



## Annual Review 2018 - 2019

Representing · Networking · Support · Events

[www.ConnectedVoice.org.uk](http://www.ConnectedVoice.org.uk)

This Annual Review covers a longer 18 month period from April 2018 to September 2019 due to a change in our reporting year end. Please visit the Charity Commission website to read the full Chair's Report and Annual Report from Connected Voice.

## From our Chair's Report:

Trying to find the words to sum up the last 18 months feels like a near impossible task. For the voluntary sector in Newcastle and Gateshead, we know from our 'Canaries in the Coal Mine' report that 80% of organisations have seen a demand for their services growing increase while funding continues to reduce. And yet there is optimism. Volunteering is growing and innovation is happening.

Looking at our own organisation, in the last year we have changed our name from 'Newcastle Council for Voluntary Service' to 'Connected Voice'. Our journey reached 90 years in 2019. 90 years of helping, supporting and enabling the people to do their very best to help those who need it most. 90 years of seeking to reduce inequality, always remembering that humanity and compassion are definitive aspects of who we are.

I would like to offer my thanks to all the staff and trustees of Connected Voice, and thank you to you, the individuals and organisations that make up the voluntary sector in Newcastle and Gateshead. So often you put yourself second to put others first and, when there is so much that could make us all feel downhearted, that is truly inspiring.

**Simon Elliott, Chair at Connected Voice**



**Connected Voice is an excellent source of information, what's on and who we may need to contact**



**At the heart of community action for 90 years**

**We amplify voices · We champion equality · We inspire change  
We support action · We connect people**

## In 2018/2019 we:

Provided **30,000** hours of direct advocacy support to over **2,000** people

Worked on **3,000** issues with our service users

Trained, supported and mentored **21** volunteer Advocates

Worked with people from **76** BAME communities

Employed **4** bilingual Advocates

Employed a Level 3 Business Administration Apprentice

Provided **6,746** hours of statutory advocacy support to **652** clients



“

I used the Advocacy Service at the times when I was most ill. They helped me to survive

Connecting you to free, high quality, ethical and independent advocacy.

Rights · Choices · Decisions · Actions

## In 2018/2019 we:

Supported **102** organisations with their payroll

Supported **65** organisations with their auto enrolment

Supported **104** organisations with their Year End accounts  
and Independent Examinations

Supported **9** organisations with bookkeeping and  
management accounts

Provided on-site support and training to **9** organisations

“

Charity Business Services have really  
helped with our payroll and pension.  
We would be lost without them. Great  
value and excellent quality



**Connecting organisations to our specialist  
charity finance expertise**

**Payroll · Accounts · Training · Reports**

## In 2018/2019 we:

Delivered BAME Cultural Competency Sessions to **298** people working in frontline health services in Newcastle

Designed and distributed **4,300** Ramadan 'safe fasting' calendars to **11** mosques and **3,500** homes

Held **20** forums, focus groups and hosted sessions, including **3** Haref Network meetings on themes of mental health, hate crime and future work streams

Worked in partnership with Newcastle City Council Public Health to design and distribute **5,000** 'Health Access Cards' for asylum seekers and refugees

Regularly updated **600** subscribers to the Haref Bulletin



“

Haref is a great chance to come together to discuss issues and make changes

**Connecting Black, Asian and Minority Ethnic communities and organisations to reduce health inequalities**

## In 2018/2019 we:

Supported **465** organisations to be more successful

Helped organisations to submit grant funding applications worth  
**£2.5 million**

Held **23** Focused Networking Events covering themes such as  
partnership working, food poverty and men's health, and **3**  
Funding Fairs in Newcastle and Gateshead

Delivered **21** Skills Building Sessions covering topics like  
fundraising, governance and cyber security

Achieved **428,961** page views on OurGateshead.org

Produced **2** reports that gained national coverage, and **6**  
magazines delivered to **1,500** members and key contacts

“

It's a huge benefit for a small  
independent charity to have some  
back-up



**Connecting charities, social enterprises and  
community organisations to guidance and support**

**Funding · Planning · Governance · Strategy**



## Awards and Achievements

We were pleased to be re-accredited and advance in the widely recognised standards below. Our achievements were also celebrated at the National Advocacy Awards 2018, where we were proud to win *Outstanding Service*, and at the 2019 NAVCA Awards, where we were the winners in two categories for *Leadership* and *Embracing Digital*.



North East  
**Better Health**  
at Work Award  
Gold Award



## Income and Expenditure

Summary of income and expenditure for the 18 month period ended 30 September 2019.

	Unrestricted funds (£)	Restricted funds (£)	Total (£)
<b>Income from</b>			
Generated funds	283,871	126	<b>283,997</b>
Charitable activities	1,213,960	303,720	<b>1,517,680</b>
Donations	24,346	25,550	<b>49,896</b>
<b>Total</b>	<b>1,522,177</b>	<b>329,396</b>	<b>1,851,573</b>
<b>Expenditure on</b>			
Raising funds	252,808	-	<b>252,808</b>
Charitable activities	1,273,723	374,036	<b>1,647,759</b>
Pension deficit	82,739	9,174	<b>91,913</b>
<b>Total expenditure</b>	<b>1,609,270</b>	<b>383,210</b>	<b>1,992,480</b>
Investment gains	16,747	-	<b>16,747</b>
<b>Net income (expenditure)</b>	<b>(70,346)</b>	<b>(53,814)</b>	<b>(124,160)</b>

## Connect with us

[connect@connectedvoice.org.uk](mailto:connect@connectedvoice.org.uk) · [www.connectedvoice.org.uk](http://www.connectedvoice.org.uk)

ConnectedVoice\_ ConnectedVoiceCharity

## Our Thanks

### Grants and Contracts

- Big Lottery Fund
- Big Lottery Fund via North East Law Centre
- Community Foundation Tyne & Wear and Northumberland
- The Esmée Fairbairn Foundation
- Gateshead Metropolitan Borough Council
- Newcastle City Council
- NHS Newcastle Gateshead CCG
- Office of the Police & Crime Commissioner Northumbria
- People's Health Trust
- NCC Your Homes Newcastle

### Donations and Legacies

- Community Foundation GHD Housing Company
- RW Mann Trust
- The Joicey Trust
- Sir James Knott Trust
- Hadrian Trust
- The Barbour Foundation

## Find out more

If you would like to find out more about how we can support you, please visit our website or alternatively email or phone us for more information:

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**Please ask us if you would like a large print copy of this leaflet**

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