

National Voices Annual Report and Financial Statements

For the period ended 31 March 2021



National Voices is a company limited by guarantee

Charity Number 1057711
Company Number 3236543

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Chair's foreword

I joined National Voices as Chair of the Board of Trustees in January 2021, at the height of the COVID-19 pandemic. At the time of writing, in August 2021, neither the Board nor the staff team have been able to meet as a group in 'real life' for over 18 months. And yet, how much has been achieved in that time!

This Annual Report covers the financial year 2020-2021. A year in which the lives of everyone in this country, and across the world, were thrown upside down. And, as a consequence, the work of National Voices – and of our member organisations – pivoted rapidly. You will read in this report about the wide range of work undertaken by the staff team and our associates, in partnership with our members, which ensured that the voices of the people receiving health and care services continued to be heard, loud and clear by those delivering services.

As we move through 2021, we are not only dealing with the continuing implications of the pandemic, which will be with us for many years to come, but we are also entering a new era for the NHS. Integrated Care Systems are establishing themselves, with a much greater focus than ever before on the need to address health inequalities and to design services in partnership with the people who use them, rather than 'doing unto'. There is a much greater emphasis on the need for collaboration between the statutory sector and the voluntary sector, and a recognition of the real value that charities bring to the table.

But the journey to sunlit uplands will not be an easy one. Money is tight, and charities have suffered in the past 12 months. Over half of our members have experienced a drop in their income, despite an increase in demand for their services. Health inequalities that have always existed have been thrust into even starker focus. There are more people waiting for NHS treatment than ever before, and waiting times are growing longer, despite the best efforts of NHS staff. 'Humbling' is an overused word, but it has been nothing short of humbling to see how the voluntary sector has redoubled its efforts to support those most in need even in the most difficult circumstances.

There is a real need now for health and care services to build a long-term relationship with their communities, with people who use services, and those who care for them. It is not sufficient to 'broadcast' when the health and care system has something to say, it is necessary to have a deep understanding of the fears, wants and needs of the people for whom the system exists. The work of National Voices provides a route through which the statutory sector can build that understanding and through which the voices of all those who rely on health and care services can be amplified. So many of the recommendations we make are not about spending money, they are about listening to those voices. Really listening - taking the time to

understand the daily lives of people who use health and care services. And then taking actions that respond to what has been heard – even something as simple as asking “how are you?”

The National Voices staff team is small but mighty! They are a joy to work with, bringing energy and passion to everything that we do. This year has been difficult for them too, and I could not be more proud of the way they have worked together to support each other and to make a real difference for our members, and for every person who uses health and care services across the country.

I want to pay tribute to the work of my fellow Trustees, who have contributed so much to the success of National Voices over the last 18 months. In particular, I want to thank my predecessor, Hilary Newiss, who served as Chair of National Voices for six years. It was a delight at her virtual leaving event to hear so many people value the contribution she made over that time, and I know we will continue to feel the benefit of her leadership for years to come.

So, onwards and upwards. Please take the time to read about what we have achieved – and then join with us in continuing to ensure that all of us in the health and care system can keep what matters to people at the heart of everything we do.



Helen Buckingham
Chair, National Voices

CEO's introduction

Looking back at the last year, it is clear what an extraordinary period we have all just lived through. In the heat of the moment, I often felt that we were simply fire fighting, with no time to plan strategically or to assess the situation calmly. It is therefore particularly pleasing to realise, as we review what we did during this last year, that it adds up to a coherent and compelling set of interventions.

Early in 2020 we pivoted our entire work programme towards supporting people living with ill health, impairment and disability during the pandemic, to ensure that their needs and hopes weren't forgotten during the necessary shift to COVID care. We listened hard, and argued pragmatically, particularly for those at the wrong end of the inverse care law: people living with poverty, racism, severe mental ill health or learning disabilities. We could only do so because we kept checking in with our members. And they checked in with us. This enabled us to very quickly pick up on the concerns people had during the long months of lockdowns – service disruption, delays and cancellations, food insecurity, loneliness, deteriorating mental and physical health.

We have shown that by working through our relationships in this way, we can combine the agility of a small organisation with the reach of a large network.

It is our commitment to this asset-based, voice-led way of working that has provided the coherence and immediate relevance of the work we did during the year. In the absence of considered planning exercises, we were able to draw deep from a well of shared values that we expressed early on in the pandemic through our [Five Principles](#) that 100 members and partner organisations signed up to:

- Actively engage with those most affected by the change
- Make everyone matter, leave no one behind
- Confront inequality head-on
- Recognise people, not categories, by strengthening personalised care
- Value health, care and support equally.

I believe that it is our explicit reference to these guiding values that enthused so many people, who in turn were then generous with their contributions. We had furloughed people work for us as volunteers (thank you, Adam, Kym,

Tash and Sam). We had partners from the social enterprise, charity and commercial sectors help us with staff, expertise and money (thank you PPL, KPMG and more members than I can list here). And we had funders who were flexible enough to allow us to focus on what we needed to do. We are grateful. I also need to thank very explicitly the small but perfectly formed team at National Voices who worked incredibly hard and bore the impositions of homeworking, closed childcare and at times manic pace with grace and resilience. A thank you must also go to outgoing Chair Hilary Newiss for her hard work, leadership, and unwavering support.

This coming year is all about ensuring the recovery of services is inclusive, equitable and person-centred. And we will continue to work with anyone with insight, good practice, innovations and ideas. We urge our members and partners to stay close. Together we will figure out how to make the next year equally impactful in our mission to make what matters to people matter in health and care.



Charlotte Augst
CEO, National Voices

Report of the Trustees

Objectives and activities

The Trustees present their report and the examined financial statements of the charity for the year ended 31 March 2021. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the financial statements and comply with the charity's governing document, the Charities Act 2011, the Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

The Directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year are listed on page 17/18.

Objectives and activities for the public benefit

National Voices is the leading coalition of health and social care charities in England. We have more than 180 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.

Our mission is to:

- **Understand and advocate** for what matters to people, especially those who have greater health or care needs
- **Find common cause** across communities and conditions by working with member charities and those they support
- **Connect and convene** charities, decision makers and citizens to work together to change health and care for good.

The objects of the charity as set out in its governing document are, for the public benefit, to:

- Advance health and to relieve those in need by reason of ill-health or disability, including, but without limitation, to relieve people affected by long-term health conditions and disabilities, in particular, but without limitation, by fostering and encouraging co-operations between individuals, voluntary organisations and/or public bodies connected with health and social care in a common effort to improve the care and treatment of service users and to promote services which take account of the needs of service users and carers
- Educate the public in the subjects of health and social care, including the causes, effects and treatments of all long-term health conditions and disabilities.

The Trustees confirm that they have referred to the Charity Commission's Guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. The objects are achieved through a combination of the following activities:

- Engaging with our membership to bring their insight, practice and ambitions to senior decision makers
- Engaging with people who live with ill health or disability to ensure our influencing work is driven by their experience and ambitions
- Supporting national policy and system design by including the insights of the voluntary and community sector and the people they work with
- Championing and strengthening 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 across health and care by placing people's experience of living with ill health or impairment, and their ambitions and priorities, at the centre of decision making.

Activities, performance and plans

Organisational priorities:

- A focus on inequality and inclusion
- Deepening and widening engagement with the membership
- Being agile and responsive to the challenges of the COVID-19 pandemic.

