

National Voices Annual Report and Financial Statements for the Year Ended 31 March 2025

National Voices is a charity and
company limited by guarantee.
Charity Number – 1057711
Company Number – 032365



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Chair's Foreword

The government has recently published a 10 Year Plan for the NHS, with big reforms planned at national and neighbourhood level. But when we look back from 2035, I hope that we will see 2024/25 as an inflection point not just for the NHS but also for National Voices, and our role championing the involvement of people and communities in designing and delivering health and care.

As you will see from this report, we have seen a tangible change over the last 12 months. Not only in reinforcing our influence as an **organisation** within the national health and care agenda, but in putting the way we function as a **movement** - anchored in authentic listening and purposeful collaboration – at the centre of national practice.

By positioning lived experience and community insight at the forefront of what we do, we have enabled real voices to inform big decisions at the heart of Government, and in every local health and care system. Our contributions, and those of our members, to the NHS 10 Year Plan are testament to the power of collective evidence translating into policy that matters on the ground, for people and communities everywhere.

A defining feature of our work this year has been our commitment to sharing power and creating space for people to shape the agenda themselves. This shift towards genuine co-production is at the heart of our mission, helping our partners to move beyond tokenistic consultation to real, sustained influence for those who use services. As we have broadened our reach, we have also expanded the diversity of those engaged in our projects, drawing in new voices and perspectives that have historically been underrepresented. The result is a richer, more nuanced evidence base, one that recognises the complexity of people's lives and the importance of intersectional approaches to health and care.

All of this has been underpinned by the launch of our new five-year strategy. This strategy serves as both compass and anchor, ensuring that our actions remain guided by a shared vision and our focus is always on what truly matters to those we serve. We have three objectives:

- End unequal access to healthcare
- Transfer power to people and communities
- Shift the measures of success to value and prioritise patient experience

In this Annual Report you will read about the impact we have already had. Our commitment to those three objectives remains unwavering as we look forward now to the implementation of the 10 Year Plan.

Lastly, as a membership organisation we could not have achieved the impact we have without the support of our members, and our combined commitment to the people they serve. I want to take this opportunity to thank all of them, together with our small but incredibly effective staff team, and my fellow Trustees for everything they have done. Together we will continue to ensure that we make what matters to people matter in health and care.

Chief Executive's Introduction

For National Voices, and our broader movement of VCSE organisations and Lived Experience Partners, 2024/25 was a critical year for shaping the future of health and care services. It has been a period where our evidence and insight has been used at the very heart of the Westminster machine, helping to inform decision making at the highest level on the NHS 10 Year Plan.

Regionally, in partnership with the CQC, we have provided a framework for ICBs to understand and improve how they are tackling inequalities by working with their communities.

We have strengthened our evidence base by significantly stepping up the volume of people with lived experience involved in our projects, whilst also further expanding the diversity of communities we are working with.

We have also sought to hand back power to those we work for in new and inspiring ways, for example our flagship Unconference event which put partners and delegates in charge of shaping the discussion and debate.

At the centre of all this activity, driving our direction and helping us to focus on what matters most, is our five-year strategy which we launched in September of 2024.

In short, we have done a lot. But what difference is this making?

Our 2024/2025 in Numbers

214 members, up from **205** last year.

92.5% report their experience of working with us as “Excellent”, “Very Good”, or “Good.”

1,017 moments where members shared their insight with us or were involved in our work, **up 35%** on 2023/24.

Over **800** people with lived experience involved in our surveys, focus groups and in-depth interviews.

Through our reports and behind the scenes influencing we made a total of **43 recommendations** to policy makers and senior stakeholders, **31 of these were acted on or acknowledged positively** by those we were seeking to influence.

This led to **20 short-term influencing wins and 4 concrete changes in policy**.

4,500 VCSE and health sector colleagues now read our newsletter each month.

We published **20 blogs** highlighting the work and perspectives of members and we were featured **78 times across national and trade media** including National Voices' first ever front page national coverage, with Daily Telegraph outlining our concerns around proposed cuts to Royal Mail and the impact on letters to patients.

Influence

The new Government's decision to structure the development of its 10 Year Plan for the NHS around a series of "I Statements" was a strong signal of how our existing work had already shaped the agenda. By adopting this framing, Ministers showed a clear desire to create a plan that was centred not on providers or pathways, but on delivering what matters for patients, carers and their families. This was backed up by the Government commissioning the largest ever public engagement exercise in the NHS's history, helping to put people at the heart of the process.

In October, our Chief Executive was asked by the Department of Health and Social Care to help shape the vision behind the Plan. This was a privileged opportunity for National Voices, one that meant we were able to convene more than 400 members, partners and people with Lived Experience over a short period and set out what the plan should include when it comes to creating an NHS that is genuinely fair and equitable.

The result is a Plan that:

- Has heard our message about "getting the basics right", particularly on making access easier and more user-friendly
- Through the Single Patient Record, plans to capture and share more data about non-clinical factors affecting people's health, so that care can become more personalised and extra help targeted to those who need it
- Has committed to tackling health inequalities head on by reviewing funding formulas and shifting resources to the areas of greatest need
- Commits to a new relationship with the VCSE to help newly diagnosed patients get on the right path to self-management.
- Places much greater importance on patient outcomes and experiences as a measure of success

These are just a few of the areas of the Plan where our influence is clear. The challenge now will be in implementing these reforms, but as always we are ready to roll up our sleeves and help.

Evidence

As a membership organisation our core evidence base comes from the work of our members and their contributions to round tables and joint research projects. And this way of working continues to grow, with opportunities for members to get involved in our work growing by 35% last year, with now over 1,000 moments where members have shared their insights and collaborated with us.

Our direct work with patients and members of the public also continues to grow, with more than 800 people contributing to our focus groups, surveys and in-depth interviews over the last year. All of this has been supported by our core group of Lived Experience Partners, who continue to be involved in the design and delivery of many of our projects.

The breadth of our engagement also continues to build, with an incredible range of organisations joining our coalition in 2024/25. On the one hand there are big household names such as RNID, Maggie's, and Leukaemia UK. On the other, there were smaller specialised groups like Cysters, who provide reproductive health support for women from marginalised backgrounds, and Proud 2 B Parents, an inclusive organisation delivering services for LGBT+ parents and carers to be. These grassroots organisations fill crucial gaps by serving people with specific conditions and communities often overlooked.

Lastly, our partnership with Ipsos delivered a new nationally representative benchmark survey on how the NHS is delivering against the "I Statements" set out in the 10 Year Plan. We hope to use this work to track how the Plan is delivering for people and communities over the years ahead.

