



National Voices

Annual Report and Accounts 2017/18

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

National Voices has a reputation for being nimble, dynamic and able to respond adeptly to a changing external landscape. These qualities have been tested this year, as I am sure they have been for many of our members. I am pleased to say that National Voices has continued to deliver major projects, maintained our strong reputation, and had real impact.



The external environment has certainly been changing. 2017–18 saw a snap General Election, targets for access to services being effectively dropped, and cries of frustration from representative bodies, who see a system that cannot cope with demand. At the same time, National Voices saw a significant shift in its funding, with a move away from a small number of major grants, to a diverse range of smaller income streams.

2017–18 was the year that we reasserted the case for person-centred care through our benchmark 'Person-centred care in 2017' report. We supported the implementation of person-centred approaches through projects such as the Personal Health Budgets networks, and we improved national policy through successful campaigns such as our efforts to minimise the harm of restrictions on "low value" medicines.

Our reputation has remained strong and feedback from our members remained very positive. As well as celebrating our success, we remain conscious of the challenges that lie ahead for National Voices. We were established to influence national policy, and in many ways the arguments for person-centred care have been won. The challenge now is translating national policy into real change for people who rely on the support of health and care services.

This shift in the mechanisms for achieving our mission must also be accompanied by a new and sustainable funding model. To answer this challenge we have diversified our programme of work and our sources of income. We began working more closely with regional and local leaders and funded consultancy work emerged as a new income stream. We continue to refresh our strategy for the next five years.

National Voices' success in 2017-18 is thanks to the hard work of the National Voices team. Jeremy Taylor, our chief executive, leads a skilled and passionate team who deliver significant impact with only modest resources. Thanks also go to my fellow Trustees whose stewardship is vital to National Voices' success.

Finally, at the centre of National Voices are our members. It is from member organisations that we derive our knowledge, expertise and legitimacy. It is thanks to the continued support of our members that we can maintain our independence. It is by bringing together their voices that we can push for person-centred services that truly meet the needs of the people who rely on them.

A handwritten signature in cursive script, appearing to read 'H. Newiss', written in dark ink on a light background.

Hilary Newiss
Chair of Trustees

Objectives and activities

Our purpose

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

Our mission

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?

Our evidence shows that person-centred approaches are safer, more effective, lead to better health outcomes and improve the experience of care.

Person-centred approaches are key to the longer term sustainability of the NHS and social care. Despite this, person-centred approaches are still far from mainstream.

Our activities

We fulfil our purpose by:

- **Influencing national policy** so that person-centred care is the central ambition for service reform and is embedded in funding, levers, incentives, training and measurement.
- **Improving the practice of health and care professionals and services** so that they adopt more person-centred approaches.
- **Providing a voice for the voluntary sector** and the role it can play in improving the lives of people.

Public benefit

The objectives and activities of National Voices are all carried out for the public benefit as described by the Charity Commission. The ultimate beneficiaries of National Voices are members of the public who are living with health conditions, disability or other issues. The activities of National Voices seek to ensure that people can be supported by better services and by having more say in decisions that affect their health and care. In this report, National Voices' Board of Trustees set out the charitable public benefit of our activities.

Achievements and performance

Influencing national policy

Person-centred care in 2017

We wanted to know if national rhetoric on implementing person-centred approaches had translated into reality for people. In September 2017 we published 'Person-centred care in 2017'. The report offered a snapshot assessment of the extent to which health and care services deliver person-centred care. The results were mixed.

While there have been modest improvements in information sharing and communication, overall NHS services still do not give people adequate control of their own health and care. NHS services scored poorly on involving people in decisions about their care, personalised care and support planning, and the coordination of care. We found that the 'personalisation' agenda in adult social care is more advanced, but a lack of reporting measures made it impossible to assess if this had truly translated into person-centred care.

"Low value" medicines campaign

An important success for National Voices in 2017-18 was our reactive campaign to limit the potential damage of NHS England plans to restrict the prescribing of some medicines and treatments. The national body had planned to pressure GPs into no longer prescribing treatments which can be bought over-the-counter. Though many people would have seen little difference, there would have been a significant impact on anyone who relies on such medicines to manage a long term condition, or anyone living on a financial knife-edge.