Health and Wellbeing Alliance

We have been an active member of the Health and Wellbeing Alliance (HWA), fulfilling our commitments and achieving green in a RAG rating for all our quarterly monitoring reports. We have fed into numerous programmes, facilitating engagement between VCSE members and policy leads. We revised our workplan in light of the COVID-19 pandemic and focused on COVID-19's effect on health inequalities; on addressing health inequalities to build back better; on ensuring person-centred care underpins the recovery; and in promoting the Alliance in all strands of our work. We have recently (May 2021) been appointed as Coordinator of the HWA from 2021-2024 and look forward to collaborating further with a vibrant network of system and sector partners.

VCSE sector capacity building

As soon as COVID-19 hit in March 2020 we opened up our networks and events to non-members and encouraged the recruitment of smaller organisations, often supporting seldom-heard people as members in an effort to support the voluntary, community and social enterprise sector in its response to the COVID-19 pandemic. We continue to offer free membership to charities with an income of less than £100k and target this offer to those with a clear inequalities focus. We have welcomed 34 new members, and 18 fall into this category. We have been pleased to welcome new members working with people with disabilities and from marginalised groups from right across England, another welcome impact of our engagement moving online.

We routinely create access for members to senior decision makers in the NHS by brokering relationships with those senior leaders and offering open events such as webinars (totalling 23), report launches and other opportunities where members of the VCSE sector can hear from senior system leaders and vice versa. We also create opportunities for our members and others to network with each other with the aim of fostering partnering on projects and initiatives.

Peer support

Having previously undertaken [a project to collate evidence on the impact of peer support for people in the health system](#), we were able to create and engage a community of people interested in peer support as a tool for improving health and wellbeing outcomes. We convened a group to focus

on peer support during the pandemic, organising webinars, round tables and producing toolkits to strengthen the work of various organisations in terms of peer support adoption, and seeking to influence the NHS in its roll-out of a personalisation agenda, building peer support into the model of personalised care. The Peer Support Hub project was completed and is in the process of being handed over to Self Help UK where it will find a more appropriate home alongside their work on the evidence base for peer support.

Digital exclusion

Early on during the first lockdown we started a conversation about digital exclusion as it was becoming clear that the rapid shift to remote and digital appointments was negatively impacting some people's access to good quality care. We convened a webinar early on in the first lockdown and then produced the report [The Dr Will Zoom You Now](#)



alongside Healthwatch England, Traverse and PPL. This research gave us a real understanding of how people experienced the initial move to digital and remote services. We have since built on this work, creating an insight research report for the Accelerated Access Collective - alongside the Abbey Centre and the Centre for Seldom Heard Voices at Bournemouth University - which launched in May 2021. [Unlocking the Digital Front Door: the keys to inclusive healthcare](#) is more explicitly focused on the effects of digital exclusion and details practical recommendations on how healthcare can be made more inclusive. It also features patient-facing information about access that is endorsed by the Royal College of Physicians and the Royal College of GPs.

At our [How Can We Dismantle Health Inequity Together?](#) conference we devoted a whole day to digital exclusion, platforming a range of views and experiences. We are now focused on digital exclusion becoming an important part of the alliance that we are building to promote more justice and fairness in health.

Experiences of admin in the NHS

We have worked with the King's Fund and Healthwatch England to understand people's experiences of administration within the NHS and a report detailing [the findings of this work has been published in June 2021](#). It focuses on how people's experiences of administration are not marginal or

peripheral but central to their overall experiences of and outcomes from healthcare. Too often, administration processes are too complicated or not reliable, which requires users to be very proactive, confident and digitally competent. This results in poor administrative processes leading to further inequality.

COVID-19: influencing the recovery

At the start of the lockdown in March-April 2020 we launched [Our COVID Voices](#), a digital platform giving people living with ill health or disability a chance to explain how the pandemic was impacting their lives. Based on what we learned, we focused on articulating the concerns of people who were shielding, or who had questions about the vaccine, or who were experiencing disruption to health and care services they normally relied on. We worked with our members to communicate these concerns to the NHS and other partners. People with ongoing health concerns, we felt, were being left out or left behind and their needs were not being addressed. We therefore shifted our focus on to these inequalities from the very beginning of the pandemic.

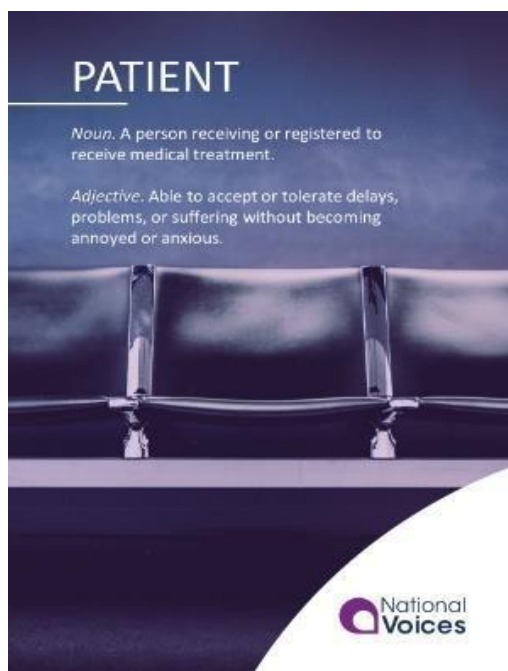


During the first wave we initiated a rapid response report, [What We Know Now](#), a quantitative review using data from National Voices' members' surveys and carrying 67,000 views of people with mental and physical health needs who had experienced service disruption. We also created [What We Need Now](#), a qualitative

review based on Our COVID Voices, and used data to formulate a set of expectations for what health and care should look like from a service user point of view. We called these [I Statements](#), eight expressions of expectations simply communicated as illustrations. They were very well received and have been presented to service leaders across the NHS, NHSX, the CQC, pharmaceutical companies and Royal Colleges.

Our CEO Charlotte Augst was invited to sit on the Inequalities Taskforce based on our insight into the impacts of the pandemic on people with health and care needs and our role on the Health and Wellbeing Alliance. The Taskforce set out eight urgent actions for the NHS to narrow the gap between communities experiencing the best and the worst outcomes. These priorities were then reflected in the [planning guidance for the NHS](#). Charlotte

is now playing an active role on the implementation oversight group, which monitors progress.



We were obviously also aware, particularly through listening to members, that waiting times and delays to timely care have become, and still are, a substantial problem. We conducted insight work - [Patient. Noun. Adjective](#) - into what people who are waiting experience and need, and turned that insight into some focused, practical questions that NHS England then turned into guidance for NHS providers. The guidance contained all the main suggestions from our report, for example that people should have a direct phone number available to them for contacting their health and care team, there should

be signposting to other services, and there should be advice on what to do if your health deteriorates. We are now working with NHS England and NHS Improvement to raise awareness of the standard and to see how we can increase its impact.

Social prescribing

Commissioned by the Personalised Care Group at NHS England and NHS Improvement, we produced a [report on the roll-out of social prescribing](#), with a particular focus on the investment in link workers and the views of the VCSE sector on the first year of this central programme. We spoke to over 300 people in the VCSE sector and developed practical recommendations based on this insight. The report was well received and was launched at a webinar attended by nearly 500 people.

