



# National Voices

## Annual Report and Accounts For the Year Ended 31 March 2019

National Voices

A company limited by guarantee

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Charity Registration Number 1057711

Company Number 3236543

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## Chair's foreword

2018-2019 has been a year of change for National Voices. Our longstanding and highly respected Chief Executive, Jeremy Taylor, decided to move on to new challenges and left us in March 2019. At National Voices he made a significant contribution to person-centred care nationally and established our coalition as a leader in the health and social care field. In recognition of his achievements we were pleased that he was awarded an OBE.

We were delighted to appoint Dr. Charlotte Augst as our new CEO, and she started in March 2019. Charlotte was formerly Director of the Richmond Group of Charities and brings with her a wealth of experience and strong contacts with our stakeholders.

Last year I explained our need to rethink our strategy in the light of the changing external environment. During this year we continued to discuss, consult and gather evidence for our strategy review and were able to come to some clear conclusions on our role and values. However, we delayed finalising our new strategy until Charlotte Augst arrived, so that she could also shape it, and she will give an overview in her own introduction (below).

I am pleased to say that the new strategy is proving attractive to our stakeholders and funders. We are all very optimistic for our future and eager to implement exciting new plans.

Throughout this time of change, we nevertheless achieved significant impact. We delivered major projects, such as the Peer Support Hub, and continued to influence at national level, particularly on the NHS England Long Term Plan (LTP). Feedback from our members remained very positive.

As charities continue to be under scrutiny, we believe it is important that we demonstrate value for money, avoid competition and help each other – National Voices included. We continue to provide networks for members to discuss joint issues and share knowledge and expertise. This also helps us surface the voice of our smaller members and those who work with seldom heard communities.

My thanks to all the team at National Voices for their hard work and loyalty to us this year; and to my fellow Trustees who have volunteered for impactful contributions this year, especially Barbara Gelb and Jane Dunnage who stepped down this year.

My thanks also to our funders and supporters and, finally, to our members, especially those who helped with the strategy review.

Best wishes for 2019-2020,

Yours,

Hilary Newiss  
Chair of Trustees



## Chief Executive's introduction

Our sector is changing. Partly this is because we need to adapt to a much tighter financial environment, and political circumstances that make it hard to generate focussed interest from decision makers for the issues and people we care for. But it is also because we need to find better answers to how we work with people and communities, facilitating collaboration and growth, and enabling people to speak for themselves and each other.

National Voices is no different. We are a small team, but a large coalition with an important purpose: ensuring that the health and care services support people to live their best lives.

We need to find better ways to connect this mission with the energy, insight and ambitions that are reflected in the work our members, around 160 charities across health and care, do every day of the year. We also need to make sure that the arguments we make with senior decision makers closely reflect the experiences people actually have when they use health and care services.

Only when people's experiences palpably improve can we claim that health and care transformation has been successful. This is why we are focussing on strengthening our members' input into our influencing work, broadening the range of voices we deploy. This is also why we are focussing hard on getting a firmer grip on what we as a sector collectively know about people's experiences and how we can make more of those experiences available to change processes.

National Voices has to change the way it runs and funds itself, but it has strong foundations to build on: the support and goodwill of our members, the interest from senior decision makers in the expertise we bring to the table, and the impressive depth and breadth of relationships and networks we are part of.

This is a testament to the commitment and professionalism of the small National Voices team under Jeremy's leadership. I am very grateful for the continued hard work and generosity with which our team, our trustees, our members and partners have helped me and us lay plans for our future impact and sustainability.

I am confident that 2019 will be a year of growth and continued impact. Please stay engaged and help us collectively succeed to bring better care to more people.

Yours,

Charlotte Augst  
CEO

## Objectives and Activities

National Voices is the coalition of charities that stands for people being in control of their health and care.

### **Our mission: person-centred care**

We want person-centred care: people having as much control and influence as possible over decisions that affect their own health and care – as patients, carers and members of communities. We want people to be partners in the design of services and partners in research, innovation and improvement.

### **Why?**

Evidence from research and from the experience of our member charities and the people they work with shows that person centred approaches are safer, more effective, create better health outcomes, and improve people’s experience of care.

### **Our work**

We have expertise in what matters to people relating to health and care, how to involve people, and how to work with the Voluntary Community and Social Enterprise sector.

Our work falls into three streams:

- ) Supporting national policy and system design report
- ) Supporting the vital role that the Voluntary, Community and Social Enterprise sector plays in health and care
- ) Supporting the adoption and spread of person-centred approaches

### **Public benefit**

The objectives and activities of National Voices are all carried out for the benefit of the public as described by the charity commission.

The ultimate beneficiaries of National Voices activities are members of the public living with health conditions, disability or other issues requiring healthcare or social care. The activities of National Voices seek to ensure that people are supported by better services and by having a greater say in decisions that affect their health and care. In this the National Voices board of trustees sets out the charitable public benefit of our activities.

## Achievements and Performance

National Voices secured its highest level of policy influence since foundation, with our most important policy goals being built into a ‘new model of care’ to be pursued through the NHS Long term Plan (LTP) for the ten years from 2019-2029.

Yet this achievement also underlined the need to move our strategy forward into this new context, and gave additional momentum to the search for new funding and operating models.

### **Influencing national policy: person-centred care**

Since 2011 the mission of National Voices has been to pursue the adoption and implementation of person-centred care, as part of people’s mainstream experience of health and care in England.