We worked with member organisations such as Crohn's and Colitis UK to put pressure on NHS England through media coverage and direct engagement. Thanks to our efforts, NHS England relaxed their plans. The final guidance included an exemption for people with long term conditions and a stipulation that GPs should assess the 'social vulnerability' of patients when making decisions on whether to prescribe the treatments.

Social value in NHS commissioning

We partnered with Social Enterprise UK to survey Clinical Commissioning Groups (CCGs) and assess their use of the Social Value Act. The Act requires commissioners to consider broader social, economic and environmental benefits to their area when making commissioning decisions.

We submitted Freedom of Information Requests to all CCGs in England (209 at the time) and received responses from 191. Of those, only 13% could clearly show that they are actively committed to pursuing social value in their procurement and commissioning decisions. We called for a review of how the NHS supports commissioners to use social value approaches.

Brexit

National Voices is a member of the Brexit Health Alliance and we have been shaping the Alliance's series of briefings and campaigns on different aspects of how Brexit could affect health and care. We took a leading role in the October 2017 briefing on the importance of reciprocal healthcare arrangements. Working with member organisations such as Kidney Care UK, we highlighted the risks of breaking up such arrangements.

In March 2018 we joined ten other leading health and care organisations to sign an open letter to Brexit negotiators Michel Barnier and the then Secretary of State David Davis. The letter warned EU negotiators of the risk of drugs getting stuck at borders, regulatory systems for medicines splintering and potential breakthrough research collaborations being forced to stall.

Data and research

National Voices' programme of work on data and research continued in 2017-18. In April 2017 we published a paper on priorities for implementing the recommendations of the Accelerated Access Review which aims to speed up access to transformative new treatments. The paper was developed in partnership with National Voices members plus other charities. Soon after its publication, National Voices Chair, Hilary Newiss, was appointed to sit on the Accelerating Access Collaborative, which will oversee a process for fast-tracking new breakthrough treatments.

In February 2018, we worked with Understanding Patient Data to host the Health Data Summit. The event brought together National Voices members and other charities with academics and national leaders to discuss opportunities and barriers to increased sharing of patient data for research.

Increasing our reach

Key to our influencing work is ensuring our voice is heard. Between April 2017 and March 2018 we secured 109 pieces of media coverage, with significant interest in our campaign against the ban on prescribing “low value” medicines.

Our social media reach also continued to grow, with our total number of twitter followers growing from 8,926 in April 2017 to 10,252 in March 2018. We received consistently good feedback for our ‘Latest updates in person-centred care’ newsletter which by April 2018 had 1,132 subscribers.

Supporting change in the NHS

An important facet of our influencing work is gathering the combined knowledge and expertise of our members to inform and shape work done by national bodies. In 2017-18 we helped NHS England to design the standard contract for ‘Accountable Care Organisations’ and shaped their review of the GP Quality Outcomes Framework funding scheme. We also supported the redesign of questions on involvement and care planning in the General Practice Patient Survey, which is the largest survey of NHS patients. In August 2017 our chief executive joined NHS England’s Empowering People and Communities Taskforce.

What do our stakeholders think of us?

In November 2017, we conducted our first ever reputation survey among external stakeholders. Of the 151 respondents:

- 81% believe that National Voices’ work is relevant to their work
- 76% value National Voices’ work
- 78% trust National Voices’ content, analysis and publications

Improving services and the practice of health and care professionals

Personal Health Budgets Networks

During 2017–18 National Voices worked with NAVCA and Volunteering Matters to develop nine regional networks which promote the involvement of the voluntary sector in supporting people with Personal Health Budgets. Over the course of the programme we hosted 31 events which attracted 463 attendees and our project newsletter amassed 502 subscribers.

Leadership development training

National Voices continued to play a core role in the delivery of the highly regarded Anderson and Bevan leadership development programmes led by the NHS Leadership Academy. As part of the programmes, we deliver workshops, helping participants understand what NHS leaders need to know and do to engage patients, citizens and communities.

Changing professional practice

A core aspect of our 2017–18 work programme was working with professional communities to create tools that change the practice of health and care. We worked with 11 national organisations to shape the first ever 'Shared view of quality in general practice'. The document was a consensus view on what 'good' looks like in general practice, and it challenges primary care to step up and meet the needs of people living with long term conditions.

We also worked with the Professional Records Standards Body to develop a new standard for digital care and support plans. The standard will enable care plans to be more effectively shared between patients, carers and all the health and care professionals involved in that person's care.