Both the VCSE sector and the NHS were very positive about the work and we have been commissioned to look further at how social prescribing affects other non-NHS bodies and organisations, for example local authorities and government departments, and how philanthropic and other funders could align their funding to the services that social prescribing taps into.

Specifically, the NHS England and NHS Improvement team has indicated that they are planning to use the work to refresh the guidance for the way

social prescribing is delivered, changing the training for Primary Care Networks and putting more focus on health inequalities.

Voices for Improvement

Funded by the Health Foundation, we established a collaborative steering group bringing together people with lived experience and National Voices members and focused on elevating and promoting lived experience within the design and delivery of health and care services. For 12 months we have run an inclusive design process and have developed a proposition based around peer coaching and mentoring, peer research, and better use of existing patient experience data.

We have had interest from a range of members who are keen for us to create a way of joining the dots between peer support/ research, lived experience and leadership. In the longer term we are working with funders to secure further investment to refine the offer to bring people with lived experience into strategic conversations and projects with decision makers. We also worked on embedding the principles of coproduction in our own work at National Voices and anticipate this way of working will be a more central part of all our insight and influencing work going forward, for example the recent recruitment (May 2021) of a new associate specifically to give us a greater lived experience perspective in National Voices' work.

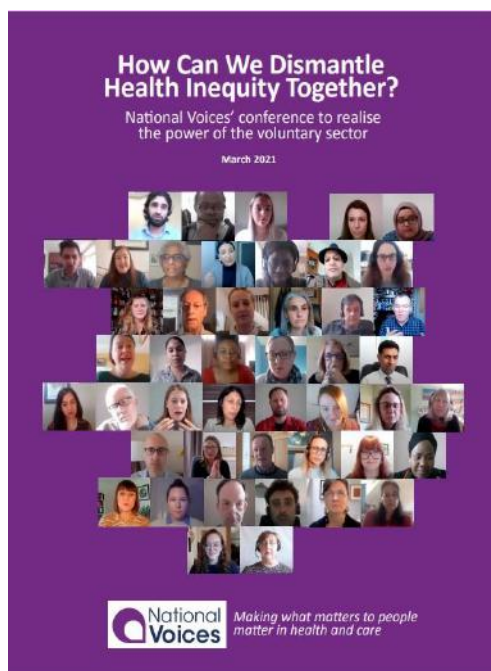
Patient participation

We have taken a great interest in how primary care reforms can ensure that primary care services are more embedded in communities to work out how Patient Participation Groups (PPGs) can fit in. We did a small piece of work around PPGs, and are now connecting our work on inclusion, digital transformation and voice in our influencing of primary care agendas.

Health inequalities

From March to July 2020 we held a series of webinars focused on a wide range of questions around health inequalities, for example around racial inequality, mental health, and the digital divide.





From late 2020 we worked on our online health inequity conference, [How Can We Dismantle Health Inequity Together?](#) [National Voices' conference to realise the power of the voluntary sector](#). It was held over four days in March 2021 and focused on poverty, race, digital exclusion, and looking at practical steps for the future; this work included member workshops and a focus on lived experience at every session. We had over 50 panellists, over 1000 attendees, with 360 at our best-attended session, and received overwhelmingly positive feedback anecdotally and in our post-conference survey.

Internally we have also begun to think through how we need to respond to racial inequalities both in the healthcare and charity sectors. As a National Voices team, we undertook anti-racism training and our Head of Policy, Rebecca Steinfeld, is developing next steps for a plan to make ourselves a more diverse, connected and relevant organisation in this space. COVID-19 brought us into contact with a number of organisations and people more focused on diversity and inclusion and we're pleased to have recruited many new members who work specifically in marginalised communities.

Integrating mental and physical health needs



Over the past year we have worked on a project alongside the Centre for Mental Health, and involving a group of our members, looking at emotional support for people with long-term conditions. Interviews took place last summer with people experiencing long-term conditions as patients or families and carers. In November we developed recommendations at a round table and have now created [a report that was published in mid-June 2021](#). This includes a campaign, #AskHowIAm, that asks for compassion and kindness in all contact between patients and

health and care professionals. We worked with members to promote our recommendations and ran a round table after the report was out.

Workshops, events, consultancy

National Voices' work has opened up significantly in the past year - we ran 23 events online with partners or on our own. We have welcomed thousands of people to those events. One notable event was a reception to welcome the new chair, Helen Buckingham, and to say a fond farewell to the outgoing chair, Hilary Newiss, and we were pleased to welcome Bola Olowabi, Director of Inequalities, NHS England and NHS Improvement as a speaker at this event.

At our AGM we were also pleased to welcome Ben Jupp, Director of Strategy, NHS England and Improvement, Richard Sloggett, Health and Care Lead at the Policy Exchange, and Sarah Hughes, CEO at the Centre of Mental Health, to speak about their perspectives on the work our sector needs to now lead for maximum impact. We have made sure that all our events are inclusive, interactive, and accessible, for example, we have worked with palantypists and on spotlighting British Sign Language interpreters in events.

We also established regular Heads of Policy network meetings with members, a monthly meeting where policy leads from across the sector come together to share ideas, support one another, and identify areas of collaboration.

Our senior team sit on many strategically important advisory boards and also provide ad hoc advice and support to many of our partners. This includes but is not exclusive to the King's Fund, the Royal College of Physicians, the Expert Panel of the Health and Social Care Select Committee, participation in the Birmingham, RAND and Cambridge (BRACE) rapid service evaluation centre's Overarching study of service innovations for people with multiple long-term conditions: what works for whom, how and why?, and continuing work with NHS England and Improvement and the Health Foundation.

Impact of volunteers

We are very grateful that many people and organisations have chosen to be generous towards us this year. Volunteers worked with us on the creation of the Our COVID Voices platform and resulting I Statements, on understanding our impact throughout the early stages of the pandemic, and on



our staff and organisational development. A special thank you to PPL, whose staff at times felt like an extension of our own team. Gifts in kind are shown in our accounts in note 2b.

Key risks and uncertainties

The Trustees regularly review the principal risks and major uncertainties to which the charity may be exposed, and policies, systems and procedures have been established to manage those risks.

The Audit and Risk Committee reviews the risk register quarterly and prior to it being presented for discussion at board meetings once every six months, and it lists the key risks identified together with a risk score calculated on the probability and the potential impact of the risk concerned. Actions taken to manage the identified risks are listed on the register.

Key risks identified during the year are:

Potential loss of funding and income

The balance between National Voices' capacity to fundraise, deliver on commitments and influence was managed throughout the year, with a focus on moving away from smaller project grants and seeking larger longer-term grants and core funding.

We identified losing income from our membership and industry collaborative as a key risk. Many of our charity members have lost considerable fundraising income, and across the health and care sector capacity to engage with membership offers has reduced. We were successful in securing a £60k emergency funding grant from the National Lottery, which mitigated the income lost. We have worked with members to provide support where possible, kept fees at the same level to aid retention, strengthened our relationships with existing members, and recruited new ones.

Remote working and staff wellbeing

We started the year with a small, mainly new, staff team who came under additional pressure through adapting to home working and increased workload due to COVID-19. Mitigations have included successfully recruiting additional team members to increase



capacity and skills, contingency planning, staff training and regular team meetings focusing on wellbeing. We ended the year having recruited a full complement of staff, with the relevant experience, and continue our focus on staff wellbeing. We also offer an Employee Assistance Programme, which was promoted to staff throughout.