Impact

Generating genuine impact can take time and often we and VCSE colleagues will be pushing for change on an issue for several years in order to secure the necessary commitments from decision makers. But when we succeed it makes a real and tangible difference to communities. Two good examples from the last year include:

Hospital waiting lists data

Previous work by National Voices, our members and partners has shown that women, people from ethnic minority groups, disabled people and those living in poorer areas all tend to wait longer for elective treatment, and that wait tends to have a greater impact on their wellbeing. Yet their experiences have remained hidden in NHS data reporting because patient demographic information hasn't been included. In January, as part of the Government's Elective Reform Plan, we secured a commitment for demographic details to be included in monthly performance figures, ensuring that inequalities between different groups of patients are seen and scrutinised on a routine basis. This may sound like a technocratic policy win, but in reality, it makes it much harder for local systems and providers to overlook their responsibilities to tackle inequalities any longer.

Tackling medication shortages

When medication supplies run low it causes a multitude of problems for patients, adding to the mental burden of managing conditions and in the worse cases leading to safety issues. Whilst the Government and NHS have previously acknowledged concerns around supply they have often focused on trying to fix some of the international trade issues impacting supply chains. However, far too little had been done to help patients managing shortages affecting them in the here and now. Thanks to campaigning activity throughout 2024/25 by National Voices, and relevant member organisations, the Government has now announced its intentions to provide more practical help. This includes consulting on plans to enable pharmacists to make appropriate substitutes when certain medications are out of stock, through publishing more information guides for patients and professionals on what to do when shortages occur.

Inclusion

In November 2024, we launched our Equality Action Plan, which sets out the key actions we will take over the next five years to:

1. Make National Voices a genuinely diverse and inclusive organisation
2. Advocate for an end to inequalities in health and care
3. Provide support and work to educate our members about the role they can play in bringing an end to inequalities in health and care

We have already made significant progress in our internal work, for example, by introducing enhanced parental leave, increased sickness cover, appointing Equality Champions and by creating internship opportunities for people from underrepresented groups in the charity sector.

Equality has also been a major focus throughout our policy and research work, for example, our work supporting NHS England to develop an improvement framework for community language translation and interpreting services, our role as Co-ordinator for the VCSE Health and Wellbeing Alliance, and our advocacy around reporting on demographics of people waiting for elective care.

This year we also held our first ever Health Inequalities Unconference where members had the chance to hear from 18 speakers on topics ranging from “How can we work to end LGBTQIA+ health inequalities?” to a fishbowl conversation on the topic “What does it mean to be anti-racist in our influencing and campaigning work as health and care charities?”.

Underpinning all of this, we made a public commitment to being an anti-racist and anti-oppressive organisation. As we put this into practice, we regularly approach the decisions we make as an organisation differently than before.

Funding

Financially speaking, 2024/25 was a successful year for National Voices, with the charity making a small surplus against our core running costs for the first time in three years. This reflects the success of:

- Our approach to make fundraising a team effort
- The way we are prioritising income generation opportunities
- The efforts of our staff in controlling costs well

Crucially, we managed to achieve this position in a year when we actually involved more members and lived experience partners in our work than ever before, including staying true to our commitment to pay people for their contributions on major projects.

We have also continued to play a key role in negotiating additional funding opportunities for the VCSE, including securing a one-year extension of the Health and Wellbeing Alliance contract and encouraging the Government to develop a new programme for patients offering more holistic post-diagnosis support.

We know that the current financial climate is challenging for our members, and the wider sector, and we will continue to speak up about the need for the NHS and wider Government to provide strategic investment to the VCSE if we are going to achieve our shared goals over the years ahead.

Headline Income and Expenditure (2024/25)

In the financial year ending 31 March 2025, National Voices recorded a total income of £913,327, an increase from £811,900 in 2023/24. Unrestricted income: £785,714, Restricted income: £127,613. We spent £896,766 on charitable and fundraising activities (up from £838,715 the previous year):

Influencing Policy and Improving Practice: £636,762
Membership and Engagement: £136,036
Raising Funds: £123,968

Our efforts resulted in a net surplus of £16,561, compared with a £27k deficit in 2023/24. Year-end reserves increased to £226,316 (from £209,755).

Financial Performance in 2024/25

We continued our strategic approach to financial sustainability by improving income diversification and embedding team-wide fundraising responsibility.

In 2024/25:

- Total income increased by £101,427 (12%) year-on-year.
- Investment income grew to £6,983 (from £4,614).
- Expenditure rose by £58,051, primarily due to expanded programme delivery and a full staffing cohort.

This performance reflects the success of:

- Larger volumes of commissioned work.
- Increased grants, especially under Influencing Policy and Improving Practice.
- Growing unrestricted income through stronger member and partnership engagement.

Stability and Sustainability

We ended the year with net current assets of £206,507, and cash reserves of £287,755, representing a much healthier liquidity position. This puts us in a strong position to invest in:

- Our approach to make fundraising a team effort
- The way we are prioritising income generation opportunities
- The efforts of our staff in controlling costs well

Fundraising and Income Generation

The team-based approach to fundraising is embedding successfully, and early-year results for 2025/26 are encouraging. Key developments include:

- Growth in unrestricted income, allowing flexibility in program delivery.
- A clearer focus on strategic bid development and funder relationships.

We are now better equipped to pursue bold goals in our upcoming five-year strategy, with a sustainable financial foundation.

Key Risks Identified

1. Income Diversification and Financial Resilience

- While 2024/25 saw a surplus for the first time in three years, a significant proportion of income remains project-based and time-limited.
- The charity is actively pursuing multi-year funding and expanding relationships with Trusts, Foundations, and regional health bodies.
- Continued focus on embedding fundraising across the team and maintaining unrestricted income growth.

2. Operational Capacity and Delivery Peaks

- With increased programme delivery and an increased staffing cohort, managing workload peaks remains a priority.
- The charity has strengthened internal systems, including project tracking tools and resource planning, to ensure delivery remains on track.
- Staff wellbeing initiatives have been expanded, including enhanced leave policies, and mental health support via an external employee assistance programme.

3. Staff Retention and Development

- Retaining skilled staff in a competitive sector continues to be a challenge.
- National Voices has invested in leadership development, coaching, and inclusive recruitment practices.
- A new Equality Action Plan supports recruitment for underrepresented groups and promotes a culture of belonging.

4. External Policy and Funding Environment

- The evolving health and care landscape, including the implementation of the NHS 10-Year Plan and changes in government priorities, presents both opportunities and risks.
- National Voices is actively engaging with policymakers to ensure the VCSE sector's role is recognised and funded.
- The charity remains agile in responding to shifts in commissioning and policy focus.

5. Reputational Risk and Influence

- As National Voices increases its public profile and policy influence, reputational risks must be managed carefully.
- Clear governance, transparency in partnerships, and robust safeguarding policies are in place.
- The charity continues to uphold its commitment to anti-racism and anti-oppression in all external engagements.

