance Officer and the Director of Operations

The total remuneration (including taxable benefits and employer's pension and national insurance contributions) of the key management personnel of the charity was £80,232 (£2020 £68,078).

No Trustee received any remuneration during the year (2020 - £nil). No Trustee (2020 - £nil) was reimbursed for travel expenses

## Notes to the financial statements 31 March 2021

### 5 Net income (expenditure) and net movement in funds

This is stated after charging:

	2021 £	2020 £
Auditor's remuneration (excluding VAT)	7,200	8,100
Rental of office equipment	2,730	390
Depreciation	22,472	15,377

### 6 Tangible fixed assets

	Website £	Database £	Fixtures, fittings and equipment £	Total £
<b>Cost</b>				
At 1 April 2020	34,934	199,921	67,099	301,954
Additions	—	20,400	—	20,400
Disposals	—	(59,921)	(63,949)	(123,870)
At 31 March 2021	34,934	160,400	3,150	198,484
<b>Depreciation</b>				
At 1 April 2020	582	183,921	66,465	250,968
Charge for the year	6,988	14,850	634	22,472
Disposals	—	(59,921)	(63,949)	(123,870)
At 31 March 2021	7,570	138,850	3,150	149,570
<b>Net book values</b>				
At 31 March 2021	27,634	21,550	—	48,914
At 31 March 2020	34,452	16,000	634	50,986

### 7 Investments

	2021 £	2020 £
<b>Listed investments</b>		
Market value as at 1 April	260,701	156,763
Additions at cost	51,772	180,635
Disposals	(26,211)	(54,258)
Unrealised gains (losses)	34,497	(22,439)
Market value as at 31 March	320,759	260,701
<b>Cash held for reinvestment</b>	17,002	38,040
<b>Total investments</b>	337,761	298,741

Cost of investments at 31 March 2021 was £295,660 (2020: £275,068).



## Notes to the financial statements 31 March 2021

### 7 Investments (continued)

At 31 March 2021 the following individual investment holdings each represented a material holding (i.e. greater than 5% of the value of the entire portfolio) when compared to the value of the listed investments held at that date:

	Market Value £	% of total listed investments
FINDLAY PARK FUNDS American Fund Unhedged (GBP)	26,197	8%
FIDELITY INVESTMENT SERVICES strategic Bond Net W Inc	22,870	7%
LINK FUND SOLUTIONS Trojan S Inc	16,662	6%
JUPITER UNIT TRUST MGRS Strategic Bond Z Inc	19,584	6%
WISDOMETREE METAL SEC LTD Physical Gold (USD)	19,070	6%
ABERDENN STANDARD FUND MGRS Gbl Indec Bond S Instl	17,683	5%
RATHBONE UNIT TRUST MGMT High Quality Bond S Dist	15,848	5%

### 8 Debtors

	2021 £	2020 £
Fees receivable	137,197	747,566
Accrued income and prepayments	7,733	80,214
Amount due from fellow subsidiary undertakings	845	390
Amounts due from parent undertaking	84,342	30,090
	<b>230,117</b>	<b>858,260</b>

### 9 Creditors: amount falling due within one year

	2021 £	2020 £
Deferred income (note 10)	300,681	218,033
Expense creditors	63,906	79,645
Accruals	9,669	35,005
Other creditors	18,581	9,045
Social security and other taxes	32,239	28,038
Amount due to parent undertaking	—	89,804
Amount due to fellow subsidiaries	18,466	18,056
	<b>443,542</b>	<b>477,626</b>

### 10 Deferred income

	2021 £	2020 £
At 1 April 2020	218,033	105,924
Released in the year	(218,033)	(105,924)
New deferrals	300,681	218,033
At 31 March 2021	<b>300,681</b>	<b>218,033</b>

Deferred income relates to funding received which is subject to time related conditions.