Workload pressure and competing priorities

The pandemic, in combination with our funding arrangements, means it is hard to draw a firm line around our remit, which can in turn mean that we have to deliver a lot of work with a small team at pace.

Mitigations have included recruiting into vacant posts to increase capacity and setting clear priorities on an organisational and individual team member level.

Challenging and fast-changing external environment

The health policy landscape was fast-changing and volatile in 2020. We responded by working with our members to enhance capacity and bandwidth and through adapting our existing projects to respond to COVID-19. Staying close to people's lived experience enabled us to be relevant and timely against a backdrop of ever-changing policy and guidance.

Our work focusing on health inequalities has remained truly relevant, arguably becoming more so. This focus on what matters to people in health and care is a real strength as issues and challenges arise.

Lack of diversity of team and board

The lack of diversity of the staff team and board were identified as a risk, particularly now that members and partnerships bring us into more direct dialogue on equality issues, including race. Throughout 2020/21 National Voices has had a focus on reaching out to diverse contributors and partners. We have set some key priorities around diversification of the team and board, and continue to work through how we design and deliver relevant, inclusive work and events.

Organisational details and key management personnel

Staff Team 2020-21

Dr Charlotte Augst, Chief Executive
Jess Brayne, Head of Membership, Communications and Operations
Dr Rebecca Steinfeld, Head of Policy
Rachel Matthews, Head of Experience
Charles Howgego, Communications Manager
Savannah Fishel, Policy and Engagement Officer
Ella Wright, Policy and Insight Officer
Rosie Moffat, Communications and Engagement Officer
Kasia Zielinski-Rushforth, Executive Assistant to the Chief Executive

Staff departures

Pamela Saunders, Accountant
Patrick Ryan, Head of Office
Sam Batey, Communications and Engagement Officer
Ulviyya Maharramova, Temporary Administration Support

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, the Head of Membership, Communications and Operations and Head of Policy are Key Management Personnel of the charity during the 2020/21 Financial year (2020: Trustees and CEO).

Details of Trustee expenses and related party transactions are disclosed in note 23 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.

Reference and administrative details

Charity name: National Voices

Charity registration number: 1057711

Company registration number: 3236543

Registered office and operational address:

(Up to 22 December 2020)

1st Floor

Bride House

18-20 Bride Lane

London

EC4Y 8EE

(From 22 December 2020)

The Foundry

17 Oval Way

London

SE11 5RR

Board of Trustees

The Trustees who have served from 1 April 2020 up to the date of approval of these financial statements were as follows:

Helen Buckingham	Chair (appointed 1 January 2021)
Hilary Newiss	(Chair until 31 December 2020, end of term of office)
Noha Al Afifi	Elected, Arthritis Action
Rick Borges	Independent, Treasurer and Chair of Audit and Risk Committee
Sarah Collis	Elected, Self Help UK
Harry Evans	Independent
Akiko Hart	Elected, National Survivor User Network
Ed Holloway	Elected, MS Society
Steven Platts	Elected, Groundswell
Sarah Rae	Elected, Mind
Jean Appleyard	Independent (end of term of office 6 November 2020)
Catherine Davies	Independent (end of term of office 6 November 2020)

Sarah Vibert Elected, Neurological Alliance (resigned at 6 November 2020)
Jill Worth Independent (end of term of office 6 November 2020)

Professional advisers

Bankers:

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Auditors:

Goldwins Limited
75 Maygrove Road
West Hampstead
London
NW6 2EG

Solicitors:

Bates Wells
10 Queen Street Place
London
EC4R 1BE.



⑥ I know what to expect and that I am safe when I have treatment and care

Financial review

Income for the year ended 31 March 2021 totalled £774,819 (2019/2020: £411,756) and increased by £363,063 from the previous year. The largest area of increase was seen in income from charitable activities associated with Influencing Policy and Practice, which rose by £227,852 when compared with the previous year. The increase was the result of the successful focus on influencing through project work during the year and the securing of funds for several large projects: Digital Inclusion, Covid Influencing Recovery and the experience of Waiting times, as well as grant income from the Health Foundation and Northumbria Healthcare NHS Foundation Trust towards Voices for Improvement and the Patient Carer Network.

National Voices' principal sources of income during 2020-21 were from grant and contract funding towards Influencing Policy and Practice, which totalled £505,337 (2019/2020: £277,485) and comprised 65% of all income (2019/2020: 67%), while Membership subscriptions continue to be a significant and important source of income, totalling £113,175 (2019/2020: £112,306) and comprising 16% of total income (2019/2020: 27%). We saw an 11% fall in membership income, reflecting the pressures on the sector as monitored in our risk register.

An increase in income from Grants and Donation was also seen during the year with income from this area totalling £121,505 (2019/2020: £21,550). This change was driven by emergency COVID-19 funding having been secured from the National Lottery Community Foundation and Janssen. This funding, towards core costs, supported the larger team during the year and allowed valuable breathing space to be able to develop sources of contract and grant income towards projects. We are incredibly grateful to both organisations for their support. Grants and Donation income was further increased by significant donated services totalling £48,667 (2019/2020: £nil).

Expenditure totalled £686,112 during the year (2019/2020: £404,277), an increase of £281,835 when compared with the previous year. The largest area of increase was direct project costs, primarily associated with the delivery of Influencing Policy and Practice work, which increased by £208,351 to £503,142 at the 31 March 2021 (2019/2020: £294,791). This rise reflected an increase in work delivered in association with partner organisations and associates, with the four largest projects in terms of direct costs being Digital

Inclusion, Integrating Mental and Physical Health Needs, Social Prescribing and Our COVID Voices, the latter being supported by significant pro bono work.

Staff costs also saw an overall increase of £84,345 to a total of £357,752 for the 2020/21 financial year (2019/2020: £273,407), which was a result of the expansion of the team from an average full-time equivalent of 5.6 in the 2020 to 7.4 in 2020/21. This was necessary to increase capacity in the Influencing Policy and Practice team to deliver a higher number of projects as well as providing more operational support to enable staff to focus on delivery of work.

Costs of raising funds totalling £29,626 (2019/2020: £1,747) were recognised during the 2020/21, which represented staff costs, direct consultancy costs and support costs associated with staff time spent on grant applications and seeking funding for project work. As well as the increase in grant and project income seen in the 2020/21 financial year, the investment was successful in securing income towards 2021/22 and beyond, in particular the Department of Health and Social Care funding from the Health and Wellbeing Alliance, and Contract Income from the Health Foundation, both of which are three-year projects running until 2023/24, as well as NHS England and NHS Improvement grant funding towards Long Covid work in 2021/22. We are very grateful to these funders for their support.

Total funds, reserves policy and going concern

Total funds at 31 March 2021 were £269,065 (2019/2020: £180,358) and comprised restricted funds of £63,705 (2019/2020: £nil) and unrestricted funds of £205,360 (2019/2020: £180,358). The largest remaining restricted funds comprise funds for the Voices for

Improvement/Patient Carer Network project from the Health Foundation and Northumbria Healthcare NHS Foundation Trust, which will be used for these projects in 2021/22.