In April 2018 the personalised care directorate of NHS England invited us to be a key contributor to a national document outlining how person-centred (or in their terms, ‘personalised’) care could be spread and scaled up in England.

This evolved into a national plan called ‘Universal Personalised Care’, with specific targets – such as providing care and support planning for 2.5 million people with long term conditions by 2023-24 – a set of national actions, and some additional funding for local health systems, for example to employ ‘link workers’ to provide ‘social prescribing’.

The plan contains all the elements of person-centred care for which National Voices had been advocating since 2011 (when we published the ‘9 big shouts’): personalised care planning, support for self-management, peer support, shared decisions about treatments, and access to community based support for health and wellbeing.

Over the last eight years we had published evidence, narratives, manifestos and other resources to make the case for these approaches, and in particular had helped to demonstrate their value through the Realising the Value programme which was a key source for the national plan.

With 2018 being our tenth anniversary year, we published [‘Ten Years of National Voices’](#) to summarise our achievements as a coalition across that decade.

## **Influencing national policy: the Long Term Plan and primary care**

Shortly after work on Universal Personalised Care began, NHS England announced it would prepare a new ten year plan for the NHS to show what it would do with the additional £4.5 billion a year promised by the government.

We worked with NHS England on the development of the NHS Long Term Plan. When the Plan was published in January 2019 we were pleased to note that it included references to a new care model intended to provide more care and support in primary and community care, which we had advocated for.

Throughout this period we were working closely with a ‘taskforce’ on multiple conditions organised by the Richmond Group of charities, the Royal College of GPs and the Guy’s and Thomas’s charity. Although we pushed hard together we did not succeed in getting ‘multimorbidities’ highlighted in the LTP, although it is clear that these are now the ‘norm’ and account for a large majority of the use of services.

## **Other national influencing priorities**

### *Primary care reform*

In various ways we supported the growing move towards reforming primary care, as reflected in the final LTP. Jeremy Taylor was part of the LTP work stream on primary care, while Director of Policy Don Redding contributed to a review of the Quality and Outcomes Framework for general practice, which resolved to reduce the number of ‘tick box’ processes and put more emphasis on quality improvement and person-centred care.

Subsequently we became an external advisor to the new national programme to establish Primary Care Networks in every part of England, to take the reforms forward under the LTP.

### *Special project: Peer Support Hub*

Continuing our work on peer support, which had been part of the Wellbeing Our Way programme and then Realising the Value, we were able to secure £50,000 of funding through the Health Foundation’s ‘Q Community’ to establish an online portal.

Launched in March 2019, the Peer Support Hub makes available high quality resources to help organisations build, develop, measure and evaluate their peer support programmes.



### *Health and Wellbeing Alliance*

National Voices remained part of this alliance, which works as a partner to government, NHS England and Public Health England. In this capacity we were asked to produce two workshops for policy leads in the Department of Health and Social Care looking at how to incorporate person-centred care approaches into their work streams.

We also contributed to roundtables and other discussions in the run-up to a government green paper on 'prevention'.

### *Innovation and Digital*

We were the patient representative on the Board of the Accelerated Access Collaborative, following from our successful participation in the Review in 2016. The Collaborative aims to speed up innovation and its adoption in the NHS for the benefit of patients. We also sat on the Board of the Academic Health Science Network (AHSN) Health Innovation Network (HIN), helping to ensure that the local patient voice feeds into innovation at a local level.

We have continued to advise the Professional Records Standards Body which accredits common, interoperable electronic records standards that can benefit patients by joining up their information and care. We acted as Expert Reviewer on the report "Our data-driven future in healthcare" by the Academy of Medical Sciences and as Expert Advisor to the APPG on Heart and Circulatory Diseases report "Putting Patients at the Heart of Artificial Intelligence" prepared by BHF, both members.

We worked as a partner to one of the five Local Health and Care Records Exemplars, which are pioneering the joining up of all health and care records for large regional populations, helping them to look at the need for patient and public involvement in their work.

### *Brexit*

National Voices continued to be a member of the NHS Confederation-led Brexit Health Alliance, which conducted extensive behind the scenes influencing work to ensure that both UK and European politicians and officials were aware of the implications for health services and patients of the UK leaving the EU.

In January 2019 we surveyed our own members on their views and subsequently sent a briefing to all MPs urging them to do all they could to avert a 'no deal' exit, as this held unwarranted risks for people's health. We later coordinated a joint letter to the prime minister on the same issue. Throughout the year we participated in communications briefings with government officials and NHS England on preparations for any 'no deal' withdrawal.



## Communicating our work

Between April 2018 and March 2019 we secured 32 pieces of *traditional media* coverage, with significant interest in our influencing work around the NHS LTP and Brexit.

Our website and social media presence has grown, with over 40 blogs published on our website, authored by a mixture of staff, members and stakeholders. The announcement of the Peer Support Hub brought over 3,500 new website visitors, and the tweet for our Brexit letter to the prime minister was seen 93,000 times.

Other highlights included ‘Priorities for the Plan’ -- an edited collection of views from the voluntary sector on what should be addressed in the NHS LTP, jointly produced with the Richmond Group and covered by the BBC, the Guardian, the Health Service Journal and the British Medical Journal; and ‘NHS@70’ two public debates which we co-organised with NHS Providers, NHS Clinical Commissioners and the Royal College of Physicians.

## Coalition membership

As of March 2019, National Voices had 157 members, of which 140 were full members and 17 were professional partners.

