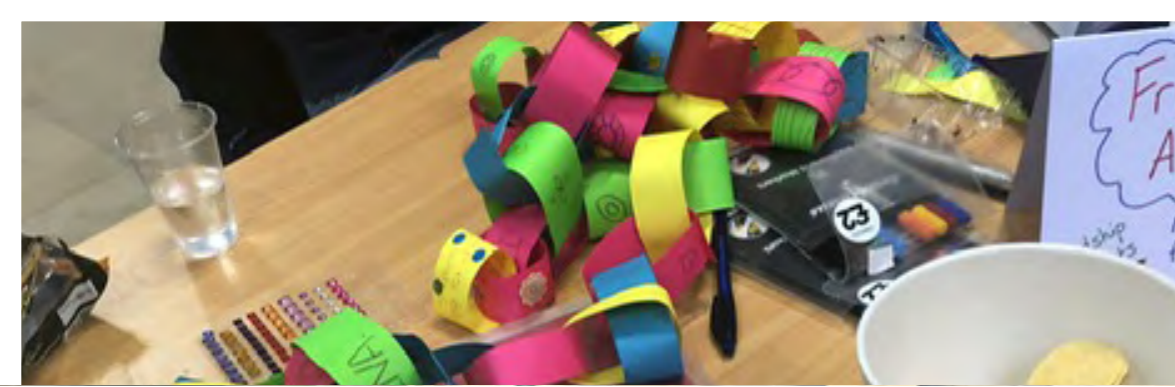




# ANNUAL REPORT 2021/22



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# INTRODUCTION

**In the introduction to the last annual report, I made reference to our charity “looking forward with hope; delivering services to smaller groups three days a week” and “running the Speaking of Homelessness project over the Summer.” I am pleased to report that all this has happened during a busy and successful year for SoundCafé (SCL). We have established our “home” at the beautiful church of St Mary de Castro (SMDC), which has all the facilities we need for two of our activities, and where we have been warmly welcomed.**

The choir meets at SMDC on a Monday. We begin with refreshments and then rehearse the set music directed by Emma Trounson whose leadership of the choir is outstanding. We hold a creative workshop at SMDC on Wednesday which includes poetry, art, cake and other refreshments in an atmosphere of friendship and fun.

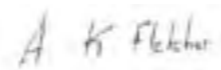
On Tuesday, we are at St Margaret’s Pastures where the Leicester City in the Community team lead our guests in football within the safe environment available. We are immensely grateful to Leicester City for all they have done for SoundCafé this year; and congratulate Maria O’Brien who has led this project with great skill and enthusiasm in addition to her other work for the charity

The Speaking of Homelessness project, funded by Arts Council England, enabled our guests to share their experience of homelessness with the support of a professional dramatist. The film is a collection of stories that raise awareness of the challenges of being homeless or vulnerably housed and what it is to be on the edge of society and ignored. A very significant amount of work was done this year to produce a powerful short film which will be released after the year end. The Trustees would like to thank Rachel Griffiths for all the work she did as the main organiser of the film which was in addition to all her other work as the charity Director.

We move forward confident in the knowledge that we have developed an operational model post lockdown which is both appropriate for and valued by our guests. All this has only been possible with the amazing support of our volunteers without whom SoundCafe would not be the charity that it is today.

The Trustees recognise the challenges ahead in particular in raising sufficient funding to cover core costs so that we can continue to deliver our services.

“looking forward with hope;  
delivering services to smaller groups  
three days a week”



**Alan Fletcher**  
Chair of Trustees



*A great training session*

# STRATEGIC HIGHLIGHTS

In March 2021 like the rest of the country we were still very much in the grip of Covid-19. As in 2020 we continued to adapt and diversify and were delivering SoundCafe virtual workshops through the post and Football Health & Well-being sessions.

Maintaining a service to our guests and communicating with our volunteers and supporters was at the heart of our work.

A summary of our journey throughout the pandemic is outlined below:

## JOURNEY THROUGHOUT THE PANDEMIC



A key aspect of the strategic work undertaken was to review our model of delivery planning for a return of face-to-face services and looking at ways to fund our new service delivery model.

The future accommodation needs of the service was key as the Grand Hall at St Martins House Conference Centre was no longer available to the Charity and new options had to be identified and piloted through the year.

The pandemic affected people in so many ways and as we relaunched services it was necessary to allow services to settle and accept that numbers would fluctuate significantly whilst both guests and volunteers gained their confidence in coming back into face-to-face settings.