The Trustees review the charity's reserves policy annually and aim to hold 5-7 months of core staff and running costs plus other specific amounts in relation to staff statutory redundancy entitlement and other lease



commitments. As such, the agreed reserves target is between £194,673 and £266,007. At the 31 March 2021 unrestricted free reserves, excluding fixed assets, totalled £200,648, which was within this target range and, after adjusting for the specific amounts mentioned above, this represented 5.2 months of core costs.

The Trustees have reviewed the budgets for the 2021 /22 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. The Articles of Association stipulate that the number of elected Trustees will always be greater than the number of independent Trustees.

During the period of this report, four Trustees stood down at the AGM of 6 November 2020 because their term of office had come to an end: Jean Appleyard, Catherine Davies and Jill Worth. Additionally, at the AGM of 6 November 2020, Sarah Vibert resigned as a Trustee. Hilary Newiss (Chair) stood down from the Board on 31 December 2020 at the end of her second term. Helen Buckingham was appointed as Trustee and Chair of the Board of Trustees on 1 January 2021.

The appointment of Helen Buckingham was the result of a public recruitment process overseen by Rick Borges, who chaired the Nominations Committee. A review of the skills of existing Trustees identified key areas to complement the Board's skillset and this was considered when reviewing applications. The post was advertised widely, and suitable applicants were interviewed by a panel of three Trustees, two representatives from National Voices member charities and an independent professional, as well as a "lived experience" panel, the members of which were drawn from the Voices for Improvement project. We are grateful to the following for their involvement on the panel:

- Trustees: Akiko Hart, Rick Borges and Ed Holloway

- Independent representative: Durka Dougall
- Member charity representatives: James Watson-O'Neill and Michelle Mitchell
- Lived experience panel: Habiba Khan, Alexia Karageorghis and Marsha McAdam.

Following the appointment of the new Chair, there was an induction period which included meetings with each member of staff, Trustees and regular meetings with the CEO.

A budget is available for training of 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.



⑧ I am not forgotten

Statement of Trustees' responsibilities

Trustees' responsibilities in relation to the financial statements

The charity Trustees are responsible for preparing a Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The law applicable to charities in England and Wales requires the charity Trustees to prepare financial statements for each year that 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 the financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the applicable Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures that must be 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 operation
- The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provisions of the constitution. They are also responsible for safeguarding the assets of the charity and taking reasonable steps for the prevention and detection of fraud and other irregularities.

Each of the Board members confirms that:

- So far as the Board member is aware, there is no relevant audit information of which the charity's auditor is unaware; and
- The Board member has taken all the steps that they ought to have taken as a Board member in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. This confirmation is given and should be

interpreted in accordance with the provisions of s418 of the Companies Act 2006.

The Trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements.

Appointment of Auditors

Goldwins Limited conducted the audit of these accounts and have accordingly signed their auditor's report. Goldwins was reappointed auditors at the AGM of 6 November 2020.

This report was approved by the Board of Trustees on 15 July 2021 and signed on their behalf by:

Helen Buckingham

Rick Borges

Helen Buckingham, Chair of Trustees

Rick Borges, Treasurer

Independent auditor's report to the members of National Voices

Opinion

We have audited the financial statements of National Voices for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and the related notes. 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).

Opinion on financial statements

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 2021 and of 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 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 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 Charity'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 directors 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 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.

Opinion 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) 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 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 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 Trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of the Trustees

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the Charity from our professional and sector experience
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making

accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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 Auditor's report.

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 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

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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 2021

	Note	Unrestricted Funds £	Restricted Funds £	2021 Total Funds £	2020 Total Funds £
Income from:					
Grants and Donations	3	61,505	60,000	121,505	6,550
Charitable activities:	4				
Membership and Engagement		113,175	34,653	147,828	127,306
Influencing Policy and Practice		200,308	305,029	505,337	277,485
Investments	5	149	-	149	415
Total income		375,137	399,682	774,819	411,756
Expenditure on:					
Raising funds		29,626	-	29,626	1,747
Charitable activities					
Membership and Engagement		97,571	55,773	153,344	107,739
Influencing Policy and Practice		206,858	296,284	503,142	294,791
Total expenditure	6	334,055	352,057	686,112	404,277
Net income for the year	8	41,082	47,625	88,707	7,479
Transfers between funds		(16,080)	16,080	-	-
Net movement in funds for the year		25,002	63,705	88,707	7,479
Reconciliation of funds:					
Total funds brought forward	16	180,358	-	180,358	172,879
Total funds carried forward	16	205,360	63,705	269,065	180,358

All income and expenditure derive from continuing activities. The Statement of Financial Activities includes all gains and losses recognised during the year. The notes form an integral part of these financial statements.

**National Voices
Balance Sheet
As at 31 March 2021**

Company no. 3236543

	Note	£	2021 £	£	2020 £
Fixed assets:					
Tangible assets	12		4,712		2,308
			4,712		2,308
Current assets:					
Debtors	13	115,065		49,698	
Cash at bank and in hand		363,954		264,443	
		479,019		314,141	
Liabilities:					
Creditors: amounts falling due within one year:					
Deferred membership	14	(47,846)		(35,620)	
Other creditors		(164,730)		(100,471)	
		(212,576)		(136,091)	
Net current assets			266,443		178,050
Total assets less current liabilities			271,155		180,358
Creditors: amounts falling due after one year	14b		(2,090)		-
Total net assets			269,065		180,358
The funds of the charity:					
Restricted income funds	16		63,705		-
Unrestricted income funds:					
Designated funds		-		14,091	
General funds		205,360		166,267	
Total unrestricted funds			205,360		180,358
Total charity funds			269,065		180,358

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS 102 and the Charities SORP (FRS 102) 2019.

The financial statements were approved by the Trustees and authorised for issue on 15th July 2021 and signed on their behalf by:

Helen Buckingham

Helen Buckingham
Chair

Rick Borges

Rick Borges
Trustee/Treasurer

National Voices
Statement of Cash Flows

For the year ended 31 March 2021

	Note	2021 £	£	2020 £	£
Net cash provided by operating activities	17		108,099		59,731
Cash flows from investing activities:					
Interest from investments		149		415	
Purchase of fixed assets		(7,068)		(2,825)	
Net cash used in investing activities			(6,919)		(2,410)
Cash flows from financing activities:					
Payment of finance leases obligations		(1,669)		-	
Net cash used in financing activities			(1,669)		-
Change in cash in the year			99,511		57,321
Cash at the beginning of the year			264,443		207,122
Cash at the end of the year	18		363,954		264,443

1 Basis of Preparation

1.a 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.

1.b 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.

1.c 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.

1.d 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 £.

1.e Significant accounting estimates and judgements

Aside from going concern set out in 1c above, there have been no other key estimates or judgements required in determining the carrying values of assets and liabilities.

2 Accounting Policies

Income

2.a 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 3.

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.

2 Accounting Policies (continued)

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

2.c. 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.

2.d. 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.

2.e. 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 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.

2.f Volunteer help

Other than specific pro bono services set out in note 3a, the value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Expenditure

2.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.

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

2.h 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.

2.i Operating leases

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

2 Accounting Policies (continued)

Assets and Liabilities

2.j 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

2.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.

2.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.

2.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.

2.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.