Our 2018 member survey received 79 individual responses from 75 organisations. 88% of respondents said they find engaging with us easy or very easy, and 79% find it rewarding or very rewarding, and many said they valued being part of a recognised coalition influencing health issues.

The trends in member satisfaction were slightly down on previous years’ results but remain on the whole positive. There was some constructive feedback from members on how they would like to be more involved with policy discussions, which has informed how we will approach future work.

Between April 2018 and March 2019, we hosted 17 member network meetings and four special member events:

- ) Charities and the 10 year plan (July 2018),
- ) The Annual General Meeting, including a policy session on the future of primary care (October 2018),
- ) Mental health and long term conditions (October 2018), and
- ) Rethinking Medicine (March 2019).

## Strategic review: looking ahead

National Voices' influence on the new plans and ambitions for the NHS gave further momentum to our strategic review. This identified that the more our goals were successfully implanted in national policy, the greater our need to redefine our objectives and ways of working.

The trustees, supported by a pro bono consultant from the Cranfield School of Business, and with the involvement of the executive team, investigated options during 2018-19.

We expect 2019-20 to be a very significant year of change for the National Voices coalition.

Our new chief executive Dr Charlotte Augst will agree a new strategy with members and the Board, focusing on the challenges of:

- )] Moving beyond national policy to support the implementation of person centred ('personalised') care under the LTP;
- )] Building new programmes of work that support this objective, and also furnish new evidence on the continuing realities of people's experience of care;
- )] Attracting new streams of funding and new partnerships;
- )] Involving members more and in new ways; and
- )] Restructuring the executive team in support of the above.

## Financial Review

The financial results for the 2018-19 year reflect the ongoing adaptation of National Voices to a revised business model in the context of an evolving health and financial landscape. Whilst this report demonstrates our achievements and impact in 2018-19, the external environment remains a challenging one. Within this context, we report a deficit for the year of £85k which we have been able to fund out of reserves. We are confident that our refocused strategy and organisational rebuilding will enable us to positively progress in the current financial year.

Incoming resources for the year of £332k represents a decrease of 14 per cent against the £385k achieved in 2017-18. The largest elements of income were membership subscriptions of £106k, £95k of earned income with respect to Improving Practice, and £60k from the Department of Health for membership of the Health and Wellbeing Alliance, the successor to the Strategic Partners Programme. An analysis of the different sources of income is provided in the table below.

Category of Income	Percentage of total	
	2018-19	2017-18
Membership income	32	24
Chargeable services	28	21
Central government grants	18	25
Other grants and donations	17	18
NHS grants	5	12
<b>Total</b>	<b>100</b>	<b>100</b>

Resources expended for the year were £417k compared with £576k for the previous year, a decrease of 28 per cent. This expenditure was almost entirely incurred on charitable activities. Whilst salaries represent the largest item of expenditure and account for over three quarters of all costs, average headcount fell during the year to 7 from 9 in 2017-18.

National Voices' reserves policy states that the charity should hold unrestricted reserves to cover between five and seven months unrestricted operating costs. Despite reporting a deficit on unrestricted funds for the current financial year, the balance of £163k carried forward on unrestricted reserves at 31 March 2019 continues to meet this policy. The Audit and Compliance Committee and board of trustees will continue to closely monitor the overall financial position to ensure that reserves remain at an appropriate level. The reserves policy is reviewed formally by the board of trustees on an annual basis. Restricted funds were fully utilised on the respective work streams during the course of the year.

## Structure, governance and management

National Voices is governed by a Board of Trustees which is comprised of trustees elected from the membership and independent trustees appointed to the Board for their expertise and experience. National Voices' constitution stipulates that trustees elected from the membership must always be in the majority.

During this reporting period Jane Dunnage and Barbara Gelb stood down at the Annual General Meeting in October 2018. At the same time three new member trustees were elected, Noha Al Afifi, Sarah Collis and Sarah Vibert.

National Voices maintains a Risk Register highlighting its exposure to risks across all areas of the organisation, and actions taken in mitigation against them. The Risk Register is considered alongside the business plan. It is updated on a regular basis by the management team and reviewed quarterly by the Audit and Risk Committee and Board of Trustees.

Pay and remuneration of all the charity's personnel is overseen by the Audit and Risk Committee. Advice from recognised voluntary sector bodies (including NCVO and the Charity Finance Group) is used to set pay awards and a benchmarking exercise is undertaken when new posts are created.

## Organisational Details

### Staff members during 2018-19

Jeremy Taylor, Chief Executive, left 31 March 2019

Charlotte Augst, Chief Executive, joined March 2019

Don Redding, Director of Policy and Partnerships

Andrew McCracken, Head of Communications, left July 2018

Jess Brayne, Membership and Events manager

Hannah Chalmers, Policy and Public Affairs Lead

Laura Bell, Communications and Engagement Officer

Pia Charles, Personal Assistant to the Chief Executive, and Administrator

## Reference and administrative details

### *Board of trustees*

Noha Al Afifi	Arthritis Action, elected October 2018
Jean Appleyard	Treasurer, independent, appointed June 2014
Olivia Belle	Versus Arthritis UK, elected June 2016
Ricardo Borges	Independent, appointed June 2015
Sarah Collis	Self Help UK, elected October 2018
David Crepaz-Keay	Mental Health Foundation, elected June 2016
Catherine Davies	Independent, appointed August 2017
Jane Dunnage	Lupus UK, stepped down October 2018
Barbara Gelb	Together for Short Lives, stepped down October 2018
Red Godfrey-Sagoo	Marie Curie, elected September 2017
Sally Hughes	British Heart Foundation, elected June 2015
Hilary Newiss	Chair, independent, appointed June 2014
Sarah Rae	Mind, elected September 2017
Sarah Vibert	The Neurological Alliance, elected October 2018
Jill Worth	Independent, appointed August 2017