The new service model provided meaningful daytime activities and gave a true purpose and focus to guest's week, but likewise a sense of hope for the future and what can be achieved when you work together.



# OPERATIONAL HIGHLIGHTS

**As a consequence of the further national lockdown, SCL revised its service offering again to that of virtual creative workshops and football health & well-being sessions when outdoor sports were permitted.**

The virtual workshops implemented in January 2021 continued until the end of May and proved highly successful with our guests, in total for March – May we sent out 116 workshop parcels.

June 2020 saw the return of face to face socially distanced workshops alternating out of the Booth Hall at the David Wilson Foundation Centre, and St Mary de Castro Church. 16 guests attended the creative writing workshops and 14 the arts & crafts. We were also finally able to commence work on the long-awaited Speaking of Homelessness project, funded by the Arts Council.

The pilot workshops enabled SCL to explore delivery of smaller group sessions supporting both the creative arts and Speaking of Homelessness, an Arts Council funded project.

Based on our pilot sessions, in September 2021, we implemented a new model of service delivery across three days a week, focusing not only on activities but café sessions that enabled guests to spend time together, socialise and reduce isolation.

SoundCafe choir returned to rehearsals in September 2021 when Covid restrictions permitted singing by community choirs. The choir led by Emma Trounson, enabled the guests to create wonderful musical pieces together and was a fantastic opportunity that re-reinforced guests to believe in themselves and ‘find their voice’.

The return of face-to-face sessions provided an amazing opportunity to bring the SoundCafe family ‘back together again’, reducing the levels of isolation experienced by so many throughout the pandemic.

Throughout September – December 2021, we held a series of weekly workshops in support of the Speaking of Homelessness project, ‘an innovative skills development project, empowering people who are or who have been homeless, to create and perform high quality drama, poetry and song’. The activity-based workshops were led by Dragon Breath Theatre Company focusing on supporting the guests telling their story

Monday 13.00 – 15.00	SCL Cafe followed by choir 2–3pm.
Tuesday 11.00 – 13.00	Football Health & Well-Being at St Margaret’s Pastures
Wednesday 13.00 – 15.00	SCL Creative Workshops and Cafe

The overall guest attendances across our services for September – March 2022 (up to 9th March) **see figure 1.0**

In December 2021 we held a celebration of Christmas but with the challenge of the Covid variant Omicron we made the event socially distanced and invitation only for guests, supporters and volunteers both past and present, as a celebration of both what Christmas and SoundCafe was all about.

From January 2021 all services other than football health & well-being were transferred to St Mary de Castro Church, the new home for SoundCafe Leicester with all café and workshop sessions now held in this location. With St Mary de Castro now the ‘Home’ for SoundCafe all guests attending both choir and creative workshops have somewhere to identify with.

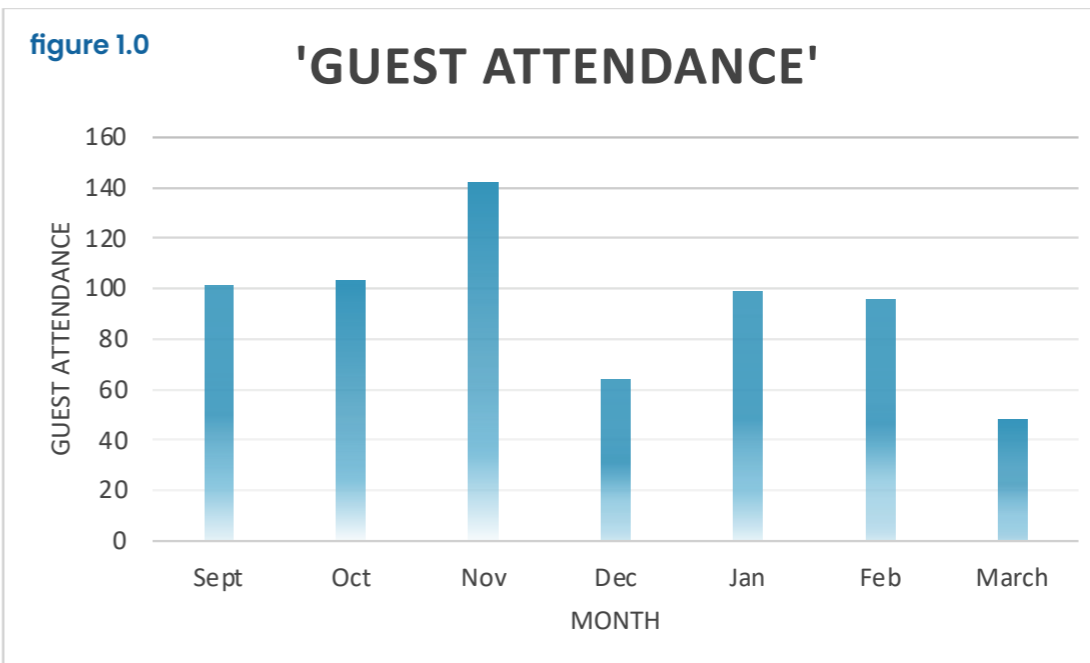
January 2021 saw the launch of our Creative Empowerment project sessions supported by a donation through Fine & Country Leicester. Our creative workshops on a Wednesday focused on delivering activities that empowered our