Organisational Details and Key Management Personnel

Staff Team 2024/25

The SORP considers the key management personnel of the charity to be those persons having authority and responsibility for planning, directing and controlling the activities of the charity, directly or indirectly. The Trustees consider that the National Voices Board of Trustees, the Chief Executive and the directors of departments are Key Management Personnel of the charity during the 2024/25 Financial year. The directors of departments consisted of a Director of Policy, Director of Finance & Operations and the Director of Development and Membership.

Details of Trustee expenses and related party transactions are disclosed in note 19 of the accounts. Trustees are required to disclose all relevant interests and register them with the charity and, in accordance with the charity's policy, withdraw from decisions where a conflict of interest arises.

Financial Review

The principal funding sources of income for the charity in 2024/25 came from Influencing Policy and Improving Practice (£708k, including £234k in grants) and Membership and Engagement (£198k), generating a total income of £913k. This represents an increase of £101k (12%) from £812k in 2023/24—demonstrating strong growth in a year of continued operational strengthening.

Overall expenditure rose to £897k, up £58k (6.9%) from £839k in 2023/24. This increase primarily reflects the full-year costs of a complete staffing cohort and expanded programme delivery. Targeted investment in business development, qualitative research expertise and the scaling of our lived experience and engagement work also contributed to higher costs.

The charity reported a net surplus of £16.6k in 2024/25, a significant turnaround from the £27k deficit reported in 2023/24. Year-end reserves increased to £226k (from £210k), with unrestricted reserves growing to £176k.

Looking ahead, we begin 2025/26 in a stronger financial position due to the surplus, with a healthy cash balance of £288k. We remain confident in our strategy to maintain a diversified and sustainable funding base, and we are well-positioned to our targets in 2025/26.

Total Funds, Reserves Policy and Going Concern

The Trustees review the charity's reserves policy annually and aim to hold 4-5 months of core costs in reserves. As at the 31st of March 2025, the agreed total reserves target is therefore between £180,000 and £225,000. Core costs are defined as staff salaries plus office overheads including IT and other fixed costs but excluding discretionary costs and non-cash costs.

The reserves for these purposes are defined as the sum of:

- The unrestricted reserves on the balance sheet at the year end and
- That portion of restricted reserves on the balance sheet at year end which will be utilised to pay salaries of employees working to deliver the projects to which the restricted funding relates

As at 31 March 2025 these reserves totalled £175,660 and core costs coverage in reserves stood at 4 months within the board's targets and reserves policy. In addition to these reserves, the charity held further restricted reserves of £50,656 which will be used to finance third party costs relating to the projects for which the funding was received.

The Trustees have reviewed the budgets for the 2025/26 financial year, including reserves and secured income, and consider there to be sufficient funding to prepare these accounts on a going concern basis.

Structure, Management and Governance

National Voices is a charitable company and operates within the parameters of its Memorandum and Articles of Association and accompanying Bye-Laws and its business is managed by a Board of Trustees.

The governing document gives the Board powers regarding its management of the charity, and these powers may be delegated to the Chief Executive and Officers, in line with the Scheme of Reservation and Delegation of Powers.

The Board is comprised of Trustees elected from the membership and independent Trustees who are appointed by the Board (and in accordance with the Bye-Laws) for their skills and experience relevant to the work of the Board. Trustees are appointed for a term of three years and may serve a second term of three years up to a maximum of six years. A Trustee's first or second term may be extended by one year in exceptional circumstances and with the approval of the Board. At the 2024 AGM the Articles of Association were changed to allow the charity to recruit industry and subject experts, this motion was passed by the membership.

As part of trustee induction, new Trustees meet officers and the team and are made familiar with key documents and work programmes of the organisation. Trustees have to formally confirm they are aware of the conflict-of-interest policy and the trustee code of conduct. We also ran a board away day and are in the process of planning more of those. A budget is available for training or reasonable adjustments for new Trustees if required.

The Senior Management Team has compiled a Risk Register of the major risks to which the charity is exposed, together with actions taken to mitigate these. The Register is updated regularly and is considered alongside the Business Plan; both the Risk Register and Business Plan are reviewed by the Audit and Risk Committee and the Board of Trustees.

The Audit and Risk Committee oversees the pay and remuneration of the charity's personnel in accordance with its Remuneration Policy. The Audit and Risk Committee conducts annual reviews of salary, taking into account the financial health of the charity, expected future income and expenditure, the wider financial climate, and market sector trends. To determine the remuneration of a new post, the Committee takes into account information about comparable roles in similar organisations, preferably within the voluntary sector, using reputable sources of data, such as NCVO.

Structure, Governance, and Management

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03236543 (England and Wales)

Registered Charity number
1057711

Registered office
The Foundry
17 Oval Way
London
SE11 5RR

Trustees
Helen Elizabeth Ball
Ezra Ben-Yisrael
Helen Buckingham
Harry Evans
Noha Al Afifi (resigned 1.12.24)
Samantha Holmes
Kalu Agwu Obuka
Sherone Phillips
Meera Shah
Clare Woodford
Jessica Kay Cunnett
Eamonn Joseph Dunne
Esther Elizabeth Freeman

Senior Management Team

Jacob Lant, Chief Executive

Sarah Sweeney, Director of Evidence and Improvement

Sharon Brennan, Director of Policy and External Affairs

Matthew Haslehurst, Director of Finance and Operations

Auditors

Xeinadin Audit Limited

Chartered Accountants and

Statutory Auditor

12 Conqueror Court

Sittingbourne

Kent

ME10 5BH

Statement of Trustees' Responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

AUDITORS

The auditors, Xeinadin Audit Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 27.11.2025 and signed on its behalf by:



.....
Helen Buckingham - Trustee

Report of the Independent Auditors to the Members of National Voices

Opinion

We have audited the financial statements of National Voices (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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 Auditors' 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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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.

In connection with our audit of the financial statements, 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 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 Report of the Trustees for the financial year for which financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 Report of the Trustees.

We have nothing to report in respect of the following matters where 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 trustee's remuneration specified by the law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of Trustees

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

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.

Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

As part of an audit in accordance with ISAs (UK), exercise professional judgement and maintain professional scepticism through the audit. We also:

1. Assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur.
2. Held discussions with the client regarding their policies and procedures on compliance with laws and regulations.
3. Held discussions with the client regarding their policies and procedures on fraud risks, including knowledge of any actual suspected or alleged fraud.

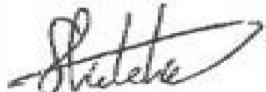
We consider the entity's controls effective in identifying fraud. We do not consider there to be significant difficulty in detecting irregularities due to the low volume, high value nature of projects undertaken.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at:
www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' Report.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at
www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

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 auditors' 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.