### *Chief Executive*

Jeremy Taylor (left 31 March 2019)  
Charlotte Augst (from 1 March 2019)

### *Professional advisers*

Accountant (to July 2019)  
V L Sholund Accounts and Finance Systems  
61 Casimir Road, London E5 9NU

### *Bankers*

CAF Bank Limited  
Kings Hill, Kent ME19 4TA

### *Auditors*

Goldwins Limited  
75 Maygrove Road  
West Hampstead, London NW6 2EG

### *Solicitors*

Bates Wells  
10 Queen Street Place, London EC4R 1BE

## Statement of Trustee responsibilities

The Trustees are responsible for preparing the Annual Report and the financial statements in accordance with the Companies Act 2006 and for being satisfied that the financial statements give a true and fair view. The Trustees are also responsible for preparing the financial statements in accordance with 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 charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the Trustees are required to:

- ) select suitable accounting policies and then apply them consistently;
- ) make judgments and estimates that are reasonable and prudent;
- ) state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- ) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that show and explain the charity's transactions, disclose with reasonable accuracy at any time the financial position of the charity, and enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Financial statements are published on the charity's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements, which may vary from legislation in other jurisdictions. The maintenance and integrity of the group's website is the responsibility of the Trustees. The Trustees' responsibility also extends to the ongoing integrity of the financial statements contained therein.

## Appointment of auditors

Goldwins Limited conducted the audit of these accounts and have accordingly signed their auditor's report. The decision to appoint Goldwins was approved at the National Voices AGM of 26 March 2014 (and reported in the 2013/14 annual report and accounts). The decision to re-appoint Goldwins was confirmed at the AGM of 4 June 2015, and subsequently the AGM of 29 June 2016, and the AGM of 28 September 2017.

Each of the directors has confirmed that so far as he/she is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and that he/she has taken all the steps that he/she ought to have taken as a director in order to make him/herself aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

Hilary Newiss  
Chair  
Date:

Jean Appleyard  
Treasurer  
Date:

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF NATIONAL VOICES

### Opinion

We have audited the financial statements of National Voices (the 'Charity') for the year ended 31 March 2019 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows 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, including [Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland](#) (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2019 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.



### 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 auditor's report 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 there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) have 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

### Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement, the trustees 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 they 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 Charity'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 Charity 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 an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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](http://www.frc.org.uk/auditorsresponsibilities)]. This description forms part of our auditor's report.

This report is made solely to the Charity'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 Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity and the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

**Anthony Epton (Senior Statutory Auditor)**  
for and on behalf of  
**Goldwins Limited**  
Statutory Auditor  
Chartered Accountants  
75 Maygrove Road  
West Hampstead  
London NW6 2EG

## NATIONAL VOICES

### Statement of Financial Activities (incorporating an Income and Expenditure Account) For the year ended 31 March 2019

	Notes	Unrestricted Funds £	Restricted Funds £	2019 Total £	2018 Total £
<b>Income from</b>					
Donations	2	10,070	-	<b>10,070</b>	5,500
Charitable activities	3				
Influencing policy		16,000	60,000	<b>76,000</b>	142,071
Representation and voice		105,781	-	<b>105,781</b>	105,202
Improving practice		104,741	35,113	<b>139,854</b>	126,898
Other trading activities		-	-	-	5,180
Investment income		344	-	<b>344</b>	270
Other income		71	-	<b>71</b>	-
<b>Total income</b>		<b>237,007</b>	<b>95,113</b>	<b>332,120</b>	385,121
<b>Expenditure on</b>					
Raising funds		35	-	<b>35</b>	1,254
Charitable activities					
Influencing policy		107,417	74,864	<b>182,281</b>	286,970
Representation and voice		124,697	-	<b>124,697</b>	133,056
Improving practice		71,407	38,559	<b>109,966</b>	154,427
<b>Total expenditure</b>	6	<b>303,556</b>	<b>113,423</b>	<b>416,979</b>	575,707
<b>Net expenditure for the year</b>		<b>(66,549)</b>	<b>(18,310)</b>	<b>(84,859)</b>	(190,586)
Transfer between funds	16	(4,637)	4,637	-	-
<b>Net movement in funds</b>		<b>(71,186)</b>	<b>(13,673)</b>	<b>(84,859)</b>	(190,586)
<b>Reconciliation of funds</b>					
Total funds brought forward		<b>244,065</b>	<b>13,673</b>	<b>257,738</b>	448,324
<b>Total funds carried forward</b>		<b>172,879</b>	<b>-</b>	<b>172,879</b>	257,738

## NATIONAL VOICES

### Balance Sheet As at 31 March 2019

		31 Mar 2019	31 Mar 2018
		£	£
	Notes		
<b>Tangible fixed assets</b>	11	-	4,052
<b>Current assets</b>			
Debtors	12	83,209	115,901
Cash at bank and in hand	18	<u>207,122</u>	<u>266,023</u>
		<b>290,331</b>	<b>381,924</b>
<b>Creditors: amounts due within 1 year</b>	13, 14		
Deferred membership		(37,077)	(39,391)
Other creditors		<u>(80,375)</u>	<u>(88,847)</u>
		<b>(117,452)</b>	<b>(128,238)</b>
<b>Net current assets</b>		<u><b>172,879</b></u>	<u><b>253,686</b></u>
<b>Total net assets</b>		<u><b>172,879</b></u>	<u><b>257,738</b></u>
<b>The funds of the charity</b>	16		
Restricted funds		-	13,673
Unrestricted funds			
Designated funds		9,660	17,495
General funds		<u>163,219</u>	<u>226,570</u>
<b>Total funds</b>		<u><b>172,879</b></u>	<u><b>257,738</b></u>

The financial statements were approved and authorised for issue by the board and signed on its behalf by:

**Hilary Newiss**  
Chair

**Jean Appleyard**  
Treasurer

Company Registration No.3236543

The notes on the following pages form part of these financial statements.