Between March and June 2017 we supported Health Education England, Skills for Health and Skills for Care in developing the 'Person-centred approaches core skills education and training framework'. The Framework sets out core behaviours, knowledge and skills and is designed to support health and care staff to adopt person-centred approaches.

Supporting local areas

In 2017–18 we undertook projects working with local Academic Health Science Networks to embed person-centred approaches.

We helped the Eastern Academic Health Science Network to select, fund and initiate two projects on 'self-care'. We supported the Oxford Academic Health Science Network to develop new approaches to patient and public involvement as part of their bid to become a Digital Innovation Hub. We also provided advice and consultancy to Cambridgeshire and Peterborough Sustainability and Transformation Partnership as they sought to establish personalised care and support planning in their area.

Spreading Peer Support

In July 2017 National Voices collaborated with members Mind and Positively UK to host an event exploring the future opportunities and challenges for peer support research. We took the themes from the day and worked with the

Health Foundation's Q Improvement Lab to host a series of workshops. Through those workshops we explored the concept of a hub for evidence and guidance on developing peer support.

The partnership eventually led to a successful funding bid to the Health Foundation for £50,000 over three years to create and maintain an online Peer Support Hub to collate, curate and categorise the wealth of knowledge that is available. This work got underway in July 2018.

Providing a voice for the voluntary sector

General Election 2017

In response to the snap General Election called in 2017, National Voices mobilised members to ensure that voluntary sector voices were heard in the debate. Our members worked with us to develop a list of priority actions for the new government to meet health and care challenges. We also supported members' own influencing work by publishing timely analysis of the manifestos of the mainstream political parties.

Representing the views of members

As the coalition of health and care charities in England, we regularly put forward the collective views of members to those in power. Amongst other things, in 2017 we submitted evidence to the House of Commons Health Committee Inquiry into Sustainability and Transformation Partnerships, responded to NHS England's consultation on "low value" medicines, and submitted views to a subsequent consultation on restricting the prescribing of medicines that can be bought over the counter. We also wrote to the Chair of the National Institute for Health and Care Excellence to make clear members' concerns about changes to the Health Technology Appraisal process, and wrote to the Chief Executive of NHS England to express unease at proposals to restrict access to NHS services.

Convening members

Our annual calendar of events forms a central part of our work to convene the voluntary sector. In 2017-18 we hosted a total of 31 events including half day panel discussions, member-led roundtable discussions, network meetings and webinars. We now operate a total of five active member networks covering topics such as policy, communications and local influencing.

National Voices' Conference 2018 was our largest ever conference, attracting 239 registered attendees. Of those that completed a feedback survey, 39% rated the event as 'excellent' and a further 52% rated it as 'good'.

Membership fee restructure

In April 2017 we implemented our first membership fee restructure in over seven years. At the heart of the new fees is a fairer approach for members and for National Voices with some reductions for smaller organisations and some increases for the largest.

What our members say

National Voices derives its knowledge, expertise, and legitimacy from its member organisations. In 2017–18 we placed significant emphasis on making the member-led experience even more rewarding. Our 2017 members survey revealed that:

- 97% reported that engaging with National Voices is easy or very easy, and 95% reported that engaging with National Voices is rewarding or very rewarding.
- 83% reported that their organisation was satisfied with membership of National Voices.
- 80% agreed that National Voices focuses on issues that are important to them and their organisation.

There were some areas for improvement. Notably, the proportion of respondents agreeing that National Voices membership is good value for money dropped to 69%. This was likely due to the membership fees having increased for the first time in a number of years.

Looking Ahead

As we continue to adapt to new policy and funding environments, our ways of working will change, but our mission remains the same; we want person-centred care.

Our priorities in 2018–19 will be:

1. Strengthening our members' voice and that of the wider voluntary sector
2. Providing national leadership on person-centred care
3. Accelerating adoption of person-centred approaches in professional leadership and practice
4. Building our longer term sustainability

Cementing a new and sustainable funding model remains a high priority, as does rebalancing our work to include more emphasis on improving practice as well as influencing policy.

We will continue significant national level activity to keep person-centred care on the agenda. We will compliment that work with funded collaborations with the organisations best placed to catalyse the implementation of person-centred approaches.