Samuel Ketcher FCCA (Senior Statutory Auditor)
for and on behalf of Xeinadin Audit Limited
Chartered Accountants and
Statutory Auditor
12 Conqueror Court
Sittingbourne
Kent
ME10 5BH

Date: 2 December 2025

Statement of Financial Activities for the Year

Ended 31 March 2025

(incorporating the income and expenditure account)

| | Notes | Unrestricted Fund £ | Restricted Funds £ | 2025 Total Funds £ | 2024 Total Funds £ |
|---|-------|-----------------------------------|----------------------------------|-----------------------------|-----------------------------|
| INCOME AND ENDOWMENTS FROM | | | | | |
| Donations and legacies | 2 | 50 | - | 50 | 752 |
| Charitable activities | 4 | | | | |
| Membership and Engagement | | 198,263 | - | 198,263 | 197,097 |
| Influencing Policy and Improving Practice | | 580,418 | 127,613 | 708,031 | 609,437 |
| Investment income | 3 | <u>6,983</u> | <u>-</u> | <u>6,983</u> | <u>4,614</u> |
| Total | | <u>785,714</u> | <u>127,613</u> | <u>913,327</u> | <u>811,900</u> |
| EXPENDITURE ON | | | | | |
| Raising funds | 5 | 123,968 | - | 123,968 | 144,629 |
| Charitable activities | 6 | | | | |
| Membership and Engagement | | 136,036 | - | 136,036 | 117,584 |
| Influencing Policy and Improving Practice | | <u>417,250</u> | <u>219,512</u> | <u>636,762</u> | <u>576,502</u> |
| Total | | <u>677,254</u> | <u>219,512</u> | <u>896,766</u> | <u>838,715</u> |
| NET INCOME/(EXPENDITURE) | | | | | |
| Transfers between funds | 18 | <u>108,460</u> <u>(18,713)</u> | <u>(91,899)</u> <u>18,713</u> | <u>16,561</u> <u>-</u> | <u>(26,815)</u> <u>-</u> |
| Net movement in funds | | 89,747 | (73,186) | 16,561 | (26,815) |
| RECONCILITATION OF FUNDS | | | | | |
| Total funds brought forward | | 85,913 | 123,842 | 209,755 | 236,570 |
| TOTAL FUNDS CARRIED FORWARD | | <u>175,660</u> | <u>50,656</u> | <u>226,316</u> | <u>209,755</u> |

The notes form part of these financial statements.

Balance Sheet 31 March 2025

| | Notes | Unrestricted Funds £ | Restricted Funds £ | 2025 Total Funds £ | 2024 Total Funds £ |
|--|-------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| FIXED ASSETS | | | | | |
| Intangible assets | 13 | 16,157 | - | 16,157 | 22,132 |
| Tangible assets | 14 | <u>3,652</u> | <u>-</u> | <u>3,652</u> | <u>3,888</u> |
| | | 19,809 | - | 19,809 | 26,020 |
| CURRENT ASSETS | | | | | |
| Debtors | 15 | 196,471 | - | 196,471 | 257,463 |
| Cash at bank | | <u>237,099</u> | <u>50,656</u> | <u>287,755</u> | <u>206,313</u> |
| | | 433,570 | 50,656 | 484,226 | 463,776 |
| CREDITORS | | | | | |
| Amounts falling due within one year | 16 | (277,719) | - | (277,719) | (280,041) |
| | | <u>—</u> | <u>—</u> | <u>—</u> | <u>—</u> |
| NET CURRENT ASSETS | | <u>155,851</u> | <u>50,656</u> | <u>206,507</u> | <u>183,735</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | 175,660 | 50,656 | 226,316 | 209,755 |
| | | <u>—</u> | <u>—</u> | <u>—</u> | <u>—</u> |
| NET ASSETS/(LIABILITIES) | | <u>175,660</u> | <u>50,656</u> | <u>226,316</u> | <u>209,755</u> |
| FUNDS | 18 | | | | |
| Unrestricted funds | | | | 175,660 | 85,913 |
| Restricted funds | | | | <u>50,656</u> | <u>123,842</u> |
| TOTAL FUNDS | | | | <u>226,316</u> | <u>209,755</u> |

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 27.11.2025 and were signed on its behalf by:



Helen Buckingham – Trustee

The notes form part of these financial statements.

Cash Flow Statement for the Year Ended 31 March 2025

| | Notes | 2025 £ | 2024 £ |
|--|-------|----------------|------------------|
| Cash flows from operating activities | | | |
| Cash generated from operations | 1 | <u>84,080</u> | <u>(127,791)</u> |
| Net cash provided by/(used in) operating activities | | <u>84,080</u> | <u>(127,791)</u> |
| Cash flows from investing activities | | | |
| Purchase of intangible fixed assets | | - | (1,800) |
| Purchase of tangible fixed assets | | <u>(2,638)</u> | <u>(3,089)</u> |
| Net cash used in investing activities | | <u>(2,638)</u> | <u>(4,889)</u> |
| | | _____ | _____ |
| Change in cash and cash equivalents in the reporting period | | 81,442 | (132,680) |
| Cash and cash equivalents at the beginning of the reporting period | | <u>206,313</u> | <u>338,993</u> |
| Cash and cash equivalents at the end of the reporting period | | <u>287,755</u> | <u>206,313</u> |

The notes form part of these financial statements.

Notes to the Cash Flow Statement for the Year Ended 31 March 2025

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

| | 2025 £ | 2024 £ |
|--|----------------|------------------|
| Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities) | 16,561 | (26,815) |
| Adjustments for: | | |
| Depreciation charges | 8,849 | 4,720 |
| Decrease/(increase) in debtors | 60,992 | (205,536) |
| (Decrease)/increase in creditors | <u>(2,322)</u> | <u>99,840</u> |
| Net cash provided by/(used in) operations | <u>84,080</u> | <u>(127,791)</u> |

2. ANALYSIS OF CHANGES IN NET FUNDS

| | At 1.4.24 £ | Cash flow £ | At 31.3.25 £ |
|--------------|----------------|----------------|-----------------|
| Net cash | <u>206,313</u> | <u>81,442</u> | <u>287,755</u> |
| Cash at bank | <u>206,313</u> | <u>81,442</u> | <u>287,755</u> |
| Total | <u>206,313</u> | <u>81,442</u> | <u>287,755</u> |

The notes form part of these financial statements.

Notes to the Financial Statements for the Year Ended 31 March 2025

1. ACCOUNTING POLICIES

Basis of Preparation

Basis of Accounting

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

Legal Form

National Voices is a charitable company incorporated in England under the Companies Act 2006. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is The Foundry, 17 Oval Way, Vauxhall, London, SE11 5RR. The charity's operations and principal activities are included in the Trustees' annual report.