## NATIONAL VOICES

### Statement of cash flows For the year ended 31 March 2019

	Note	2019 £	2018 £
<b>Net cash (used in)/provided by operating activities</b>	17	<b>(59,245)</b>	22,922
<b>Cash flows from investing activities:</b>			
Bank interest		<u>344</u>	<u>270</u>
<b>Cash used in investing activities</b>		<u>344</u>	<u>270</u>
<b>Change in cash and cash equivalents in the year</b>		<b>(58,901)</b>	23,192
Cash and cash equivalents at the beginning of the year		<u>266,023</u>	<u>242,831</u>
<b>Cash and cash equivalents at the end of the year</b>	18	<b><u>207,122</u></b>	<b><u>266,023</u></b>

# NATIONAL VOICES

## Notes to the Financial Statements For the year ended 31 March 2019

### 1 Accounting policies

#### a Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

#### b Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

#### c 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.

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. Creditors at the end of 2019 included £37,077 of membership subscriptions carried forward.

#### d 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. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

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.

# NATIONAL VOICES

## Notes to the Financial Statements For the year ended 31 March 2019

### 1 Accounting policies (continued)

#### e Interest receivable

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.

#### f Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are 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.

#### g Expenditure and irrecoverable VAT

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. Where costs cannot be directly attributed, they have been allocated to activities on a basis consistent with their use of resources.

Premises and office overheads are allocated on a per capita basis as follows:

Influencing policy	38.5%
Representation and voice	35.0%
Improving practice	18.9%
Governance	6.1%
Support costs	1.5%

- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

#### h Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs comprise the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity

Influencing policy	41.8%
Representation and voice	37.8%
Improving practice	20.4%

# NATIONAL VOICES

## Notes to the Financial Statements For the year ended 31 March 2019

### 1 Accounting policies (continued)

#### i Operating leases

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

#### j Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value 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

#### k Debtors

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

#### l 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.

#### m 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.

#### n 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.

#### o Pension funds

The charitable company operates a stakeholder defined contribution pension scheme. Contributions payable for the year are charged in the Statement of Financial Activities.



## NATIONAL VOICES

### Notes to the Financial Statements For the year ended 31 March 2019

#### 2 Income from donations

	Unrestricted	Restricted	2019 Total	2018 Total
	£	£	£	£
DeepMind Technologies	10,000	-	<b>10,000</b>	-
Baxter Healthcare	-	-	-	5,000
ABHI	-	-	-	500
Various	70	-	<b>70</b>	-
<b>Total income from donations 2019</b>	<b>10,070</b>	<b>-</b>	<b>10,070</b>	<b>5,500</b>
Total income from donations 2018	5,500	-		

#### 3 Income from charitable activities

	Unrestricted	Restricted	2019 Total	2018 Total
	£	£	£	£
<b>Influencing policy</b>				
Department of Health				
--Health & Wellbeing Alliance	-	60,000	<b>60,000</b>	65,000
--DHSC Collaborate	-	-	-	30,000
Oxford AHSN	16,000	-	<b>16,000</b>	-
People and Communities Board (NHS England)	-	-	-	111
Personal Health Budgets Networks (Volunteering Matters)	-	-	-	46,960
<b>Total influencing policy 2019</b>	<b>16,000</b>	<b>60,000</b>	<b>76,000</b>	<b>142,071</b>
Total influencing policy 2018	-	142,071		
<b>Representation and voice</b>				
Membership subscriptions	105,781	-	<b>105,781</b>	92,363
Events				
--Merck Sharp and Dohme	-	-	-	7,753
--Mind	-	-	-	3,220
--Soapbox	-	-	-	100
--Donations	-	-	-	1,766
<b>Total representation and voice 2019</b>	<b>105,781</b>	<b>-</b>	<b>105,781</b>	<b>105,202</b>
Total representation and voice 2018	105,202	-		

## NATIONAL VOICES

### Notes to the Financial Statements For the year ended 31 March 2019

#### 3 Income from charitable activities (continued)

	Unrestricted £	Restricted £	2019 Total £	2018 Total £
<b>Improving practice</b>				
Peer support hub (Health Foundation)	-	35,113	<b>35,113</b>	-
VCSE capacity building (Janssen)	10,000	-	<b>10,000</b>	20,000
Person Centred Care report (Health Foundation)	-	-	-	17,996
Wellbeing our Way (Health Foundation)	-	-	-	6,000
Peer support project scoping (Mind)	-	-	-	4,999
Workshops, events and consultancy	94,741	-	<b>94,741</b>	77,903
<b>Total improving practice 2019</b>	<b>104,741</b>	<b>35,113</b>	<b>139,854</b>	126,898
Total improving practice 2018	102,902	23,996		
<b>Total income from charitable activities 2019</b>	<b>226,522</b>	<b>95,113</b>	<b>321,635</b>	374,171
Total income from charitable activities 2018	208,104	166,067		