## 11 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trusts to be applied for specific purpose.

	At 1 April 2020 £	Income £	Expenditure £	At 31 March 2021 £
Outreach fund	34,527	51,067	(60,354)	25,240
Specialist Advocacy fund	6,536	54,852	(61,175)	213
16 Plus Advocacy	—	39,167	(26,916)	12,251
Leaving care with confidence	—	15,850	(15,219)	631
Bright Spots	9,843	148,692	(145,425)	13,110
New Belongings	39,924	76,118	(86,440)	29,602
Voices Writing Competition fund	9,205	7,500	(10,735)	5,970
A National Voice	—	44,583	(42,474)	2,109
Peer research	—	3,595	(3,595)	—
	100,035	441,424	(452,333)	89,126

The specific purposes for which the funds are to be applied are as follows:

### ***Outreach fund***

Grants received for providing advocacy services to homeless young people.

### ***Specialist Advocacy fund***

Grants received for providing general advocacy services to local authorities.

### ***16 Plus Advocacy***

For Providing advocacy services and specialist advocacy in relation to care leavers and young people aged 16 and over. (Comic Relief)

### ***Leaving care with confidence***

Grants received for providing advocacy support in the Greater Manchester area to young people leaving care to ensure a smoother transition to independence.

### ***Bright Spots***

Grant from the Hadley Trust to be used for the Bright Spots project.

### ***New Belongings***

Grant from the Esmée Fairbairn Foundation to be used in supporting local authorities to adapt services on the basis of feedback from care leavers.

### ***Voices Writing Competition fund***

Monies received to support the annual Voices writing competition.

### ***A National Voice***

Grant was provided by Lawrence Atwell's Charity to cover the cost of a Skills Development Worker to run a project that provides training opportunities for young people under the age of 26 who are care experienced. This project sits within a wider Coram Voice programme - A National Voice - a care-experienced ambassador programme that champions a change in attitudes to children in care and on the edges of care.

## 11 Restricted funds

### Peer Research

Grant from NIHR (via NHS Bristol, North Somerset and South Gloucestershire CCG) to manage peer researchers involvement in a research project to develop health and well-being training for leaving care personal advisers.

## 12 Tangible fixed assets fund

	At 1 April 2020 £	Movements in year £	At 31 March 2021 £
Tangible fixed assets fund	50,986	(2,072)	48,914

The tangible fixed assets fund represents the net book value of the charity's tangible fixed assets used for the support of the charity's work. A decision was made to separate this fund from the general fund in recognition of the fact that the assets are used in the day to day work of the charity, and the fund value would not be realisable easily if needed to meet future contingencies.

## 13 Analysis of net assets between funds

	General funds £	Tangible fixed assets fund £	Restricted funds £	Total funds £
Tangible fixed assets	—	48,914	—	48,914
Investments	337,761	—	—	337,761
Current assets	951,381	—	89,126	1,040,507
Creditors: amounts falling due within one year	(443,542)	—	—	(443,542)
	845,600	48,914	89,126	983,640

The total unrealised gains as at 31 March 2021 constitute movements on revaluation and are as follow

	2021 £	2020 £
Unrealised gains (losses) included on investments	25,099	(14,367)
<b>Reconciliation of movements in unrealised gains (losses)</b>		
Unrealised gains at 1 April 2020	(14,367)	9,529
In respect to disposals	4,969	(1,457)
Net gains (losses) arising on revaluation in the year	34,497	(22,439)
Total unrealised gains at 31 March 2021	25,099	(14,367)

**14 Ultimate parent undertaking**

The Thomas Coram Foundation for the Children ('Coram'), a registered charity with Charity Registration Number 312278, is the sole member of Coram Voice.

The financial statements do not include disclosure of transactions between Coram Voice and Coram. As a 100% controlled subsidiary undertaking, Coram Voice (formerly Voice for the Child in Care) is exempt from the requirement to disclose such transactions under Financial Reporting Standard 102 Section 33.

**15 Liability of member**

The charity is constituted as a company limited by guarantee. In the event of the charity being wound up, the member is required to contribute an amount not exceeding £1.