Going Concern

The financial statements are prepared on a going concern basis. The Trustees have looked at least 12 months from the signing date of these accounts, considering the charity's cost base, reserves and secured funding and have concluded that there are no material uncertainties around the charity's ability to continue as a going concern.

Accounting Policies

The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

Significant accounting estimates and judgements

There have been no key estimates or judgements required in determining the carrying values of assets and liabilities.

Income

Recognition of Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the provision of a specified service is deferred until the criteria for income recognition are met.

The charity has received government grants in the reporting period and these are disclosed in note 18.

Membership income is recognised over the year to which it relates and the proportion of subscriptions received during the year that relate to a subsequent financial accounting period is carried forward as a creditor in the balance sheet and shown as subscriptions received in advance.

Grants and donations are only included in the SoFA when the general income recognition criteria are met, generally upon receipt.

Income

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP.

Donations of Gifts, Services and Facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Interest

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.

Fund Accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Restricted funds are grants and donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Volunteer Help

Unless specifically set out, the value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.

Expenditure on charitable activities includes the costs of delivering services and other activities undertaken to further the purposes of the charity and their associated support costs.

Allocation

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 office space, personnel development and support, financial support, insurances and IT support.

Governance costs comprise the costs involving the public accountability of the charity (including audit costs) and costs in respect of its compliance with regulation and good practice.

Support costs including governance costs are apportioned based on the proportion of time spent on each activity by staff.

Operating Leases

Rental charges are charged on a straight line basis over the term of the lease.

Intangible Fixed Assets

Amortisation is provided at the following rates in order to write off each asset over its estimated useful life. The depreciation rate used is as follows:

Website - Over four years

Tangible Fixed Assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation is provided on a straight line basis over its expected useful life. The depreciation rates in use are as follows:

Fixtures, fittings & equipment - Over three years

Computers & other equipment - Over three years

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund Accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension Costs and Other Post-retirement Benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors

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

Cash at Bank and In Hand

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

Creditors and Provisions

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

Financial Instruments

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

Accrued and Deferred Income

Accrued income relates to contract income to which the charity is entitled but which has not yet been invoiced.

Debtors

Deferred income relates to contract income received where a proportion of the work remains incomplete.

2. DONATIONS AND LEGACIES

| | 2025 £ | 2024 £ |
|-----------|-----------|------------|
| Donations | <u>50</u> | <u>752</u> |

3. INVESTMENT INCOME

| | 2025 £ | 2024 £ |
|---------------|--------------|--------------|
| Bank interest | <u>6,983</u> | <u>4,614</u> |

4. INCOME FROM CHARITABLE ACTIVITIES

| | Activity | 2025 £ | 2024 £ |
|---------------------------------|---|----------------|----------------|
| Membership and engagement | Membership and Engagement | 198,263 | 196,156 |
| Grants | Membership and Engagement | - | 941 |
| | | <u>198,263</u> | <u>197,097</u> |
| Influencing policy and practice | Influencing Policy and Improving Practice | 474,316 | 461,717 |
| Grants | Influencing Policy and Improving Practice | 233,715 | 147,720 |
| | | <u>708,031</u> | <u>609,437</u> |
| | | <u>906,294</u> | <u>806,534</u> |

5. RAISING FUNDS

| | 2025 £ | 2024 £ |
|---------------|----------------|----------------|
| Staff costs | 77,477 | 91,422 |
| Support costs | <u>46,491</u> | <u>53,207</u> |
| | <u>123,968</u> | <u>144,629</u> |

6. CHARITABLE ACTIVITIES COSTS

| Year End 31.03.2025 | Direct Costs £ | Support costs (see note 7) | Totals £ |
|--|----------------|----------------------------|----------------|
| Membership and Engagement Year end 31.3.25 | 83,734 | 52,302 | 136,036 |
| Influencing Policy and Improving Practice | <u>444,982</u> | <u>191,780</u> | <u>636,762</u> |
| | <u>528,716</u> | <u>244,082</u> | <u>772,798</u> |

| Year End 31.03.2024 | Direct Costs £ | Support costs (see note 7) | Totals £ |
|--|----------------|----------------------------|----------------|
| Membership and Engagement Year end 31.3.24 | 75,022 | 42,562 | 117,584 |
| Influencing Policy and Improving Practice | <u>388,738</u> | <u>187,764</u> | <u>576,502</u> |
| | 463,760 | 230,326 | 694,086 |

7. SUPPORT COSTS

| Year End 31.03.2025 | Management Totals £ | Governance Costs £ | Totals £ |
|---|---------------------|----------------------------|----------------|
| Raising donations and legacies Year end 31.3.2025 | 38,537 | 7,954 | 46,491 |
| Membership and Engagement | 43,353 | 8,949 | 52,302 |
| Influencing Policy and Improving Practice | <u>158,965</u> | <u>32,815</u> | <u>191,780</u> |
| | <u>240,855</u> | <u>49,718</u> | <u>290,573</u> |
| Activity | Basis of allocation | | |
| Management | Based on time spent | | |
| Governance costs | Based on time spent | | |
| Year End 31.03.2024 | Direct Costs £ | Support costs (see note 7) | Totals £ |
| Raising donations and legacies Year end 31.3.2024 | 46,889 | 9,820 | 56,709 |
| Membership and Engagement | 37,511 | 7,854 | 45,365 |
| Influencing Policy and Improving Practice | <u>150,039</u> | <u>31,420</u> | <u>181,459</u> |
| | <u>234,439</u> | <u>49,094</u> | <u>283,533</u> |

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

| | 2025 £ | 2024 £ |
|-----------------------------|--------------|--------------|
| Depreciation – owned assets | 2,874 | 2,952 |
| Website amortisation | <u>5,975</u> | <u>1,768</u> |

9. AUDITORS' REMUNERATION

| | 2025 £ | 2024 £ |
|--|---------------|--------------|
| Fees payable to the charity's auditors for the audit of the charity's financial statements | <u>11,000</u> | <u>7,500</u> |

10. TRUSTEE'S REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

| | 2025 £ | 2024 £ |
|--------------------|--------------|--------------|
| Trustees' expenses | <u>1,868</u> | <u>1,358</u> |

All trustees had some expenses reimbursed or paid for by the charity. Expenses in relation to subsistence, travel and accommodation.