#### 4 Income from other trading activities

	Unrestricted £	Restricted £	2019 Total £	2018 Total £
Stall hire	-	-	-	5,180
<b>Total income from other trading 2019</b>	<b>-</b>	<b>-</b>	<b>-</b>	5,180
Total income from other trading 2018	5,180	-		

#### 5 Income from investments

	Unrestricted £	Restricted £	2019 Total £	2018 Total £
Bank interest	344	-	<b>344</b>	270
<b>Total income from investments 2019</b>	<b>344</b>	<b>-</b>	<b>344</b>	270
Total income from investments 2018	270	-		

# NATIONAL VOICES

Notes to the Financial Statements  
For the year ended 31 March 2019

## 6 Analysis of expenditure

	Fundraising and Publicity	Influencing policy	Representation & voice	Improving practice	Governance	Support Costs	2019 Total	2018 Total
	£	£	£	£	£	£	£	£
Salaries	-	136,679	83,215	68,762	3,173	24,933	316,762	402,940
Recruitment	-	796	724	1,306	32	127	2,985	2,833
Consultants and freelance	-	2,771	2,518	7,799	110	441	13,639	16,948
Other personnel costs	-	2,206	914	358	22	95	3,595	5,644
Premises and equipment	-	11,295	10,294	5,543	450	1,801	29,383	27,955
Depreciation	-	-	-	-	-	4,052	4,052	8,446
Office overheads	-	7,467	6,418	3,415	491	1,130	18,921	24,832
Cost of sales	-	-	-	3,341	-	-	3,341	4,733
Events, conferences and networking	-	1,020	1,460	29	-	-	2,509	45,438
Payments to partners	-	-	-	-	-	-	-	17,323
Website and marketing	-	871	1,391	10,466	35	139	12,902	3,212
Other costs of activities	35	1,283	1,574	213	17	69	3,191	4,968
Bad debts	-	-	-	-	-	-	-	10
Audit and compliance	-	-	-	-	5,699	-	5,699	10,425
	<b>35</b>	<b>164,388</b>	<b>108,508</b>	<b>101,232</b>	<b>10,029</b>	<b>32,787</b>	<b>416,979</b>	<b>575,707</b>
Support costs	-	13,702	12,397	6,688	-	(32,787)	-	-
Governance costs	-	4,191	3,792	2,046	(10,029)	-	-	-
<b>Total expenditure 2019</b>	<b>35</b>	<b>182,281</b>	<b>124,697</b>	<b>109,966</b>	<b>-</b>	<b>-</b>	<b>416,979</b>	<b>575,707</b>
Unrestricted expenditure 2018	1,254	55,606	133,056	72,000	-	-	-	-
Restricted expenditure 2018	-	231,364	-	82,427	-	-	-	-
<b>Total expenditure 2018</b>	<b>1,254</b>	<b>286,970</b>	<b>133,056</b>	<b>154,427</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

Of the total expenditure, £303,556 was unrestricted (2018: £261,916) and £113,423 was restricted (2018: £313,791)

## NATIONAL VOICES

### Notes to the Financial Statements For the year ended 31 March 2019

#### 7 Net movement in funds

This is stated after charging:

	2019	2018
	£	£
Depreciation	4,052	8,446
Auditors remuneration		
Audit fees	4,025	3,917
--overestimated in prior year	(417)	-
Operating lease rentals		
--land and buildings	26,633	25,381
--equipment	622	622
	<u>622</u>	<u>622</u>

#### 8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management

Staff costs were as follows:

	2019	2018
	£	£
Salaries and wages	274,373	346,623
Social security costs	26,661	35,031
Employer's contribution to defined contribution pension schemes	15,728	19,819
Redundancy and termination costs	-	1,467
	<u>316,762</u>	<u>402,940</u>

The following number of employees received employee benefits (excluding employer pension and employer NI) during the year between:

£70,000 - £79,999	<u>1</u>	<u>1</u>
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The total employee benefits including pension contributions and employer NI of the key management personnel were £95,931 (2018: £89,934).

The charity trustees were not paid and did not receive any other benefits from employment with the charity in the year (2018: £nil). Three trustees (2018: 3) were reimbursed expenses totalling £690 (2018: £921). No charity trustee received payment for professional or other services supplied to the charity (2018: £nil).

## NATIONAL VOICES

### Notes to the Financial Statements For the year ended 31 March 2019

#### 9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 7 (2018: 9).

Average number of employees during the year (full time equivalent) was as follows:

	<b>2019</b>	2018
	<b>No.</b>	No.
Influencing policy	<b>2.5</b>	4.0
Representation and voice	<b>2.3</b>	2.0
Improving practice	<b>1.2</b>	1.9
Governance and support costs	<b>0.5</b>	0.2
	<b>6.5</b>	8.1

#### 10 Taxation

National Voices is a charity within the meaning of Para 1 Schedule 6 Finance Act 2010. Accordingly the company is potentially exempt from taxation in respect of income or capital gains within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### 11 Tangible fixed assets

	<b>IT and equipment £</b>	<b>Total £</b>
<b>Cost</b>		
At 1 April 2018	32,081	<b>32,081</b>
Additions	-	-
At 31 March 2019	<b>32,081</b>	<b>32,081</b>
<b>Depreciation</b>		
At 1 April 2018	28,029	<b>28,029</b>
Charged during the year	4,052	<b>4,052</b>
At 31 March 2019	<b>32,081</b>	<b>32,081</b>
<b>Net book value</b>		
At 31 March 2019	-	-
At 31 March 2018	4,052	4,052