guests to believe in themselves; undertake new activities and skills development. Activities were based on guests’ suggestions and feedback as a consequence of the pilot workshops held the previous Summer. The new format of smaller groups meant that we could continue to ensure our guests were kept safe, for example, by continuing to maintain social distancing and wearing masks or visors.

Adaptability and creativity are at the heart of SCL’s ethos. One of the key learning points throughout the pandemic is ‘never underestimate what can be achieved with a little innovation, creativity and commitment’ this has been key to our success and continuity of support to our guests throughout the pandemic.

**Rachel Griffiths**  
Director

‘back together again’



# SOUNDCAFE FOXES

With the further Covid-19 restrictions, Football Health & Well-being sessions were finally able to resume from the 13th April 2021.

Strict social distancing rules were adhered to, keeping everyone safe. Although challenging at times, these sessions proved a lifeline to our players many of whom had not had any social interaction with others during the period the sessions were not able to be delivered. They adapted very well and due to the venue erecting a gazebo they were still able to enjoy their lunch together and reduce their feelings of isolation and encouraging team bonding.

In May 2021, SoundCafe Foxes Homeless Football team was launched at a Match Fit football tournament organised by Leicester City in the Community. It was the team's first tournament and whilst they enjoyed the experience, they also learnt about playing in a team and being part of a football community.

Given the nature of our players lives, different abilities, and characteristics a number of challenges had to be overcome through the year. Our thanks to the coaches at Leicester City in the Community who supported the guests and volunteers through this period.

The past year has been rewarding, challenging and a learning curve for everyone involved. New players have joined, and some have moved on to other teams more suited to their needs.

We look forward to seeing our players grow and develop as a team and hosting our first Football tournament in Summer 2022.

**Maria O'Brien**  
Service Co-ordinator



*Our new SoundCafe Foxes Football Strip*



*Health & Well-Being Lunch*

## KEEPING EVERYONE SAFE – SAFEGUARDING & PASTORAL CARE

At SoundCafe Leicester we are responsible for safeguarding our guests, volunteers and employees. We take this matter extremely seriously and ensure that everyone follows the guidelines at all times. Our policy is updated regularly so that everyone is aware of any changes. Issues that arise are reported to the director or the trustee responsible for safeguarding, records are kept and we liaise with the Diocese of Leicester where necessary. Finally, a report is made to the trustee board.

We recognise that everyone has different levels of vulnerability and that each of us may be regarded as vulnerable at some point in our lives.

This was particularly so during the Covid pandemic when our normal sessions were disrupted and changed so that we could still keep in contact with our guests. We also made sure that guests for whom we held a contact number received a regular call from a member of the pastoral team.

We now hold sessions with different activities on three days of the week and we are fortunate that the Samaritans are able to attend on one of the days.

Our working practices have been adapted to ensure that we offer the safe, welcoming creative space for which SoundCafe is known.

**Sandie Sobieraj**  
Trustee

## LOOKING AHEAD

SoundCafe has consistently adapted and changed throughout its 8 years to meet the needs of its guests. 2021/22 was no exception and the new model of delivery has been firmly embedded for the future.

What is important as we look ahead and reflect on where we have arrived, is to recognise the amazing talents within the guests of SCL and ensure that they continue to shape what we deliver and are at the centre of our work. The foundation work was undertaken in 2021/22 for our Speaking of Homelessness film which we are looking forward to launching and sharing across the broader community. The film is scheduled to be launched on the 24th June at the Community Hub, King Power Stadium and will then be available on our website to download. The project will also be available to schools from the Autumn of 2022. Importantly, this is the opportunity for our guests to share their own unique stories and experiences so we can all learn together.