Staff members during 2017–18

Current staff

Laura Bell	Communications and Engagement Officer
Jess Brayne	Membership and Events Manager
Hannah Chalmers	Policy and Public Affairs Lead
Pia Charles	PA to CEO and Administrator
Andrew McCracken	Head of Communications
Don Redding	Director of Policy
Jeremy Taylor	Chief Executive

Former staff with the organisation during 2017–18

Michael Bourke
Holly Dawson
Sarah Hutchinson
Natalie Koussa
Matt Lloyd
Hannah West

Financial review

For the 2017-18 financial year, National Voices' incoming resources were £385k and resources expended were £576k, resulting in a planned deficit of £191k that reduces our overall fund balances to £258k.

Incoming resources for the year of £385k represent a decrease of 44% against the £690k achieved in 2016-17. This year saw a substantial decrease in income, essentially the ending of the NHS England grant for the People and Communities Board (£235k) and the ending of the Department of Health voluntary sector strategic partners programme.

Key income sources were as follows: Membership fees (£92k); Department of Health grants (£90k relating to our membership of the Health and Wellbeing Alliance); Chargeable services (£81k – the larger component of which was our work as part of the Bevan and Anderson NHS leadership programmes); The Health Foundation (£65k grants for projects); Volunteering Matters £47k (relating to our contribution to joint voluntary sector work on Personal Health Budgets); Janssen (£20k partnership funding); Baxter Healthcare (£5k donation towards our 2018 members' conference); Mind (£5k grant towards work on peer support).

All funding received was in compliance with our ethical funding policy which protects National Voices' independence and ensures that funders do not sway the charity's decisions about its priorities, activities and messages. A summary breakdown of the different sources of income is given in the table below, alongside the previous year's figures for comparison. National Voices will continue to look at ways to diversify its income streams and build on project and partnership working.

Resources expended for the year were £576k compared with £665k for the previous year. All expenditure was incurred on charitable activities. The largest single element of expenditure was salaries at £403k representing a maximum headcount of nine salaried staff. The decrease in salaries against the previous year is due to the reduction in the size of the staff team due to the cessation of some project funding.

National Voices' reserves policy states that the charity should hold unrestricted reserves to cover between five and seven months unrestricted operating costs. The level of unrestricted reserves at 31 March 2018 was £227k. This falls within the level of reserves agreed to by the Board of Trustees, but this will continue to be monitored by the Audit and Risk Committee.

National Voices held restricted reserves of £14k at 31 March 2018. This represents grant funding for DHSC Collaborate (Department of Health) and the Coalition for Collaborative Care (NHS England). These restricted reserves were expected to be used during 2018/19. In addition to the restricted and unrestricted reserves, there are unrestricted designated funds of £13k provided by Janssen which form part of a three-year agreement to support National Voices to embed person-centred approaches in services, research and in Janssen's own practices. Reserve levels are monitored by the Audit and Risk Committee on a quarterly basis and the reserves policy is updated annually.

Overview of sources of income

Category of Income	Percentage of total 2017-18 (%)	Percentage of total 2016-17 (%)
Central government grants	25	29
Member subscriptions	24	13
Chargeable services	21	10
Other grants and donations	18	13
NHS grants (from NHS England and via Volunteering Matters)	12	34
Bank interest		1
Total	100	100

Structure, governance and management

National Voices is governed by a Board of Trustees which include trustees elected from the membership and independents appointed for their expertise and experience. Elected trustees must be in the majority.

During this reporting period Simon Chapman and Zoe Matthews stood down at the Annual General Meeting in September 2017, having served their terms of office, and Judi Rhys resigned in 2018.

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, updated by the management team on a regular basis and considered by the Audit and Risk Committee and Board of Trustees on a quarterly basis. The key risks facing National Voices are a failure to demonstrate its impact, and a failure to raise sufficient income.

We are developing a set of key performance indicators (KPIs) to measure our impact and the extent to which person-centred care is becoming a reality in England. Against a backdrop of reduced statutory funding for the voluntary sector we plan to be tightening our belts and diversifying our income portfolio, generating more of our own funds, and developing new sources of income.

Cost of living salary increases for the charity's personnel are 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.