## NATIONAL VOICES

### Notes to the Financial Statements For the year ended 31 March 2019

#### 12 Debtors

	2019 £	2018 £
Trade debtors	68,947	101,071
Other debtors	-	883
Prepayments	<u>14,262</u>	<u>13,947</u>
	<u><u>83,209</u></u>	<u><u>115,901</u></u>

#### 13 Creditors: amounts falling due within one year

	2019 £	2018 £
Trade creditors	7,216	20,282
Taxation & social security	16,217	23,818
Other creditors	1,986	2,357
Accruals	5,155	4,890
Deferred membership income	37,077	39,391
Deferred income	<u>49,801</u>	<u>37,500</u>
	<u><u>117,452</u></u>	<u><u>128,238</u></u>

#### 14 Deferred income

	2019 £	2018 £
As at April 2018	37,500	-
Released to income from charitable activities during the year	(37,500)	-
Deferred during the year	<u>49,801</u>	<u>37,500</u>
	<u><u>49,801</u></u>	<u><u>37,500</u></u>

#### 15 Analysis of net assets by funds

	Restricted £	Designated £	Unrestricted £	Total £
Balances at 31 March 2019 are represented by:				
Tangible fixed assets	-	-	-	-
Current assets	-	9,660	280,671	290,331
Current liabilities	-	-	(117,452)	(117,452)
	<u>-</u>	<u>9,660</u>	<u>163,219</u>	<u>172,879</u>
<b>Total net assets</b>	<u><u>-</u></u>	<u><u>9,660</u></u>	<u><u>163,219</u></u>	<u><u>172,879</u></u>

## NATIONAL VOICES

### Notes to the Financial Statements For the year ended 31 March 2019

#### 16 Movement in funds

	Balance at 1 Apr 18 £	Incoming £	Outgoing £	Transfers £	Balance at 31 Mar 19 £
<b>Restricted funds</b>					
DHSC Collaborate (Department of Health)	13,272	-	(13,272)	-	-
Health and Wellbeing Alliance (Department of Health)	-	60,000	(61,592)	1,592	-
Peer support hub (Health Fndn)	-	35,113	(38,050)	2,937	-
Coalition for Collaborative Care (NHS England)	401	-	(509)	108	-
<b>Total restricted funds</b>	<b>13,673</b>	<b>95,113</b>	<b>(113,423)</b>	<b>4,637</b>	<b>-</b>
<b>Unrestricted funds</b>					
<i>Designated funds</i>					
VCSE capacity building	13,443	10,000	(7,350)	(6,433)	9,660
Depreciation fund	4,052	-	(4,052)	-	-
<i>Total designated funds</i>	<i>17,495</i>	<i>10,000</i>	<i>(11,402)</i>	<i>(6,433)</i>	<i>9,660</i>
General funds	226,570	227,007	(292,154)	1,796	163,219
<b>Total unrestricted funds</b>	<b>244,065</b>	<b>237,007</b>	<b>(303,556)</b>	<b>(4,637)</b>	<b>172,879</b>
<b>Total funds</b>	<b>257,738</b>	<b>332,120</b>	<b>(416,979)</b>	<b>-</b>	<b>172,879</b>

#### Transfers between funds

Transfers are made from the general fund to cover deficits on restricted projects.

Transfers are also made between general funds and designated funds in line with the reserves policy.

#### Purposes of restricted funds

DHSC Collaborate (Department of Health) Funding for the preparation for, facilitation of, and follow up of two policy workshops for the Department of Health and Social Care bringing the voice of patients to bear on the issues of emergency care, inequalities and shared decision making. This was our contribution to a Departmental open policy making initiative and the work was completed in the first three months of the year under review.

Health and Wellbeing Alliance (Department of Health) National Voices is a member of this alliance, which is a partnership between the voluntary sector and the health and care system to provide a voice and improve the health and wellbeing for all communities. It has been established to facilitate communication and integrated working between the voluntary and statutory sectors; to amplify the voices of the voluntary sector and its beneficiaries and to co-produce solutions to promote equality and reduce health inequalities.

## NATIONAL VOICES

### Notes to the Financial Statements For the year ended 31 March 2019

#### Purposes of restricted funds (continued)

Peer support hub (Health Foundation)	The project aims to increase the availability of high quality peer support by supporting those leading peer support programmes through the development of an online hub that will collate, curate and categorise peer support resources. This award will provide financial resources to develop and maintain the online hub.
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#### Purposes of designated funds

VCSE Capacity Building (Janssen)	Janssen has provided a grant to support a partnership with National Voices to co-create Patient Group events for the creation of a shared understanding of the challenges facing patients and to enable and support cross sector working to address these challenges. The partnership will also endeavour to build capacity in that part of the VCSE sector focussing on improving health and wellbeing in communities less well served by health and care services. The grant is unrestricted and runs for three years from December 2017, so the unspent amount is carried forward and designated to be spent on the project.
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#### 17 Reconciliation of net income to net cash flow from operating activities

	2019 £	2018 £
<b>Net (expenditure) for the reporting period (as per the statement of financial activities)</b>	<b>(84,859)</b>	(190,586)
Depreciation	4,052	8,446
Interest	(344)	(270)
Decrease in debtors	32,692	153,483
(Decrease)/increase in creditors	<u>(10,786)</u>	<u>51,849</u>
<b>Net cash provided by / (used in) operating activities</b>	<b><u>(59,245)</u></b>	<b><u>22,922</u></b>