Our fundamental challenge is not where or how we might develop but how we will fund what we hope to deliver. As the financial climate continues to worsen with growing inflation putting increasing pressure on the finances of companies and individuals SoundCafé, like all charities, is facing an extremely challenging time in raising the funding we need so we can deliver our various services. With the help of our sponsors and supporters we hope to be able to work in partnership with our guests for many years to come to enable them to realise their true potential and raise awareness of the challenges of homelessness. We hope to be able to continue to offer the welcome and hospitality that SoundCafe is known for and be there to support our guests as part of the SoundCafe family.

# FINANCIAL SUMMARY

In total, our income in the financial year to 9 March 2022 was £57,394. This was around 32% lower than the previous financial year but more than twice that of the financial year ending on 9 March 2020.

We are tremendously grateful to: the Friends of SoundCafe Leicester; those who have donated through the Parish Giving Scheme; those organisations which have given us grants; and those organisations and individuals who have donated money.

In the last financial year, we are particularly grateful to the following organisations:

- The D'Oyly Carte Charitable Trust;
- Fine and Country Foundation;
- Garfield Weston Foundation;
- Haramead Trust;
- The Henry Smith Charity;
- The Kirby Laing Foundation; and
- Leicester City Council Covid-safe Communities Fund.

Our expenditure for the year was **£57,051**.

Part of the increase in expenditure was associated with the delivery of Speaking of Homelessness, funded by the Arts Council. This accounted for **£5,297** of the increase in expenditure. We also spent more money on Football (**£1,800**) and also Fundraising and Media (**£1,568**). However, it should be noted that all the money spent on Football was money raised specifically for expenditure on Football (that is from restricted funds).

Also, a significant percentage of the expenditure on Fundraising and Media was also specifically

raised to fund our overall presence. The remaining increases broadly relate to salaries. This reflects both an increase in pay and an increase in the number of hours worked; the latter was required because of the enhanced service model delivered in this financial year.

Overall, the net result for the financial year is roughly in balance with a small excess of income over expenditure of **£343**. With the funds carried over from the previous year, the total assets carried forward on 10 March 2022 were **£92,021**. Of these funds, **£60,100** is classified as unrestricted and **£31,920** is classified as restricted.

In the last financial year, we managed to maintain our total assets carried forward. But income was down; and expenditure was up. So, the environment is more difficult and becoming increasingly so. In the financial year 2020/21, we took advantage of the generous grant/donation environment that accompanied the pandemic. But the current environment is much less generous in that regard. We are members of the Parish Giving Scheme, continue to bid for new monies and have employed an external Business Development Executive to run our local campaign in an attempt to raise annuity income from local businesses and benefactors.

It has been another year of great change, but we remain extremely thankful to all those who have helped us to support many of the most vulnerable in our society.

**Andrew Schofield**  
Treasurer



# FINANCIAL STATEMENTS

Receipts and Payment	Unrestricted Funds	Restricted Funds	Designated Funds	Endowment Funds	Total Year rounded to nearest £
Donations from Individuals and Companies	26,629	7,165			33,794
Parish Giving Scheme	503	-			503
Growth Fund and Leicester Diocese Board of Finance	-	-			-
Friends of SoundCafe	1,701	-			1,701
Grants	7,500	13,038			20,538
HMRC Gift Aid	838	-			838
SoundCafe Events	-	-			-
Donations of CDs and Anthologies	-	-			-
Arts and Crafts	-	-			-
Other	20	-			20
<b>Total Income</b>	<b>37,191</b>	<b>20,203</b>			<b>57,394</b>

Payments	Unrestricted Funds	Restricted Funds	Designated Funds	Endowment Funds	Total Year rounded to nearest £
Room Hire and Refreshments	270	140			410
Manager Salary, NIC, Payroll	25,763	-			25,763
Co-ordinator Salary, NIC, Payroll	6,633	635			7,268
Parking	260	-			260
Refreshments at Sessions	899	7,053			7,952
Art and Crafts	-	-			-
Choir	-	894			894
Football	-	2,365			2,365
ICT	423	711			1,134
Equipment	-	-			-
Stationary, Postage, Printing	-	-			-
Pastoral	-	-			-
Volunteers	-	-			-
Insurance	574	-			574
Fundraising, Media	3,202	1,792			4,994
Sundries	-	44			44
Bank Charges	96	-			96
Arts Council Project	-	5,297			5,297
<b>Total Expenditure</b>	<b>38,120</b>	<b>18,931</b>			<b>57,051</b>