Reference and administrative details

National Voices Board of Trustees

- Jean Appleyard, Treasurer (independent)
- Olivia Belle (elected, Arthritis Research UK)
- Ricardo Borges (independent)
- Simon Chapman (elected, National Council for Palliative Care, stood down Sept 2017)
- David Crepaz-Keay (elected, Mental Health Foundation)
- Jane Dunnage (elected, Lupus UK)
- Barbara Gelb (elected, Together for Short Lives)
- Sally Hughes (elected, British Heart Foundation)
- Zoe Matthews (elected, Friends, Families and Travellers, stood down Sept 2017)
- Hilary Newiss, Chair (independent)
- Judi Rhys (elected, Arthritis Care, stood down January 2018)
- Red Godfrey-Sagoo (elected September 2017, Marie Curie)
- Sarah Rae (elected September 2017, Mind)
- Jill Worth (independent, appointed August 2017)
- Catherine Davies (independent, appointed August 2017)

Chief Executive

Jeremy Taylor

Professional advisers

Accountant

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

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.

Approved and signed on behalf of the Board of Trustees



Hilary Newiss
Chair



Jean Appleyard
Treasurer

Date: 04.10.2018

Independent Auditors' Report

Opinion

We have audited the financial statements of National Voices (the 'Charity') for the year ended 31 March 2018 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 2018 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]. 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.

A handwritten signature in black ink that reads "Anthony Epton". The letters are cursive and slightly slanted to the right.

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

Date: 05.10.2018

NATIONAL VOICES

Statement of Financial Activities (incorporating an Income and Expenditure Account) For the year ended 31 March 2018

	Notes	Unrestricted Funds £	Restricted Funds £	2018 Total £	2017 Total £
Income from					
Donations	2	5,500	-	5,500	209,815
Charitable activities	3				
Influencing policy		-	142,071	142,071	244,355
Representation and voice		105,202	-	105,202	87,120
Improving practice		102,902	23,996	126,898	138,015
Other trading activities		5,180	-	5,180	9,750
Investment income		270	-	270	699
Total income		219,054	166,067	385,121	689,754
Expenditure on					
Raising funds		1,254	-	1,254	-
Charitable activities					
Influencing policy		55,606	231,364	286,970	344,444
Representation and voice		133,056	-	133,056	111,125
Improving practice		72,000	82,427	154,427	209,702
Total expenditure	6	261,916	313,791	575,707	665,271
Net (expenditure)/income for the year		(42,862)	(147,724)	(190,586)	24,483
Transfer between funds	16	(1,697)	1,697	-	-
Net movement in funds		(44,559)	(146,027)	(190,586)	24,483
Reconciliation of funds					
Total funds brought forward		288,624	159,700	448,324	423,841
Total funds carried forward		244,065	13,673	257,738	448,324

NATIONAL VOICES

Balance Sheet As at 31 March 2018

		31 Mar 2018 £	31 Mar 2017 £
	Notes		
Tangible fixed assets	11	4,052	12,498
Current assets			
Debtors	12	115,901	269,384
Cash at bank and in hand	18	<u>266,023</u>	<u>242,831</u>
		381,924	512,215
Creditors: amounts due within 1 year	13, 14		
Deferred membership		(39,391)	(26,541)
Other creditors		<u>(88,847)</u>	<u>(49,848)</u>
		(128,238)	(76,389)
Net current assets		<u>253,686</u>	<u>435,826</u>
Total net assets		<u>257,738</u>	<u>448,324</u>
The funds of the charity	16		
Restricted funds		13,673	159,700
Unrestricted funds			
Designated funds		17,495	24,003
General funds		<u>226,570</u>	<u>264,621</u>
Total funds		<u>257,738</u>	<u>448,324</u>

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



Hilary Newiss
Chair

Date: 04.10.2018

Company Registration No.3236543



Jean Appleyard
Treasurer

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

NATIONAL VOICES

Statement of cash flows

For the year ended 31 March 2018

	Note	2018 £	2017 £
Net cash (used in)/provided by operating activities	17	22,922	(219,134)
Cash flows from investing activities:			
Bank interest		270	699
Purchase of fixed assets		<u>-</u>	<u>(12,159)</u>
Cash used in investing activities		<u>270</u>	<u>(11,460)</u>
Change in cash and cash equivalents in the year		23,192	(230,594)
Cash and cash equivalents at the beginning of the year		<u>242,831</u>	<u>473,425</u>
Cash and cash equivalents at the end of the year	18	<u>266,023</u>	<u>242,831</u>

NATIONAL VOICES

Notes to the Financial Statements For the year ended 31 March 2018

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 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 2018 included £39,391 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 2018

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	50.0%
Representation and voice	24.2%
Improving practice	23.4%
Governance	0.7%
Support costs	1.7%