#### 18 Analysis of cash and cash equivalents

	2019 £	2018 £
Cash at bank and in hand	<u>207,122</u>	<u>266,023</u>
	<b><u>207,122</u></b>	<b><u>266,023</u></b>



## NATIONAL VOICES

### Notes to the Financial Statements For the year ended 31 March 2019

#### 19 Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Premises		Equipment	
	2019	2018	2019	2018
	£	£	£	£
Less than 1 year	<b>24,448</b>	24,448	<b>622</b>	622
1 - 5 years	<b>42,784</b>	67,232	<b>311</b>	933

#### 20 Legal status of the charity

The company is limited by guarantee and does not have a share capital. The liability of each member is limited to a sum not exceeding £1 on the winding up of the company. The word Limited is omitted by licence from the Department of Business, Innovation and Skills (formerly Department of Trade and Industry) as the company has charitable status.

#### 21 Related parties transactions

There were no related party transactions in 2019 (2018: 3).

## NATIONAL VOICES

Notes to the Financial Statements  
For the year ended 31 March 2019

### 22 Notes from 2018 accounts

#### a Analysis of expenditure from previous reporting period

	Fundraising and Publicity £	Influencing policy £	Representat ion & voice £	Improving practice £	Governance £	Support Costs £	2018 Total £
Salaries	-	218,726	83,467	92,744	2,315	5,688	402,940
Recruitment	-	1,417	200	1,196	6	14	2,833
Consultants and freelance	1,252	4,053	1,957	9,490	58	138	16,948
Other personnel costs	-	3,651	811	1,128	17	37	5,644
Premises and equipment	-	13,988	6,753	6,536	199	479	27,955
Depreciation	-	-	-	-	-	8,446	8,446
Office overheads	-	9,312	4,410	4,360	180	6,570	24,832
Cost of sales	-	-	-	4,733	-	-	4,733
Events, conferences and networking	2	15,317	25,151	4,968	-	-	45,438
Payments to partners	-	-	-	17,323	-	-	17,323
Website and marketing	-	1,267	1,031	811	17	86	3,212
Other costs of activities	-	1,464	653	2,810	12	29	4,968
Bad debts	-	-	-	10	-	-	10
Audit and compliance	-	-	-	-	10,425	-	10,425
	<b>1,254</b>	<b>269,195</b>	<b>124,433</b>	<b>146,109</b>	<b>13,229</b>	<b>21,487</b>	<b>575,707</b>
Support costs	-	11,002	5,337	5,148	-	(21,487)	-
Governance costs	-	6,773	3,286	3,170	(13,229)	-	-
<b>Total expenditure 2018</b>	<b>1,254</b>	<b>286,970</b>	<b>133,056</b>	<b>154,427</b>	<b>-</b>	<b>-</b>	<b>575,707</b>

## NATIONAL VOICES

Notes to the Financial Statements  
For the year ended 31 March 2019

### 22 Notes from 2018 accounts (continued)

#### b Summary analysis of assets and liabilities by funds of previous reporting period

	Restricted £	Designated £	Unrestricted £	Total £
Balances at 31 March 2018 are represented by:				
Tangible fixed assets	-	4,052	-	4,052
Current assets	19,021	13,443	349,460	381,924
Current liabilities	(5,348)	-	(122,890)	(128,238)
<b>Total net assets</b>	<b>13,673</b>	<b>17,495</b>	<b>226,570</b>	<b>257,738</b>

#### c Details of movement in funds during the previous reporting period

	Balance at 1 Apr 17 £	Incoming £	Outgoing £	Transfers £	Balance at 31 Mar 18 £
<b>Restricted funds</b>					
DHSC Collaborate (Department of Health)	-	30,000	(16,728)	-	13,272
Health and Wellbeing Alliance					
--Department of Health	-	60,000	(60,372)	372	-
--Partners	-	5,000	(5,000)		-
People and Communities Board (NHS England)	100,672	111	(101,077)	294	-
Personal Health Budgets Networks (NHS England Integrated Personal Commissioning)	450	46,960	(48,187)	777	-
Patient Centred Care publication (Health Fndn)	-	17,996	(18,130)	134	-
Wellbeing Our Way (Health Fndn)	17,477	6,000	(23,597)	120	-
Coalition for Collaborative Care (NHS England)	41,101	-	(40,700)		401
<b>Total restricted funds</b>	<b>159,700</b>	<b>166,067</b>	<b>(313,791)</b>	<b>1,697</b>	<b>13,673</b>
<b>Unrestricted funds</b>					
<i>Designated funds</i>					
Members database	2,602	-	(45)	(2,557)	-
New website	8,903	-	(6,266)	(2,637)	-
New server	-	-	-	13,443	13,443
Depreciation fund	12,498	-	(8,446)	-	4,052
<i>Total designated funds</i>	24,003	-	(14,757)	8,249	17,495
General funds	264,621	219,054	(247,159)	(9,946)	226,570
<b>Total unrestricted funds</b>	<b>288,624</b>	<b>219,054</b>	<b>(261,916)</b>	<b>(1,697)</b>	<b>244,065</b>
<b>Total funds</b>	<b>448,324</b>	<b>385,121</b>	<b>(575,707)</b>	<b>-</b>	<b>257,738</b>