Details	Amount
Income, 2021 -2022	57,393.99
Less Expenditure, 2021 - 2022	57,051.40
Balance Outstanding, 9 March 2022	342.59
Add Cash Brought Forward at 10 March 2021	91,678.85
<b>Total Cash to Carry Forward, 10 March 2022</b>	<b>92,021.44</b>

Details	Amount
CAF Bank Balance, 9 March 2022	89,479.90
Co-op Bank Ltd Balance, 9 March 2022	2,444.64
Petty Cash, Held by Trustee, 9 March 2022	38.07
Petty Cash, Held by Director, 9 March 2022	58.83
<b>Total Funds Carried Forward, 10 March 2022</b>	<b>92,021.44</b>

Details	Amount
Restricted Funds Brought Forward, 10 March 2021	30,648.75
Restricted Funds Income, 2021 - 2022	20,203.00
<b>Total Restricted Funds</b>	<b>50,851.75</b>
Less Restricted Funds Expenditure, 2021 - 2022	18,931.30
<b>Restricted Funds Carried Forward 10 March 2022</b>	<b>31,920.45</b>

Details	Amount
Unrestricted Funds Brought Forward, 10 March 2021	61,030.10
Unrestricted Funds Income, 2021 - 2022	37,190.99
<b>Total Unrestricted Funds</b>	<b>98,221.09</b>
Less Unrestricted Funds Expenditure, 2021 - 2022	38,120.10
<b>Unrestricted Funds Carried Forward 10 March 2022</b>	<b>60,100.99</b>

All Restricted Funds are held at CAF Bank.





*Creative writing table*

# FINANCIAL STATEMENT SUPPORTING NOTES

**Notes to accompany the Financial Report, 10 March 2021 to 9 March 2022**

**Presented to the Trustees of SoundCafe Leicester on 27th September 2022.**

A total of £57,394 was received in the 12 months from 10 March 2021 to 9 March 2022 and a total of £57,051 was paid out.

The net result was a small excess of receipts over payments of £345. With the funds carried over from the previous year, the total assets carried forward on 10 March 2022 were £92,021.

Of these funds, £60,101 is classified as unrestricted and £31,920 is classified as restricted.

The accounts have been prepared on a payments and receipts basis as required by the Charity Commission for a charity the size of SoundCafe Leicester.

### **Funding**

SoundCafe Leicester received £503 from the Parish Giving Scheme.

### **Reserve Policy**

The charity maintains a balance on unrestricted funds of four months' operating costs. This was reviewed in 2019 and is £14,000.

### **Investment Policy**

All money is held in instant access accounts.

### **Trustee Remuneration and Related-Party Transactions**

No member of the Trustee Board received any remuneration or travel costs during the year. No trustee or any person related to them had any personal interest in any transaction entered into by the charity during the year.

### **Assets**

SoundCafe Leicester owns no land, buildings, furniture, investments or trading stock. It owns a small amount of equipment necessary for the running of the charity but this has little financial value and is treated as expenditure in the year of purchase.

### **Volunteers**

At the moment, we do not repay the expenses of volunteers, helpers or Samaritans.

# SCL GOVERNANCE FRAMEWORK

SCL is governed through a Trustee Board and underpinned by an Operations Group that addresses operational service delivery.