2.o Pensions

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

2.p Accrued and Deferred income

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

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

National Voices
Notes to the Financial Statements (continued)

For the year ended 31 March 2021

3 Income from grants and donations

	Unrestricted	Restricted	2021 Total	2020 Total
	£	£	£	£
National Lottery Community Foundation	-	60,000	60,000	-
Janssen (Core)	10,000	-	10,000	-
The Helen Hamlyn Trust	-	-	-	4,500
Donation made by a trustee	-	-	-	2,000
Other donations	671	-	671	50
Coronavirus Job Retention Scheme	2,167	-	2,167	-
Donated services (note 3a)	48,667	-	48,667	-
Total income from grants and donations 2021	61,505	60,000	121,505	6,550
Total income from grants and donations 2020	6,550	-	6,550	-

3a. Donated services

	Unrestricted	Restricted	2021 Total	2020 Total
	£	£	£	£
Membership Video	3,000	-	3,000	-
Health Inequalities Conference- Project management	6,317	-	6,317	-
Support with our Covid Voices Project	35,000	-	35,000	-
Training	1,100	-	1,100	-
Other Influencing support	3,250	-	3,250	-
Total donated services	48,667	-	48,667	-

4 Income from charitable activities

	Unrestricted	Restricted	2021 Total	2020 Total
	£	£	£	£
Membership and Engagement				
Membership subscriptions	113,175	-	113,175	112,306
Membership Support (Janssen)	-	15,000	15,000	15,000
Health Inequalities Conference	-	19,653	19,653	-
Total Membership and Engagement 2021	113,175	34,653	147,828	127,306
Total Membership and Engagement 2020	127,306	-	127,306	-

National Voices
Notes to the Financial Statements (continued)

For the year ended 31 March 2021

4. Income from charitable activities (continued)

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Influencing policy and practice				
Department of Health- Health & Wellbeing Alliance	-	80,000	80,000	60,000
Health and Wellbeing Alliance (Supporting Primary Care Network Development through VCSE)	-	-	-	10,000
Oxford AHSN	-	-	-	8,000
Populus	-	-	-	100
Peer Support Hub (Health Foundation and Nesta)	-	22,372	22,372	24,577
Digital Inclusion (NHS England)	39,965	9,375	49,340	9,375
Impact of Bad Admin (The Kings Fund)	11,776	-	11,776	1,224
Covid Influencing Recovery (The Health Foundation/AbbVie/Various)	-	43,400	43,400	-
Experience of Waiting Times (NHS England)	35,850	-	35,850	3,970
Social Prescribing (Capita)	38,921	-	38,921	11,230
Foundation & Northumbria Healthcare NHS Foundation Trust)	-	109,423	109,423	22,097
Support PPG (NHS England)	-	-	-	5,000
Health Inequalities Insight (Ipsos)	9,530	-	9,530	-
Unmet Need (NHS England & Improvement)	-	-	-	9,750
Integrating Mental and Physical Health Needs (Various)	-	40,459	40,459	26,541
Industry Collaborative	46,265	-	46,265	55,501
Kaleidoscope (NHS X)	5,000	-	5,000	-
Workshops, events and consultancy	13,001	-	13,001	30,120
Total influencing policy and practice 2021	<u>200,308</u>	<u>305,029</u>	<u>505,337</u>	<u>277,485</u>
Total influencing policy and practice 2020	<u>93,721</u>	<u>183,764</u>	<u>277,485</u>	
Total Charitable Activities 2021	<u>313,483</u>	<u>339,682</u>	<u>653,165</u>	<u>404,791</u>
Total Charitable Activities 2020	<u>221,027</u>	<u>183,764</u>	<u>404,791</u>	

The industry collaborative members during the year were Astra Zeneca, Bayer, Deep Mind Technologies Ltd, Gilead Sciences Ltd and Novatis Pharmaceuticals UK Ltd.

Government Grants were received from the Department of Health and Social Care (DHSC) totalling £80,000 (2020:£60,000). In addition, as set out above funds were received from the National Lottery Community Fund totalling £60,000 (2020: £nil) and the Coronavirus Job Retention Scheme totalling £2,167 (2020:£nil). There were no unfulfilled conditions or contingences in relation to government grants at the end of March 2021 (2020: none).

National Voices
Notes to the Financial Statements (continued)

For the year ended 31 March 2021

5 Income from investments

	Unrestricted	Restricted	2021	2020
	£	£	Total	Total
	£	£	£	£
Bank interest	149	-	149	415
Total income from investments 2021	<u>149</u>	<u>-</u>	<u>149</u>	<u>415</u>
Total income from investments 2020	<u>415</u>	<u>-</u>	<u>415</u>	

6 Analysis of expenditure

	Charitable Activities			2021 Total £	2020 Total £
	Fundraising £	Membership and Engagement £	Influencing Policy and Improving practice £		
Direct costs					
Direct Salary costs	21,076	79,735	198,946	299,757	271,674
Direct costs of delivery	1,850	20,570	218,813	241,234	58,178
Support Costs					
Salaries including governance (see note 7)	2,743	21,307	33,945	57,995	1,733
Direct governance costs (see note 7)	239	1,857	2,958	5,055	2,892
Recruitment	60	466	742	1,268	6,989
Consultants and freelance	407	3,164	5,040	8,611	-
Finance Support	391	3,040	4,844	8,275	-
Other personnel costs	311	2,417	3,850	6,578	2,979
Premises and equipment	1,192	9,262	14,755	25,209	25,057
Depreciation and loss on disposal of fixed assets	221	1,713	2,730	4,664	517
Office overheads	755	5,865	9,343	15,963	25,257
Events, conferences and networking	84	655	1,043	1,782	726
Website and marketing	140	1,091	1,738	2,969	2,281
Other costs of activities	155	1,204	1,918	3,276	2,885
Bad debts	-	1,000	2,476	3,478	3,109
Total Expenditure 2021	29,626	153,344	503,142	686,112	404,277
Unrestricted Expenditure 2021	29,626	97,571	206,858	334,055	219,229
Restricted Expenditure 2021	-	55,773	296,284	352,057	185,048
Total Expenditure 2021	29,626	153,344	503,142	686,112	404,277

Support costs, including governance costs, are apportioned across the activities shown in note 2.h based on the proportion of time spent on each activity by staff.

6 b Analysis of expenditure prior year

	Charitable Activities			2020 Total £
	Fundraising £	Membership and Engagement £	Influencing Policy and Improving practice £	
Direct costs				
Direct Salary costs	-	78,573	193,101	271,674
Direct costs of delivery	1,747	1,948	54,483	58,178
Support Costs				
Salaries including governance (see note 7)	-	504	1,229	1,733
Direct governance costs (see note 7)	-	842	2,050	2,892
Recruitment	-	3,866	3,123	6,989
Consultants and freelance	-	-	-	-
Other personnel costs	-	839	2,140	2,979
Premises and equipment	-	7,278	17,779	25,057
Depreciation	-	151	366	517
Office overheads	-	7,472	17,785	25,257
Events, conferences and networking	-	337	389	726
Website and marketing	-	968	1,313	2,281
Other costs of activities	-	1,852	1,033	2,885
Bad debts	-	3,109	-	3,109
Total Expenditure 2020	1,747	107,739	294,791	404,277
Unrestricted Expenditure 2020	1,747	107,739	109,743	219,229
Restricted Expenditure 2020	-	-	185,048	185,048
Total Expenditure 2020	1,747	107,739	294,791	404,277

7 Governance Costs

Governance costs are included within support costs (note 6) and comprise:

	2021	2020
	£	£
Staff costs	12,866	-
Direct governance costs		
Audit Costs	4,447	2,170
Board expenses, training and recruitment	595	709
Other Governance costs	13	13
	<u>17,921</u>	<u>2,892</u>

Staff costs represent the amount of staff time spent on governance activities. This amount is included within staff support costs in note 6.