- 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	51.2%
Representation and voice	24.8%
Improving practice	24.0%

NATIONAL VOICES

Notes to the Financial Statements For the year ended 31 March 2018

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 2018

2 Income from donations

	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Department of Health	-	-	-	200,000
Baxter Healthcare	5,000	-	5,000	-
ABHI	500	-	500	-
Pfizer	-	-	-	9,500
Various	-	-	-	315
Total income from donations 2018	5,500	-	5,500	209,815
Total income from donations 2017	9,815	200,000		

3 Income from charitable activities

	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Influencing policy				
Department of Health				
--DHSC Collaborate	-	30,000	30,000	-
--Health & Wellbeing Alliance	-	65,000	65,000	-
People and Communities Board (NHS England)	-	111	111	235,150
Personal Health Budgets Networks (Volunteering Matters)	-	46,960	46,960	9,205
Total influencing policy 2018	-	142,071	142,071	244,355
Total influencing policy 2017	-	244,355		
Representation and voice				
Membership subscriptions	92,363	-	92,363	87,120
Events				
--Merck Sharp and Dohme	7,753	-	7,753	-
--Mind	3,220	-	3,220	-
--Soapbox	100	-	100	-
--Donations	1,766	-	1,766	-
Total representation and voice 2018	105,202	-	105,202	87,120
Total representation and voice 2017	87,120	-		

NATIONAL VOICES

Notes to the Financial Statements For the year ended 31 March 2018

3 Income from charitable activities (continued)

	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Improving practice				
Wellbeing our Way (Health Foundation)	-	6,000	6,000	64,000
Person Centred Care report (Health Foundation)	-	17,996	17,996	-
VCSE capacity building (Janssen)	20,000	-	20,000	-
Peer support project scoping (Mind)	4,999	-	4,999	-
Realising the Value (Nesta)	-	-	-	8,000
Workshops, events and consultancy	77,903	-	77,903	66,015
Total improving practice 2018	102,902	23,996	126,898	138,015
Total improving practice 2017	66,015	72,000		
Total income from charitable activities 2018	208,104	166,067	374,171	469,490
Total income from charitable activities 2017	153,135	316,355		

4 Income from other trading activities

	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Stall hire	5,180	-	5,180	2,250
Sponsorship	-	-	-	7,500
Total income from other trading 2018	5,180	-	5,180	9,750
Total income from other trading 2017	9,750	-		

5 Income from investments

	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Bank interest	270	-	270	699
Total income from investments 2018	270	-	270	699
Total income from investments 2017	699	-		

NATIONAL VOICES

Notes to the Financial Statements For the year ended 31 March 2018

6 Analysis of expenditure

	Fundraising and Publicity	Influencing policy	Representation & voice	Improving practice	Governance	Support Costs	2018 Total	2017 Total
	£	£	£	£	£	£	£	£
Salaries	-	218,726	83,467	92,744	2,315	5,688	402,940	471,055
Recruitment	-	1,417	200	1,196	6	14	2,833	243
Consultants and freelance	1,252	4,053	1,957	9,490	58	138	16,948	9,020
Other personnel costs	-	3,651	811	1,128	17	37	5,644	13,433
Premises and equipment	-	13,988	6,753	6,536	199	479	27,955	30,105
Depreciation	-	-	-	-	-	8,446	8,446	10,694
Office overheads	-	9,312	4,410	4,360	180	6,570	24,832	21,649
Cost of sales	-	-	-	4,733	-	-	4,733	26,046
Events, conferences and networking	2	15,317	25,151	4,968	-	-	45,438	37,884
Payments to partners	-	-	-	17,323	-	-	17,323	13,151
Website and marketing	-	1,267	1,031	811	17	86	3,212	4,417
Other costs of activities	-	1,464	653	2,810	12	29	4,968	14,494
Bad debts	-	-	-	10	-	-	10	5,295
Audit and compliance	-	-	-	-	10,425	-	10,425	7,785
	1,254	269,195	124,433	146,109	13,229	21,487	575,707	665,271
Support costs		11,002	5,337	5,148	-	(21,487)	-	-
Governance costs	-	6,773	3,286	3,170	(13,229)	-	-	-
Total expenditure 2018	1,254	286,970	133,056	154,427	-	-	575,707	665,271
Unrestricted expenditure 2017		14,317	67,112	36,222				
Restricted expenditure 2017		330,127	44,013	173,480				
Total expenditure 2017		344,444	111,125	209,702				

Of the total expenditure, £261,916 was unrestricted (2017: £117,651) and £313,791 was restricted (2017: £547,620).