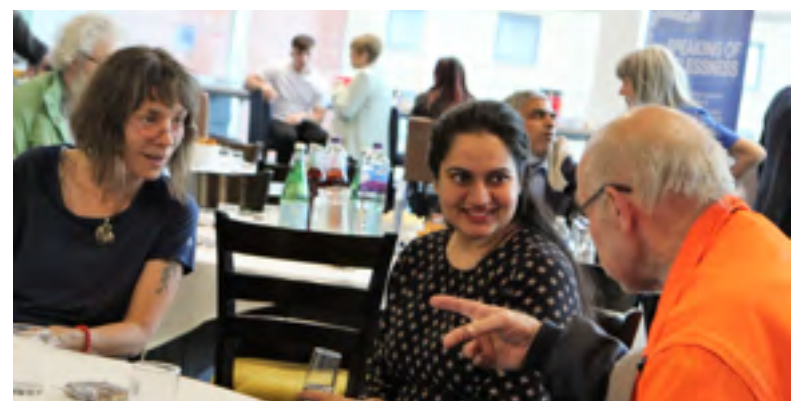
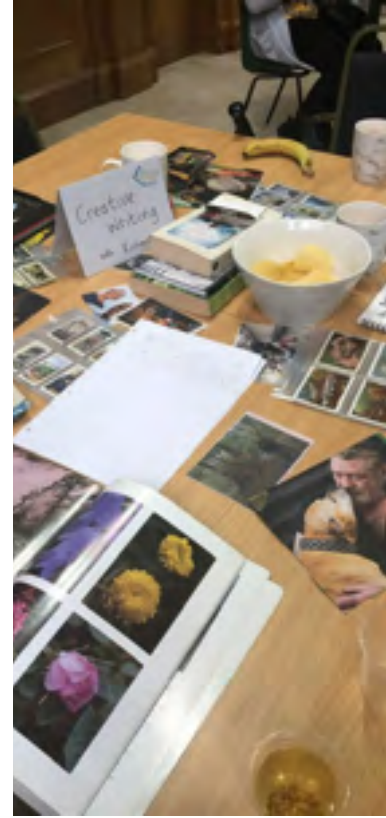
The Trustee Board members and roles are outlined below:

Role	Scope of
<p><b>Chair</b> <b>Alan Fletcher</b></p> <p>Appointed as chair <b>1st March 2021</b></p>	<p>Lead the Trustee Board in ensuring the effective performance of its' governance, ensuring there is an effective relationship between the Board and SCL staff, volunteers and stakeholders. Lead on the assessment of SCL's corporate and operational risks; and ensuring risk is appropriately assessed and mitigated where appropriate.</p> <p>Chair Trustee meetings so that the Board functions effectively and carries out its duties; and the finances of SCL are systematically accounted for, audited, independently examined and publicly available.</p>
<p><b>Co-Chair</b> <b>Stephen Barney</b></p> <p>Appointed <b>November 2021</b></p>	<p>Deputising for the Chair at meetings and events and acting as a representative of SCL on other bodies. Bring particular key qualities to the Committee in respect of SCL and representing the needs of the guests.</p>
<p><b>Treasurer</b> <b>Andrew Schofield</b></p> <p>Appointed <b>September 2020</b></p>	<p>Overseeing SCL's financial reporting; planning and management; agreeing targets and evaluating performance against them. Exercise financial controls in order to ensure the financial stability of the Charity and to scrutinise and challenge the trustees in planning, advising on financial matters, overseeing strategy on development matters.</p>
<p><b>Business Management</b> <b>Pete Miller</b></p> <p>Appointed <b>March 2019</b></p>	<p>Providing a business perspective to the board, networking with local businesses to encourage further support – both financial and practical. Promoting SCL's use of social media to actively engage with its public and the business community.</p>
<p><b>Pastoral</b> <b>Sandie Sobieraj</b></p> <p>Appointed <b>March 2015</b></p>	<p>Lead on SCL's guest pastoral support, specifically addressing:</p> <ul style="list-style-type: none"> <li>• An awareness and appreciation of guests' needs.</li> <li>• Supporting volunteers in their pastoral care of guests.</li> <li>• Nurturing by empowering guests to seek assistance and achieve their potential.</li> <li>• Ensuring the Trustee Board is aware of the key issues and how SCL can develop to address the needs of guests.</li> <li>• Liaise with SCL's Director on all matters relating to Safeguarding.</li> </ul>

Role	Scope of
<p>Operational Delivery/ Health &amp; Well-Being</p> <p><b>Ruth Olugbenga</b> Appointed <b>September 2020</b></p> <p><b>Funmi Adenle</b> Appointed <b>September 2020</b></p>	<p>Ensuring SCL meets the health &amp; well-being need of guests and appropriately measures the outcome of its services and projects. Ensuring feedback shapes future service delivery. Advise on specific operational issues and policies that may affect SCL service delivery. Ensure the Trustee Board are aware of any key risk issues and impact for SCL. Provide a Trustee interface to the Operational Management Group.</p>

Two part-time staff are employed: Director (0.6wte) and a Service Co-ordinator (0.3wte).





**THANK YOU**