

100% of any profit we
make from these
services is reinvested into
our work supporting the
VCSE sector in Newcastle
and Gateshead

Bespoke Services

For VCSE Organisations, Private
Companies, and Local Authorities



How Can We Help You?



Sometimes, you need an extra bit of guidance to help make your organisation the best it can be.

We are specialists in supporting the Voluntary, Community, and Social Enterprise (VCSE) sector, with over **95 years** of experience, but we help a wide range of non-VCSE organisations too.

We will work with you to offer services that are fully bespoke to your team and your mission.

We can help you with:

- Accounting and Financial Services
- **Organisational Development Support**
- Equality, Diversity and Inclusion Training
- **Trustees Training**
- Cultural Competency Training
- **360 Organisational Strength Reviews**

And much more!

Our Pricing

As our services are bespoke, pricing can vary quite a lot from one client to the next, depending on their individual needs. We understand that budgets are tight just now and we want to give you the best value for money possible.

If you are interested in any of our services, or would like to get a no-obligation quote, please just reach out on the details below:



connect@connectedvoice.org.uk



0191 232 7445

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If you don't see a service for your needs, please do contact us - we will likely be able to tailor something perfect for you and your team!



Accounting and Financial Services

Suitable for: VCSE Organisations, Private Companies

Accounting and Financial Services



With more than **30 years of experience**, our expert finance team offers a wide range of support with accounting and financial services. You can expect in-depth knowledge and a rapid response for all financial concerns.

We offer:

Bookkeeping Support

Our team will support you with your bookkeeping, including your year-end accounts, VAT and tax returns. Not only will this save time, but you can know that your finances are in safe hands, without the need for you to spend hours crunching numbers.

Independent Examination (IE)

We can support your charity with an independent examination, which - rather than an audit - is a more light touch external look at your finances. Charities with a gross income of less than £1million and gross assets less than £3.26 million can choose Independent Examination instead of an audit of their accounts. Get in touch and we can advise if your organisation is suitable for IE and guide you from there.

QuickBooks Training

Take the guesswork out of learning new financial software,; our team can support you through the onboarding process and get you up-and-running We can also offer access to a discount on new QuickBooks accounts.

Finance Manager Support

For teams who need more specialist ongoing support, we can act as your Finance Manager, helping you to save costs, whilst knowing that your financial requirements are taken care of. This service looks after your reporting, accounts management and budgeting.



"Our Trustees are all pleased with the work you have done... we look forward to working with you again next year." - Northumbria Fishing Heritage C.I.O.



Organisational Development

Suitable for: VCSE Organisations

Organisational Development



Delivered by our Support and Development team, who work daily to aid and grow charities and community groups, these services are designed to help your organisation, and your team, thrive.

We offer:

Organisational Strength Reviews

A **bestseller!** We can provide an independent, objective and confidential 360° review that engages with people across your organisation, as well as analysing your key documentation. We'll provide you with practical recommendations that will guide improvements in your organisational culture, governance, financial management and impact.

"The Report made us look at our 'norms' and challenged our thinking... it has become an essential working document that will make us stronger and more resilient in the future." -
Young Women's Project.



Register or Convert your Legal Structure

Get the best possible start when setting up your charity or social enterprise. We will work with you to help decide the best legal structure for your organisation or group. Whether this is a Charitable Incorporated Organisation, Charitable Company or Community Interest Company, your dedicated case manager will handle everything from drafting your constitution to completing the application and answering any queries from the Charity Commission or Companies House.

Good Governance

Do your trustees or directors need extra support to understand their roles? We can offer support around your policy and training needs to make sure your leadership is the best it can be. We'll review all your policies and re-write up to three of them to make sure they're fit for purpose, and we'll tailor and deliver an additional two training sessions to develop the knowledge and skills of your trustees and senior staff.

Policy Writing and Review

Are your policies fit for purpose and being put to good use? As laws change, funders' priorities alter and your organisation grows, your policies and procedures need to be reviewed to reflect this. Our team is highly experienced in writing and refreshing core policies and procedures in line with legal requirements and best practice.



Haref and **Health Equity Services**

Suitable for: VCSE Organisations, Private Companies, Local
Authorities, NHS

Haref and Health Equity Services



Haref works with ethnically marginalised communities in Newcastle and Gateshead to tackle health inequalities. Their expert training can help you to build your confidence and skills when working within these marginalised communities.

They offer:

Understanding the Causes of Health Inequalities

Our Understanding the Causes of Health Inequalities training is ideal for those who want to understand the impact of health inequalities and how this affects ethnically marginalised communities. Through interactive activities, videos, and group discussions, you will explore how social determinants - such as income, education, housing, and employment - shape health outcomes, and why certain groups are disproportionately affected.

Please note: There are set prices for our standard Haref and Health Equity training packages, with bespoke options available for an additional fee. We also offer discounts if more than one training session is booked at the same time, and to our Haref Allies.

Cultural Competency Training

Designed for organisations who wish to improve their reach of services with ethnically marginalised communities, our Cultural Competency Training breaks down barriers and explores lived experience of healthcare as a person from an ethnically marginalised community.

Please note: this course is funded via Newcastle City Council for those delivering health and social care services throughout Newcastle. Paid training can be delivered to those outside of Newcastle



**"There was plenty to take away and reflect on, and it reinforced how important ongoing learning is if we want to build stronger communities and more inclusive organisations." -
St Oswald's Hospice Staff Member**



Advocacy **Services**

Suitable for: Local Authorities, Solicitors, Case Managers,
Integrated Care Boards, and Health Trusts

Advocacy Services



Our advocacy team plays a vital role in ensuring people have their voice heard, their rights upheld, and access to services they require. Their frontline knowledge of the needs of local communities is invaluable and they can offer very specialised and sensitive services.

They offer:

Bespoke Advocacy Contracts

Our award-winning, person-centred advocacy service is available to be commissioned based on what your organisation needs. This can be a long term contract or just one occasion. Examples of bespoke contracts we can undertake include:

- ✓ Parent support in Child Protection proceedings
- ✓ Supporting survivors of critical accidents in rehabilitation planning
- ✓ Continuing Health Care Assessments
- ✓ Independent Mental Health Act Advocacy (IMHA)
- ✓ Independent Mental Capacity Advocacy (IMCA)
- ✓ Paid Relevant Person and Rule 1.2 Representatives
- ✓ Autism Advocacy
- ✓ Complaints Advocacy

Tailored Advocacy Training

Connected Voice Advocacy also has a varied suite of training that organisations can sign up for. Topics include:

- ✓ Social Justice Champions
- ✓ Putting People First - Person-Centred Approaches
- ✓ Effective Communication and Active Listening
- ✓ Hate Crime and Anti-Social Behaviour Strategies
- ✓ Know your Rights - Self-Advocacy Training

We'd encourage you to get in touch to see how the Advocacy Team can tailor their training for your organisation.



"The training was amazing - we are setting up our own advocacy service and this was so relevant and so helpful. The trainers were great and tailored it to our needs. I came away with a huge to do list, which is great." - HerCircle



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**connect@connectedvoice.org.uk
0191 232 7445**

www.connectedvoice.org.uk

Connected Voice is a registered charity (number 1125877) and company limited by guarantee (number 6681475) registered in England and Wales. Our registered office is as above.