11. STAFF COSTS

| | 2025 | 2024 |
|-----------------------|-----------------------|----------------|
| | £ | £ |
| Wages and salaries | 546,074 | 528,312 |
| Social security costs | 48,325 | 48,284 |
| Other pension costs | <u>27,151</u> | <u>26,049</u> |
| | <u>621,550</u> | <u>602,645</u> |

The average monthly number of employees during the year was as follows:

| | 2025 | 2024 |
|---------------------------|------------------|-----------|
| Membership and engagement | 2 | 1 |
| Influencing and practice | 8 | 8 |
| Governance and support | 4 | 5 |
| | <u>14</u> | <u>14</u> |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

| | 2025 | 2024 |
|-------------------|-----------------|----------|
| £60,001- £70,000 | 2 | 2 |
| £70,001 - £80,000 | - | 1 |
| £80,001 - £90,000 | 1 | - |
| | <u>3</u> | <u>3</u> |

The key management personnel of the charity during the year ended 31 March 2025 comprised of the Chief Executive, the Director of Policy, the Director of Finance and Operations and the Director of Membership and Development.

The total amount paid, including Employers National Insurance and Pension, to the Key Management Personnel in the year ended 31 March 2025 was £298,428 (2024: £300,905).

Included in staff restructuring costs are non-statutory/non-contractual severance payments totalling £1,300 (2024 - £nil).

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

| | Unrestricted fund £ | Restricted Funds £ | Total Funds £ |
|---|---------------------------|--------------------------|-----------------------|
| INCOME AND ENDOWMENTS FROM | | | |
| Donations and legacies | 752 | - | 752 |
| Charitable activities | | | |
| Membership and Engagement | 197,097 | - | 197,097 |
| Influencing Policy and Improving Practice | 391,877 | 217,560 | 609,437 |
| Investment Income | <u>4,614</u> | <u>-</u> | <u>4,614</u> |
| Total | <u>594,340</u> | <u>217,560</u> | <u>811,900</u> |
| EXPENDITURE ON | | | |
| Raising funds | 144,629 | - | 144,629 |
| Charitable activities | | | |
| Membership and engagement | 117,584 | - | 117,584 |
| Influencing Policy and Improving Practice | <u>388,713</u> | <u>187,789</u> | <u>576,502</u> |
| Total | <u>650,926</u> | <u>187,789</u> | <u>838,715</u> |
| NET INCOME/(EXPENDITURE) | (56,586) | 29,771 | (26,815) |
| Transfers between funds | <u>(677)</u> | <u>677</u> | <u>-</u> |
| Net movement in funds | (57,263) | 30,448 | (26,815) |
| RECONCILIATION OF FUNDS | | | |
| Total funds brought forward | 143,176 | 93,394 | 236,570 |
| TOTAL FUNDS CARRIED FORWARD | <u>85,913</u> | <u>123,842</u> | <u>209,755</u> |

13. INTANGIBLE FIXED ASSETS

| | Website £ |
|-----------------------------------|---------------|
| COST | |
| At 1 April 2024 and 31 March 2025 | <u>23,900</u> |
| AMORTISATION | |
| At 1 April 2024 | 1,768 |
| Charge for year | <u>5,975</u> |
| At 31 March 2025 | <u>7,743</u> |
| NET BOOK VALUE | |
| At 31 March 2025 | <u>16,157</u> |
| At 31 March 2024 | <u>22,132</u> |

14. TANGIBLE FIXED ASSETS

| | Computer equipment £ |
|-----------------------|----------------------------|
| COST | |
| At 1 April 2024 | 14,824 |
| Additions | <u>2,638</u> |
| At 31 March 2025 | <u>17,462</u> |
| DEPRECIATION | |
| At 1 April 2024 | 10,936 |
| Charge for year | <u>2,874</u> |
| At 31 March 2025 | <u>13,810</u> |
| NET BOOK VALUE | |
| At 31 March 2025 | <u>3,652</u> |
| At 31 March 2024 | <u>3,888</u> |

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2025 | 2024 |
|----------------|----------------|----------------|
| | £ | £ |
| Trade debtors | 165,194 | 252,517 |
| Other debtors | 1,464 | 1,584 |
| Accrued income | 25,575 | - |
| Prepayments | <u>4,238</u> | <u>3,362</u> |
| | <u>196,471</u> | <u>257,463</u> |

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2025 | 2024 |
|---------------------------------|-----------------------|-----------------------|
| | £ | £ |
| Trade creditors | 14,424 | 21,923 |
| Social security and other taxes | 14,059 | 13,364 |
| VAT | 41,192 | 39,719 |
| Other creditors | 4,742 | 8,838 |
| Deferred income | 136,429 | 164,451 |
| Accruals | <u>66,873</u> | <u>31,746</u> |
| | <u><u>277,719</u></u> | <u><u>280,041</u></u> |

DEFERRED INCOME

Deferred income comprises grant funding for which entitlement to the income does not exist at the balance sheet date as well as membership income which has been paid in advance.

| | |
|--|-----------------------|
| Balance as at 31 March 2024 | 164,451 |
| Amount released to income from charitable activities | (164,451) |
| Amount deferred in the year | <u>136,429</u> |
| Balance at 31 March 2025 | <u><u>136,429</u></u> |

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

| | 2025 | 2024 |
|-----------------|--------------|--------------|
| | £ | £ |
| Within one year | <u>4,162</u> | <u>4,162</u> |

During the year thirteen operating lease payments totalling £16,647 were recognised as an expense.

18. MOVEMENT IN FUNDS

| | At 1.4.24 £ | Net movement in funds £ | Transfers between funds £ | At 31.3.25 £ |
|--|----------------|----------------------------------|------------------------------------|-----------------|
| Unrestricted funds | | | | |
| General fund | 85,913 | 108,460 | (18,713) | 175,660 |
| Restricted funds | | | | |
| Health and Wellbeing Alliance (Department of Health) | 60,781 | (14,195) | - | 46,586 |
| Voices for Improvement - The Health Foundation | 9,953 | (10,000) | 47 | - |
| ICS Project | 13,747 | (9,677) | - | 4,070 |
| Community Connectors | 33,393 | (50,806) | 17,413 | - |
| Bowel Screening | 5,968 | (7,221) | 1,253 | - |
| | <u>123,842</u> | <u>(91,899)</u> | <u>18,713</u> | <u>50,656</u> |
| TOTAL FUNDS | <u>209,755</u> | <u>16,561</u> | <u>-</u> | <u>226,316</u> |

Net movement in funds, included in the above are as follows:

| | Incoming Resources £ | Resources Expended £ | Movement in funds £ |
|--|----------------------------|----------------------------|---------------------------|
| Unrestricted funds | | | |
| General fund | 785,714 | (677,254) | 108,460 |
| Restricted funds | | | |
| Health and Wellbeing Alliance (Department of Health) | 107,490 | (121,685) | (14,195) |
| Voices for Improvement - The Health Foundation | - | (10,000) | (10,000) |
| ICS Project | 13,613 | (23,290) | (9,677) |
| Community Connectors | - | (50,806) | (50,806) |
| Bowel Screening | 6,510 | (13,731) | (7,221) |
| | <u>127,613</u> | <u>(219,512)</u> | <u>(91,899)</u> |
| TOTAL FUNDS | <u>913,327</u> | <u>(896,766)</u> | <u>16,561</u> |