8 Net incoming / (outgoing) resources for the year

This is stated after charging:

	2021	2020
	£	£
Depreciation of owned fixed assets	548	517
Depreciation of assets held under hire purchase agreements	1,808	
Loss on disposal of fixed assets	(2,308)	-
Interest payable on Hire Purchase Agreements	177	-
Operating lease rentals:		
--land and buildings	16,570	23,806
--equipment	1,056	622
Auditors' remuneration (excluding VAT):		
Audit	3,500	3,500
	<u>3,500</u>	<u>3,500</u>

9 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2021	2020
	£	£
Salaries and wages	309,644	225,142
Social security costs	27,055	13,522
Employer's contribution to defined contribution pension schemes	16,803	12,057
Redundancy and termination costs	4,250	22,686
	<u>357,752</u>	<u>273,407</u>

One employee (2020: One) received employee benefits excluding pension contributions during the year between £60,000 and £70,000.

National Voices operates a defined contribution pension scheme for all eligible employees. Employer contributions are included in the SOFA within staff costs as an expenses for the year ended 31 March 2021 and total £16,803 (2020: £12,057). At the end of the year amounts totalling £3,907 (2020: 2,624) were owed to pension providers and are included in other creditors shown in note 14.

The key management personnel of the charity during the 2020/21 year comprise the Trustees and the CEO, Head of Membership, Communications and Operations and Head of Policy (2020: The Trustees and the CEO). No trustee receives any payment for their services to the charity (2020: none). The total amount paid, including Employers National Insurance and Pension, to the Key Management Personnel in the financial year ended 31 March 2021 was £162,008 (2020: 75,641).

The charity trustees were not paid and did not receive any other benefits from employment with the charity in the year (2020: none). No Trustees (2020: four) were reimbursed expenses totalling £nil (2020: £638). No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

10 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 9 (2020: 7) with a full time equivalent of 7.4 (2020:5.58)

The full time equivalent of staff working across the various areas of operation was

	2021	2020
	No.	No.
Raising funds	0.26	-
Membership and Engagement	2.05	1.68
Influencing policy and practice	4.11	3.90
Governance and support costs	0.98	-
	7.40	5.58

11 Taxation

By virtue of S.478 Corporation Tax Act 2010, the charitable company is exempt from corporation tax.

12 Tangible fixed assets

	Equipment £	Total £
Cost		
At the start of the year	34,906	34,906
Additions in year	7,068	7,068
Disposals in year	(14,330)	(14,330)
At the end of the year	27,644	27,644
Depreciation		
At the start of the year	32,598	32,598
Charge for the year	2,356	2,356
Eliminated on disposal	(12,022)	(12,022)
At the end of the year	22,932	22,932
Net book value		
At the end of the year	4,712	4,712
At the start of the year	2,308	2,308

All of the above assets are used for charitable purposes.

Included within the net book value is £3,615 (2020: £nil) relating to assets held under hire purchase agreements for laptops.

13 Debtors

All debtors relate to amounts owed within one year.

	2021	2020
	£	£
Trade debtors	88,884	30,434
Prepayments	5,758	8,899
Accrued income	20,423	10,365
	115,065	49,698

14 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	38,789	9,556
Taxation and social security	45,083	3,982
Other creditors	3,908	2,785
Accruals	33,612	3,500
Deferred membership income (note 14c)	47,846	35,620
Deferred income (note 14c)	41,547	80,648
Hire Purchase Creditor	1,791	-
	212,576	136,091

14 b. Creditors: amounts falling due after one year

	2021	2020
	£	£
Hire Purchase Creditor	2,090	-
	<u>2,090</u>	<u>-</u>

14 c. Deferred income

	2021	2020
	£	£
At the start of the period	80,648	49,801
Released to income from charitable activities during the year	(80,648)	(49,801)
Amount deferred in the year	89,393	80,648
	<u>89,393</u>	<u>80,648</u>

15 Analysis of net assets between funds

	Restricted	Designated	Unrestricted	Total funds
	£	£	£	£
Balances at 31 March 2021 are represented by:				
Tangible fixed assets	-	-	4,712	4,712
Current assets	80,571	-	398,448	479,019
Current liabilities	(16,866)	-	(195,710)	(212,576)
Creditors: amounts falling due within one year	-	-	(2,090)	(2,090)
Net assets at the end of the year	<u>63,705</u>	<u>-</u>	<u>205,360</u>	<u>269,065</u>

15b Analysis of net assets between funds of previous reporting period

	Restricted	Designated	Unrestricted	Total funds
	£	£	£	£
Balances at 31 March 2020 are represented by:				
Tangible fixed assets	-	2,308	-	2,308
Current assets	-	11,783	302,358	314,141
Current liabilities	-	-	(136,091)	(136,091)
Creditors: amounts falling due within one year	-	-	-	-
Net assets at the end of the year	<u>-</u>	<u>14,091</u>	<u>166,267</u>	<u>180,358</u>

16 Movements in funds

	At the start of the year £	Income £	Expenditure £	Transfers £	At the end of the year £
Restricted funds:					
Health and Wellbeing Alliance (Department of Health)	-	80,000	(80,000)	-	-
Covid Influencing Recovery -The Health Foundation	-	28,400	(28,400)	-	-
Covid Influencing Recovery -AbbVie	-	15,000	(15,000)	-	-
Peer Support Hub- The Health Foundation	-	5,295	(5,295)	-	-
Peer Support Hub- Nesta	-	15,000	(15,000)	-	-
Voices for Improvement- The Health Foundation	-	67,500	(45,517)	7,717	29,700
Patient and Carer Network (Northumbria Healthcare NHS Foundation Trust)	-	44,000	(16,199)	(3,771)	24,030
Support PPG (NHS England)	-	-	(2,340)	2,340	-
Health Inequalities Conference- The Health Foundation	-	19,653	(19,653)	-	-
Digital Inclusion - Roche	-	9,375	-	-	9,375
The National Lottery Community Fund	-	60,000	(60,000)	-	-
Integrating Mental and Physical Health Needs (Various)	-	40,459	(49,653)	9,794	600
Membership Support (Janssen)	-	15,000	(15,000)	-	-
Total restricted funds	-	399,682	(352,057)	16,080	63,705
Unrestricted funds:					
Designated funds:					
VCSE capacity building	11,783	-	(11,783)	-	-
Depreciation fund	2,308	-	(2,308)	-	-
Total designated funds	14,091	-	(14,091)	-	-
General funds	166,267	375,137	(319,964)	(16,080)	205,360
Total unrestricted funds	180,358	375,137	(334,055)	(16,080)	205,360
Total funds	180,358	774,819	(686,112)	-	269,065

Transfers between funds

Transfers are made from the general fund to reflect a reallocation expenditure from restricted funds to general funds in 2019/20 to better reflect progress made on the projects during that year.

16 Movements in funds (continued)

Purposes of restricted funds

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

National Voices is a member 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 contributing to the alliance.