NATIONAL VOICES

Notes to the Financial Statements For the year ended 31 March 2018

7 Net movement in funds

This is stated after charging:

	2018	2017
	£	£
Depreciation	8,446	10,694
Auditors remuneration		
Audit fees	3,917	3,917
Operating lease rentals		
--land and buildings	25,381	26,946
--equipment	622	701
	<u>622</u>	<u>701</u>

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

Staff costs were as follows:

	2018	2017
	£	£
Salaries and wages	346,623	406,399
Social security costs	35,031	41,329
Employer's contribution to defined contribution pension schemes	19,819	23,327
Redundancy and termination costs	1,467	-
	<u>402,940</u>	<u>471,055</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 £89,934 (2017: £87,175).

The charity trustees were not paid and did not receive any other benefits from employment with the charity in the year (2017: £nil). Three trustees (2017: 1) were reimbursed expenses totalling £921 (2017: £48). No charity trustee received payment for professional or other services supplied to the charity (2017: £nil).

NATIONAL VOICES

Notes to the Financial Statements For the year ended 31 March 2018

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 9 (2017: 11).

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

	2018	2017
	No.	No.
Influencing policy	4.0	5.2
Representation and voice	2.0	1.9
Improving practice	1.9	2.8
Governance and support costs	0.2	0.1
	8.1	10.0

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

	IT and equipment £	Total £
Cost		
At 1 April 2017	32,081	32,081
Additions	-	-
At 31 March 2018	32,081	32,081
Depreciation		
At 1 April 2017	19,583	19,583
Charged during the year	8,446	8,446
At 31 March 2018	28,029	28,029
Net book value		
At 31 March 2018	4,052	4,052
At 31 March 2017	12,498	12,498

NATIONAL VOICES

Notes to the Financial Statements For the year ended 31 March 2018

12 Debtors

	2018 £	2017 £
Trade debtors	101,071	259,763
Other debtors	883	5,074
Prepayments	13,947	4,547
	<u>115,901</u>	<u>269,384</u>

13 Creditors: amounts falling due within one year

	2018 £	2017 £
Trade creditors	20,282	28,472
Taxation & social security	23,818	13,066
Other creditors	2,357	3,490
Accruals	4,890	4,820
Deferred membership income	39,391	26,541
Deferred income	37,500	-
	<u>128,238</u>	<u>76,389</u>

14 Deferred income

	2018 £	2017 £
Deferred during the year	37,500	-
	<u>37,500</u>	<u>-</u>

15 Analysis of net assets by funds

	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)
	<u>13,673</u>	<u>17,495</u>	<u>226,570</u>	<u>257,738</u>

NATIONAL VOICES

Notes to the Financial Statements For the year ended 31 March 2018

16 Movement in funds

	Balance at 1 Apr 17 £	Incoming £	Outgoing £	Transfers £	Balance at 31 Mar 18 £
Restricted funds					
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	-
Person-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
Total restricted funds	159,700	166,067	(313,791)	1,697	13,673
Unrestricted funds					
<i>Designated funds</i>					
New website	2,602	-	(45)	(2,557)	-
New server	8,903	-	(6,266)	(2,637)	-
VCSE capacity building	-	-	-	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
Total unrestricted funds	288,624	219,054	(261,916)	(1,697)	244,065
Total funds	448,324	385,121	(575,707)	-	257,738

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.

NATIONAL VOICES

Notes to the Financial Statements For the year ended 31 March 2018

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.

Health and Wellbeing Alliance (Department of Health and partners)

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.

People and Communities Board secretariat (NHS England)

The grant received in the year under review continued to fund the ongoing provision of secretariat support for the People and Communities Board, one of the governance mechanisms for implementing the NHS Five Year Forward View. The Board was chaired by National Voices' chief executive Jeremy Taylor. The balance brought forward has been spent during the first part of 2017-18 to complete activities which were committed to in 2016-17.

Personal Health Budgets networks (NHS England Integrated Personal Commissioning)

National Voices was a partner in a Voluntary Voices project led by Volunteering Matters to deliver a series of regional networks enabling local voluntary sector organisations to work in partnership with CCGs around delivery and support of Personal Health Budgets.