Comparatives for movement in funds:

| | At 1.4.23 £ | Net movement in funds £ | Transfers between funds £ | At 31.3.24 £ |
|---|----------------|----------------------------------|------------------------------------|-----------------|
| Unrestricted funds | | | | |
| General fund | 143,176 | (56,586) | (677) | 85,913 |
| Restricted funds | | | | |
| Health and Wellbeing Alliance (Department of Health) | 22,068 | 38,713 | - | 60,781 |
| Enabling Voice (Diabetes UK) | 4,000 | (4,000) | - | - |
| Voices for Improvement - The Health Foundation | 6,487 | 3,466 | - | 9,953 |
| Patient and Carer Network (Northumbria Healthcare NHS Foundation Trust) | 4,541 | (4,610) | 69 | - |
| Covid Enquiry | 2,608 | (2,916) | 308 | - |
| ICS Project | - | 13,747 | - | 13,747 |
| Essex | 15,750 | (16,050) | 300 | - |
| Community Connectors | 37,940 | (4,547) | - | 33,393 |
| Bowel Screening | - | 5,968 | - | 5,968 |
| | <u>93,394</u> | <u>29,771</u> | <u>677</u> | <u>123,842</u> |
| TOTAL FUNDS | <u>236,570</u> | <u>(26,815)</u> | <u>-</u> | <u>209,755</u> |

Comparative net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Movement in funds £ |
|---|----------------------------|----------------------------|---------------------------|
| Unrestricted funds | | | |
| General fund | 594,340 | (650,926) | (56,586) |
| Restricted funds | | | |
| Health and Wellbeing Alliance (Department of Health) | 147,720 | (109,007) | 38,713 |
| Enabling Voice (Diabetes UK) | - | (4,000) | (4,000) |
| Voices for Improvement - The Health Foundation | 5,000 | (1,534) | 3,466 |
| Patient and Carer Network (Northumbria Healthcare NHS Foundation Trust) | - | (4,610) | (4,610) |
| Covid Enquiry | - | (2,916) | (2,916) |
| ICS Project | 20,830 | (7,083) | 13,747 |
| Essex | 5,000 | (21,050) | (16,050) |
| Community Connectors | 32,500 | (37,047) | (4,547) |
| Bowel Screening | <u>6,510</u> | <u>(542)</u> | <u>5,968</u> |
| | <u>217,560</u> | <u>(187,789)</u> | <u>29,771</u> |
| TOTAL FUNDS | <u>811,900</u> | <u>(838,715)</u> | <u>(26,815)</u> |

Report of the Trustees

A current year 12 months and prior year 12 months combined position is as follows:

| | At 1.4.23 £ | Net movement in funds £ | Transfers between funds £ | At 31.3.25 £ |
|--|----------------|----------------------------------|------------------------------------|-----------------|
| Unrestricted funds | | | | |
| General fund | 143,176 | 51,874 | (19,390) | 175,660 |
| Restricted funds | | | | |
| Health and Wellbeing Alliance (Department of Health) | 22,068 | 24,518 | - | 46,586 |
| Enabling Voice (Diabetes UK) | 4,000 | (4,000) | - | - |
| Voices for Improvement - The Health Foundation | 6,487 | (6,534) | 47 | - |
| Patient and Carer Network (Northumbria Healthcare NHS Foundation Trust) | 4,541 | (4,610) | 69 | - |
| Covid Enquiry | 2,608 | (2,916) | 308 | - |
| ICS Project | - | 4,070 | - | 4,070 |
| Essex | 15,750 | (16,050) | 300 | - |
| Community Connectors | 37,940 | (55,353) | 17,413 | - |
| Bowel Screening | <u>-</u> | <u>(1,253)</u> | <u>1,253</u> | <u>-</u> |
| | <u>93,394</u> | <u>(62,128)</u> | <u>19,390</u> | <u>50,656</u> |
| TOTAL FUNDS | <u>236,570</u> | <u>(10,254)</u> | <u>-</u> | <u>226,316</u> |

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Movement in funds £ |
|--|----------------------------|----------------------------|---------------------------|
| Unrestricted funds | | | |
| General fund | 1,380,054 | (1,328,180) | 51,874 |
| Restricted funds | | | |
| Health and Wellbeing Alliance (Department of Health) | 255,210 | (230,692) | 24,518 |
| Enabling Voice (Diabetes UK) | - | (4,000) | (4,000) |
| Voices for Improvement - The Health Foundation | 5,000 | (11,534) | (6,534) |
| Patient and Carer Network (Northumbria Healthcare NHS Foundation Trust) | - | (4,610) | (4,610) |
| Covid Enquiry | - | (2,916) | (2,916) |
| ICS Project | 34,443 | (30,373) | 4,070 |
| Essex | 5,000 | (21,050) | (16,050) |
| Community Connectors | 32,500 | (87,853) | (55,353) |
| Bowel Screening | <u>13,020</u> | <u>(14,273)</u> | <u>(1,253)</u> |
| | <u>345,173</u> | <u>(407,302)</u> | <u>(62,129)</u> |
| TOTAL FUNDS | <u>1,725,227</u> | <u>(1,735,481)</u> | <u>(10,254)</u> |

Purposes of Restricted Funds

Health and Wellbeing Alliance (Department of Health and Social Care)

National Voices is the co-ordinator of this alliance, which is a partnership between the voluntary sector and health and care system partners to provide a voice and improve the health and wellbeing for all communities. The fund represents DHSC funding towards the costs of coordinating the alliance.

Long Covid Project (NHS England)

NHS England awarded grant funding towards project work with smaller community organisations looking at the impacts of Long Covid on a wide range of communities. The grant was used to fund the costs of the project manager and sub-grants to participating groups who collaborated in the work.

Enabling Voice - Diabetes UK

Diabetes UK awarded a grant of £14,000 towards participation costs in work surrounding inequalities and living with obesity, however because of delays in securing other funders for our work on obesity, we agreed to repurpose this funding to support National Voices' work developing a vision for the future of primary care. The grant was used to ensure people with lived experience were able to help lead and also to be participants of our events on primary care.

Voices for Improvement- The Health Foundation

The Health Foundation awarded further grant funding towards this work in 2021/22. The funding aimed to support the development of a Lived Experience Consultancy offer which was successfully developed during the year. The funding was used to cover staff time, participation and business development. The remaining balance represents funds associated with further development of the website to support further implementation of the project.