Covid Influencing Recovery -The Health Foundation

The Health Foundation awarded grant funding towards the aim of enabling people living with ill health and disabilities to tell their stories of life during the UK's COVID 19 pandemic, in order to inform policy makers and clinicians to improve care during the pandemic, and to plan services in the aftermath of the pandemic which better meet users' needs. The grant was used to fund the costs of recording testimonies and producing videos to tell the stories of individuals.

Covid Influencing Recovery -AbbVie

AbbVie provided funding for staff costs to further support the work of the Covid influencing Recovery project (dissemination through conferences and round tables) with the objective of ensuring people with ongoing health needs have a better experience of support than they did during the first wave of the pandemic.

Peer Support Hub- The 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 collates, curates and categorises peer support resources. During the year, the grant provided support towards maintaining the Hub and to respond to rapid changes in the peer support landscape during the pandemic by convening practitioners and sharing learning.

Peer Support Hub- Nesta

Funding was provided to further develop work on the peer support by bringing together colleagues working on peer support including those across a wide range of mental and physical health conditions and groups such as carers and those with lived experience to share learning around new models of peer support which have emerged during the pandemic.

Voices for Improvement- The Health Foundation

The Health Foundation awarded grant funding towards the project with the aim of increasing positive impact of improvement efforts across health and care by inspiring and enabling a stronger focus on user experience at the core of such work. This involved creating and strengthening a community of improvers and patient advocates with a focus on included under re-presented groups and building understanding and demands for skilled, productive input from patients and service users. The remaining balance represents funds associated with further development of the website and CRM system to support these aims as well as staff costs to support the further development of the project.

Patient and Carer Network (Northumbria Healthcare NHS Foundation Trust)

These fund 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.

Support PPG (NHS England)

This fund was for the co-production of information for PPGs and to support a project at NHS England around community engagement and PCNs.

Health Inequalities Conference- The Health Foundation

This grant was provided towards the costs of running a Health Inequalities conference at the start of 2021

16 Movements in funds (continued)

Purposes of restricted funds (continued)

Digital Inclusion - Roche

The grant was awarded to support cross-sectoral team responding to the development of the NHS App. Roche kindly agreed a grant variation for the unused funds which will be used in 2021/22 towards influencing the development and roll out of more digitally inclusive, personalised approaches and the mitigation of digital exclusion.

The National Lottery Community Fund

Covid-19 emergency funding was received towards staff costs during the year.

Integrating Mental and Physical Health Needs (Various)

Funding was gratefully received from Alzheimer's Society, Guys and St Thomas Charity, British Heart Foundation, Arthritis Action, Macmillan Cancer Support Diabetes UK and Independent Age towards a project looking at meeting the emotional support needs of people living with physical ill health.

Membership Support (Janssen)

Core funding was provided by Janssen towards supporting membership involvement and recruitment.

Purposes of designated funds

VCSE Capacity Building (Janssen)

During 2019/20 Janssen provided funding towards supporting the development of a new partnership model and to enable National Voices to reduced membership fees to smaller charities.

16 b. Movements in funds during previous reporting period

	At the start of the year	Income	Expenditure	Transfers	At the end of the year
	£	£	£	£	£
Restricted funds:					
Health and Wellbeing Alliance (Department of Health) Foundation Trust)	-	60,000	(60,098)	98	-
Network Development through VCSE)	-	22,097	(22,565)	468	-
Voices for improvement HF (Health Foundation)	-	10,000	(10,212)	212	-
NHS EI Unmet Need (NHS England)	-	24,577	(24,577)	-	-
Emotional Support (Various)	-	9,750	(9,750)	-	-
Support PPG (NHS England)	-	26,541	(26,541)	-	-
Social Prescribing (Capita)	-	5,000	(5,000)	-	-
Digital Health (Roche)	-	11,230	(11,230)	-	-
Experience of Waiting Times	-	9,375	(9,881)	506	-
Impact of Bad Administration	-	3,970	(3,970)	-	-
	-	1,224	(1,224)	-	-
Total restricted funds	-	183,764	(185,048)	1,284	-
Unrestricted funds:					
Designated funds:					
Future pension contribution	-	-	-	-	-
VCSE capacity building	9,660	15,000	(12,877)	-	11,783
Depreciation fund	-	2,825	(517)	-	2,308
Total designated funds	9,660	17,825	(13,394)	-	14,091
General funds	163,219	210,167	(205,835)	(1,284)	166,267
Total unrestricted funds	172,879	227,992	(219,229)	(1,284)	180,358
Total funds	172,879	411,756	(404,277)	-	180,358

17 Reconciliation of net income to net cash flow from operating activities

	2021	2020
	£	£
Net income for the reporting period (as per the statement of financial activities)	88,707	7,479
Depreciation charges	2,356	517
Interest	(149)	(415)
Payment of finance leases obligations	1,669	-
Loss on disposal of Fixed Assets	2,308	-
(Increase)/Decrease in debtors	(65,367)	33,511
(Decrease)/Increase in creditors	78,575	18,639
Net cash provided by operating activities	108,099	59,731

18 Analysis of cash and cash equivalents

	At 1 April 2020	Cash flows	Other changes	At 31 March 2021
	£	£	£	£
Cash in hand	167,163	99,511	-	266,674
30 day notice deposits	97,280	-	-	97,280
Total cash and cash equivalents	264,443	99,511	-	363,954

19 Analysis of changes in net funds

	At 1st April 2020	Cash flows	At 31 March 2021
	£	£	£
Cash and cash equivalents	264,443	99,511	363,954
Obligations under finance leases	-	(3,881)	(3,881)
Total net funds	264,443	95,630	360,073

20 Financial Instruments

At the Balance Sheet date the Charity held the following:

	2021	2020
	£	£
Carrying amount of financial assets		
Cash at bank measured at cost:	363,954	264,443
Debt instruments measured at amortised cost:	109,307	40,799
Total Financial Assets	473,261	305,242
Carrying amount of financial liabilities		
Measured at amortised cost:	80,190	15,840
Total Financial Liabilities	80,190	15,840

21 Operating lease commitments

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

	Property		Equipment	
	2021	2020	2021	2020
	£	£	£	£
Less than one year	10,326	19,930	1,056	1,367
One to five years	-	-	792	1,848
	10,326	19,930	1,848	3,215

The operating lease commitment for 2020 has been restated to include an equipment lease not previously included.

22 Finance lease commitments

Future minimum lease payments due under finance leases:

	IT Equipment	
	2021	2020
	£	£
Within one year	1,791	-
In two to five years	2,090	-
	3,881	-

Finance lease payments represent rentals payable by the charity for the IT equipment. Leases include purchase options at the end of the lease period, and no restrictions are placed on the use of the assets. The average lease term is 36 months. All leases are on a fixed repayment basis and no arrangements have been entered into for contingent rental payments.

23 Related party transactions

No trustee made any donation during the year (2020: a trustee made an unrestricted donation to the charity of £2,000).

During the year, member charity Arthritis Action made a grant totalling £5,000 towards the integrating Mental and Physical Health Needs project (2020: £5000). National Voices trustee, Noha Al Afifi is a member of the Executive Management Team at Arthritis Action. The conflict of interest was managed carefully, and the trustee was not involved in the final decision to provide the funding to National Voices.

24 Capital Commitments

There are no capital commitments as at 31 March 2021 (2020:£nil).