Person-centred care publication (Health Foundation)

This grant from the Health Foundation enabled National Voices to research, write, launch and disseminate a report "Person-centred care in 2017", taking stock of key aspects of patient experience based on recent survey data and making recommendations.

Wellbeing Our Way (Health Foundation)

The grant was awarded to support a programme of work, including the costs of a dedicated programme manager, aimed at enabling people to manage their health in ways which matter to them, mobilising the resources of the voluntary and community sector. The project finished in the year under review.

Coalition for Collaborative Care (NHS England)

NHS England funded a consortium led by National Voices to establish a support programme for local community groups and individuals with long term conditions to ensure they are fully involved in implementing care planning in their local areas. The project contributed to the Coalition for Collaborative Care workstream. The unspent funds carried forward are reserved for costs incurred in the first two months of 2018-19 to complete the project.

NATIONAL VOICES

Notes to the Financial Statements For the year ended 31 March 2018

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.

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

	2018	2017
	£	£
Net (expenditure)/income for the reporting period (as per the statement of financial activities)	(190,586)	24,483
Depreciation	8,446	10,694
Interest	(270)	(699)
Decrease/(increase) in debtors	153,483	(210,988)
Increase/(decrease) in creditors	51,849	(42,624)
	<hr/>	<hr/>
Net cash provided by / (used in) operating activities	22,922	(219,134)
	<hr/> <hr/>	<hr/> <hr/>

NATIONAL VOICES

Notes to the Financial Statements For the year ended 31 March 2018

18 Analysis of cash and cash equivalents

	2018 £	2017 £
Cash at bank and in hand	<u>266,023</u>	<u>242,831</u>
	<u>266,023</u>	<u>242,831</u>

19 Operating lease commitments

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

	Premises		Equipment	
	2018 £	2017 £	2018 £	2017 £
Less than 1 year	24,448	24,448	622	622
1 - 5 years	67,232	91,680	933	1,554

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

Mind is a member of National Voices and granted £4,999 as seed funding for the Peer Support project. Mind also contributed £3,220 for an event jointly hosted by National Voices and Mind. All payments were invoiced and paid by 31 March 2018.

NRAS Community Services is a member of National Voices. The organisation received £95 as a fee for an employee attending an event. All services were billed and paid for by 31 March 2018.

Self Help Connect UK is a member of National Voices. The organisation received £117 for reimbursement of travel costs incurred by the Chief Executive to attend a National Voices event which was cancelled. The reimbursement was made by 31 March 2018.

NATIONAL VOICES

Notes to the Financial Statements For the year ended 31 March 2018

22 Notes from 2017 accounts

a Summary analysis of assets and liabilities by funds of previous reporting period

	Restricted £	Designated £	Unrestricted £	Total £
Balances at 31 March 2017 are represented by:				
Tangible fixed assets	-	12,498	-	12,498
Current assets	160,701	11,505	340,009	512,215
Current liabilities	(1,001)	-	(75,388)	(76,389)
Total net assets	159,700	24,003	264,621	448,324

b Details of movement in funds during the previous reporting period

	Balance at 1 Apr 16 £	Incoming £	Outgoing £	Transfers £	Balance at 31 Mar 17 £
Restricted funds					
Department of Health	-	200,000	(200,000)	-	-
NHS England: People and Communities Board secretariat	103,332	235,150	(237,810)	-	100,672
Health Foundation: Wellbeing Our Way	38,994	64,000	(85,517)	-	17,477
Nesta: Realising the value	212	8,000	(8,212)	-	-
NHS England: Coalition for Collaborative Care	48,427	-	(7,326)	-	41,101
NHS England: Personal health budgets	-	9,205	(8,755)	-	450
Total restricted funds	190,965	516,355	(547,620)	-	159,700
Unrestricted funds					
<i>Designated funds</i>					
Members database	50,000	-	-	(50,000)	-
New website	10,000	-	-	(7,398)	2,602
New server	15,000	-	(1,336)	(4,761)	8,903
Depreciation fund	11,033	-	(10,694)	12,159	12,498
<i>Total designated funds</i>	86,033	-	(12,030)	(50,000)	24,003
General funds	146,843	173,399	(105,621)	50,000	264,621
Total unrestricted funds	232,876	173,399	(117,651)	-	288,624
Total funds	423,841	689,754	(665,271)	-	448,324