**16 Taxation**

Coram Voice (formerly Voice for the Child in Care) is a registered charity and, therefore, is not liable to income tax or corporation tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

**Appendix:****Comparative statement of financial activities** Year to 31 March 2020 (incorporating the income and expenditure account)

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2020 £
<b>Income from:</b>				
Donations and grants	1	24,758	85,085	109,843
Investment income and bank interest		3,961	—	3,961
Charitable activities				
· Advocacy services	2	1,875,306	64,204	1,939,510
· Policy and campaigning		165,707	273,169	438,876
Other sources				
· Miscellaneous income		—	—	—
<b>Total income</b>		<b>2,069,732</b>	<b>422,458</b>	<b>2,492,190</b>
<b>Expenditure on:</b>				
Raising funds				
· Fundraising		829	14,665	15,494
Charitable activities				
· Advocacy services	3	1,867,699	156,079	2,023,778
· Policy and campaigning	3	148,312	271,008	419,320
<b>Total expenditure</b>		<b>2,016,840</b>	<b>441,752</b>	<b>2,458,592</b>
<b>Net income before investment losses</b>		<b>52,892</b>	<b>(19,294)</b>	<b>33,598</b>
Net losses on investments		(24,005)	—	(24,005)
<b>Net income (expenditure) and net movement in funds</b>	5	<b>28,887</b>	<b>(19,294)</b>	<b>9,593</b>
<b>Reconciliation of funds:</b>				
Total funds brought forward at 1 April 2019		759,877	119,329	879,206
Total funds carried forward at 31 March 2020		788,764	100,035	888,799

**Appendix:**  
**Comparative notes to the financial statements Year to 31 March 2020**

**1 Donations and grants**

	Unrestricted funds £	Restricted funds £	2020 Total funds £
Donations	24,758	8,318	33,076
Grants	—	76,767	76,767
	<u>24,758</u>	<u>85,085</u>	<u>109,843</u>

**3 Expenditure on charitable activities**

	Direct costs £	Support and management £	2020 Total funds £
Advocacy services			
· Advocacy service	1,255,397	419,862	1,675,259
· Visiting advocacy service	57,090	13,574	70,664
· Visiting advocacy secure service	78,305	19,187	97,492
· Independent persons (complaints)	66,377	21,193	87,571
Independent persons (reviews)	75,890	16,904	92,794
Total advocacy services	<u>1,533,059</u>	<u>490,719</u>	<u>2,023,778</u>
Policy and campaigning	333,581	85,739	419,320
	<u>1,866,640</u>	<u>576,458</u>	<u>2,443,098</u>

Support costs have been allocated in line with the direct expenditure incurred.

**11 Restricted funds**

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trusts to be applied for specific purpose.

	At 1 April 2019 £	Income £	Expenditure £	At 31 March 2020 £
Outreach fund	68,769	57,552	(91,794)	34,527
Advocacy fund	—	76,737	(70,201)	6,536
Bright Spots fund	17,820	153,336	(161,313)	9,843
A National Voice	9,285	35,000	(44,285)	—
Learning and development	14,250	—	(14,250)	—
New Belongings	—	99,833	(59,910)	39,924
Voices Writing Competition fund	9,205	—	—	9,205
	<u>119,329</u>	<u>422,458</u>	<u>(441,752)</u>	<u>100,035</u>

**Appendix:**  
**Comparative notes to the financial statements Year to 31 March 2020**

**12 Tangible fixed assets fund**

	At 1 April 2019 £	Movements in year £	At 31 March 2020 £
Tangible fixed assets fund	31,428	19,558	50,986

The tangible fixed assets fund represents the net book value of the charity's tangible fixed assets used for the support of the charity's work. A decision was made to separate this fund from the general fund in recognition of the fact that the assets are used in the day to day work of the charity, and the fund value would not be realisable easily if needed to meet future contingencies.

**13 Analysis of net assets between funds**

	General funds £	Tangible fixed assets fund £	Restricted funds £	Total funds £
Tangible fixed assets	—	50,986	—	50,986
Investments	298,741	—	—	298,741
Current assets	916,663	—	100,035	1,016,698
Creditors: amounts falling due within one year	(477,626)	—	—	(477,626)
	<u>737,778</u>	<u>50,986</u>	<u>100,035</u>	<u>888,799</u>