Patient and Carer Network (Northumbria Healthcare NHS Foundation Trust)

These funds were used to support the input from people who set up the Rosamund Snow Community some years ago to bring lived experience into improvement work and exploring how the learning from this initiative and others like it can be put on a more sustainable, impactful footing. The funding was used in the year to support the Voices for Improvement work.

ICS Project

Strategic engagement of our partners network for the development of ICS strategy, policy, and programmes.

Essex (NHS Mid and South Essex)

Design and delivery of an exemplar or pathfinder coproduction process to address one inequality or health inclusion focused problem that is identified by both partners as strategically relevant.

Community Connectors

A coaching & mentoring offer to ICS leaders tasked with narrowing the gap in access, experiences and outcomes for people affected by inequalities.

Bowel Screening

Working as part of a group of organisations to look at a Feasibility study assessing active case finding of colorectal cancer in socio-economically deprived areas.

19. Related Party Disclosures

During the year there were no related party transactions.

Detailed Statement of Financial Activities for the Year Ended 31 March 2025

| | 2025 | 2024 |
|---------------------------------------|----------------|----------------|
| | £ | £ |
| INCOME AND ENDOWMENTS | | |
| Donations and legacies | | |
| Donations | 50 | 752 |
| Investment income | | |
| Bank interest | <u>6,983</u> | 4,614 |
| Charitable activities | | |
| Membership and engagement | 198,263 | 196,156 |
| Influencing policy and practice | 474,316 | 461,717 |
| Grants | <u>233,715</u> | <u>148,661</u> |
| | <u>906,294</u> | <u>806,534</u> |
| Total incoming resources | 913,327 | 811,900 |
| EXPENDITURE | | |
| Raising donations and legacies | | |
| Wages | 66,184 | 78,452 |
| Social security | 7,169 | 8,397 |
| Pensions | 4,124 | 4,573 |
| Charitable activities | | |
| Wages | 343,955 | 320,912 |
| Social security | 32,990 | 31,459 |
| Pensions | 16,973 | 15,688 |
| Project delivery costs | 134,798 | 95,701 |
| Support costs | | |
| Management | | |
| Wages | 106,955 | 95,585 |
| Social security | 5,047 | 4,951 |
| Pensions | 4,546 | 4,150 |
| Rent and rates | 18,633 | 16,933 |
| Insurance | 2,603 | 2,015 |
| Telephone | 1,056 | 1,188 |
| Postage and stationary | 819 | 844 |
| Recruitment | 1,480 | 656 |
| Consultants and freelance | (1,171) | 19,942 |
| Other personnel costs | 3,154 | 7,893 |
| Carried forward | 143,122 | 154,157 |

| | | |
|--|-----------------------|------------------------|
| Management | | |
| Brought forward | 143,122 | 154,157 |
| Training | 3,351 | 10,071 |
| Travel | 17,590 | 12,733 |
| Staff welfare | 13,289 | 4,736 |
| Accountancy | 16,500 | 15,865 |
| Software | 8,670 | 6,897 |
| Equipment hire | 155 | 124 |
| Repairs and renewals | 1,178 | 161 |
| Irrecoverable Vat | 7,529 | 9,931 |
| Subscriptions | 953 | 1,294 |
| Website | 2,064 | 2,062 |
| Bad debt expense | 618 | 5,928 |
| HR and payroll costs | 8,345 | 727 |
| Bank charges | 66 | 60 |
| IT Services | 8,576 | 4,974 |
| Compute software | 5,975 | 1,768 |
| Computer equipment | <u>2,874</u> | <u>2,951</u> |
| | 240,855 | 234,439 |
| Governance costs | | |
| Trustees' expenses | 1,868 | 1,358 |
| Wages | 28,980 | 33,363 |
| Social security | 3,119 | 3,477 |
| Pensions | 1,508 | 1,638 |
| Auditors' remuneration | 11,000 | 6,600 |
| Legal fees | 53 | 435 |
| Board expenses, training and recruitment | <u>3,190</u> | <u>2,223</u> |
| | <u>49,718</u> | <u>49,094</u> |
| Total resources expended | | |
| | <u>896,766</u> | <u>838,715</u> |
| Net income/(expenditure) | | |
| | <u>16,561</u> | <u>(26,815)</u> |

National Voices

National Voices is the leading coalition of health and social care charities in England. We have more than 200 members covering a diverse range of health conditions and communities, connecting us with the experiences of millions of people. We work together to strengthen the voice of patients, service users, carers, their families and the voluntary organisations that work for them.

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We are committed to maintaining our independence and integrity as a charity, and acting with transparency in all that we do. Every year, we share a list of our key funders for the previous financial year. Below, we have shared a list of funders and clients who contributed over £10,000 in the last financial year.

| Funders and clients | Project |
|---|--|
| The VCSE Health and Wellbeing Alliance, which is jointly managed and funded by the Department of Health and Social Care, NHS England and the UK Health Security Agency. | For our role as joint co-ordinator of the VCSE Health and Wellbeing Alliance. For our work to deliver three Workshops In A Box for the NHS 10 Year Plan. |
| NHS England | For our engagement and strategic advice on the Federated Data Platform and for chairing the independent Check and Challenge group. For a grant on contributing the voices of those with lived experience to Prevention and Tobacco Dependence. For our work with SCW and the Health Creation Alliance as learning partner for the Core2OPLUS Connectors programme. For our work capturing insights on people's experiences of community languages and translation services in the NHS. For our work with the University of Bristol on English literacy as a barrier to participation in clinical trials. |

| Funders and clients | Project |
|---|---|
| Care Quality Commission | <p>For our work on helping Integrated Care Systems assess their own performance in understanding and responding to the health and care needs and experiences of people most likely to experience poorer care and inequalities.</p> <p>For our work supporting the Share for Better Care Campaign.</p> |
| Department of Health and Social Care | <p>For our research project gathering insights from people on their experiences of accessing and using medical devices within Part IX of the Drug Tariff.</p> |
| Greater Manchester Cancer Alliance | <p>For our work supporting people and communities to shape the Greater Manchester Early Diagnosis Strategy.</p> |
| National Institute for Health and Care Research | <p>For our work supporting the Birmingham, RAND and Cambridge Evaluation (BRACE) Centre to conduct rapid evaluations of services and innovations in health and social care.</p> |
| Abbvie | <p>For our independent report - with Future Health - on improving the experience of patients with long-term conditions.</p> |
| Roche | <p>For our work supporting VCSE and lived experience contributions to a research project on addressing racial inequalities in Alzheimer's clinical trials</p> <p>For our work gathering insights on the experiences of people living with age related eye conditions in coastal areas.</p> |
| Pfizer | <p>For a grant towards National Voices' independent Health Inequalities Unconference.</p> |