

Trustees' annual report 2015-16

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Chair's foreword

It has been a strong year for National Voices, despite a difficult external environment.

The health and care sector is widely regarded as being in crisis, with increasing concerns about funding, and political turmoil leading to changes in leadership. All have posed challenges for National Voices. But rather than hinder our work, the challenging context has provided new impetus to push the health and care sector to focus on what really matters to patients and their families.



There have been numerous highlights throughout 2015/16: we bolstered the evidence-base for person-centred approaches through the Realising the Value programme; we developed culture and practice in the voluntary and community sector through Wellbeing Our Way; and we shaped the agenda on major policy issues such as implementation of the Five Year Forward View, the future of collaboration between government and charities, and access to medicines and treatments.

A standout achievement during 2015/16 was the leading role we played in developing 'Six principles for engaging people and communities'. The principles have provided a steer to the health and care system regarding how to ensure services meet the needs of local people. Every area of the health and care system will now be required to demonstrate how their five year 'Sustainability and Transformation' plans reflect those six principles.

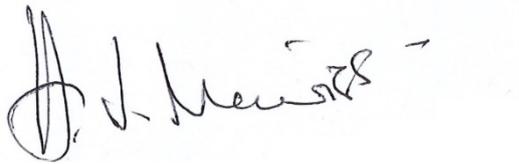
Throughout the year I was very grateful to my fellow Trustees for their able support. Our strategic focus on helping National Voices to achieve and assess impact will pay dividends in the years to come. I thank Angela Coulter, Renata Drinkwater, Sophie Corlett, and Julia Oliver, who stood down from the board during the year. It has been a pleasure to welcome three new trustees who joined the board after this reporting period at our Annual General Meeting in June 2016: Olivia Belle, Director of External Affairs at Arthritis Research UK; Dr David Crepaz-Keay, Head of Empowerment and Social Inclusion at the Mental Health Foundation, and Barbara Gelb, Chief Executive of Together for Short Lives.

Once again, specific thanks go to National Voices Chief Executive Jeremy Taylor and his small and able team, who have continued to build National Voices' reputation for punching above its weight.

I thank the organisations whose generous funding and support enabled National Voices to continue our important work. They are detailed in the

report. As ever, we are scrupulous about transparency and take pains to ensure that funders in no way compromise our independence of thought, word and deed.

Finally, my heartfelt thanks go to all National Voices' member organisations. Your support and involvement in our collective work ensures that National Voices is a powerful coalition that cannot be ignored. I have particularly enjoyed meeting so many members during my work on the Accelerated Access Review and would like to thank them for their time and commitment. National Voices is its members, and now more than ever, it is vital that we stand together in the pursuit of health and care services that are truly person-centred.

A handwritten signature in black ink, appearing to read 'H. Newiss', with a stylized flourish at the end.

Hilary Newiss

Chair of the Board of Trustees
National Voices

Objectives and activities

Our purpose

National Voices is the coalition of health and social care charities in England. Our vision is that all people with ongoing health and care needs have as much independence, optimism and control as possible, at all stages of their life. We work for a strong patient and citizen voice, and services built around people.

Our mission - the way we work to achieve our vision - is to promote person-centred care.

Why?

Our evidence shows that person-centred approaches are safer, more effective, lead to better health outcomes, and improve the experience of care. They are also likely to make funding go further.

Person-centred approaches are key to the longer term sustainability of the NHS and of social care. Despite this, person-centred approaches are still far from mainstream. For example, many patients are not as involved as they want in decisions about their care, care and support planning is not routine for people with long term conditions, and services are frequently fragmented.

Our activities

We fulfil our purpose by:

- **Influencing national policy and system design.**

Person-centred care should be the central ambition for service reform, embedded in funding, levers, incentives, training and measurement. We want person-centred approaches to be central to the new government's agenda and to the NHS Five Year Forward View.

- **Providing a voice for the voluntary sector** and promoting a powerful role for the VCSE sector in health and care.

Professional training, attitudes, behaviours and local working need to change. We raise awareness of person-centred care and promote

demand for it, influence professional development, and influence local services by working with partners in an advisory capacity.

- **Improving the practice of person-centred care** (by raising awareness, stimulating demand, and influencing training and local services).

We serve, support and work alongside our members. We help them increase their collective contribution to person-centred care, including through Wellbeing Our Way.

- **Sustaining National Voices** to ensure the continued public benefit from our core activities.

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. National Voices' Board of Trustees set out in this report the charitable public benefit of our activities.

Achievements and performance

Influencing policy

Working with the Department of Health and its Arm's Length Bodies as a strategic partner

National Voices is one of the Department of Health's Voluntary Sector Strategic Partners and as such we have been supporting implementation of the Five Year Forward View, the NHS's shared vision for sustainable health and care services. National Voices chairs and provides the secretariat for the People and Communities Board, one of the programme boards tasked with helping implement the Five Year Forward View.

Through the People and Communities Board, we have been able to advise, challenge, and guide national system leaders. The board has jointly developed six principles which set out the basis of good person-centred, community-focused care. The six principles received widespread support from across the health and social care sector. They were included in guidance to sites across the country that are developing new models of care. Arm's Length Bodies such as Health Education England and Public Health England are exploring how they can adopt the principles in their work, and influential think tank the King's Fund has dedicated an entire conference to understanding how to implement the principles.

The six principles have had a direct impact on the future of NHS services, as all areas of England have been directed by the NHS leadership to demonstrate how they will adopt them as part of their Sustainability and Transformation Plans.

Augment and demonstrate the evidence for person-centred care

As a thought leader in the health and care sector, National Voices' expertise is sought in the development of high profile programmes of work.

In 2015/16, National Voices continued to advise and support NHS England's Integrated Care Pioneers and we were commissioned to develop the Realising the Value programme, which aims to help people take an active role in their health and care.

National Voices has advised on a number of national policy papers, including a number of thematic reviews for the Care Quality Commission,

covering topics such as end of life care and integrated services for older people.

National Voices has also led on the patient and public involvement element of the Department of Health's flagship Accelerated Access Review. The review aims to speed up access to innovative drugs, devices and diagnostics for NHS patients. National Voices worked with charities, voluntary groups and people with lived experience to set out how and why patients and the public should be involved in every step of the research and innovation process.

In 2015/16 National Voices published a series of reports to inform policymakers and demonstrate the evidence for person-centred approaches. The publications included:

- [Personal budgets as an integral part of person-centred care](#)
- [Ambitions for Palliative and End of Life Care \(contributed to\)](#)
- [Peer Support: What is it and does it work?](#)

Engage with political party health leads, the Health Select Committee, and other Parliamentarians

In 2015/16 National Voices continued to fight for the voices of people who use services to be heard in national policy debates. National Voices co-produced with members an open letter to the Treasury ahead of the 2015 Spending Review. Signed by over 70 charity leaders, the letter called for adequate funding for health and care. National Voices also fought to bring service user voice into the junior doctor contract dispute, securing 25 pieces of media coverage between January and March 2016, including interviews for national TV and radio broadcasters.

In December 2015, National Voices was called to [give evidence to the House of Commons Health Committee](#) as part of its inquiry into Primary Care services. The oral hearing followed our written evidence to the inquiry. Our evidence heavily shaped the outcome of the inquiry, with a direct quote from National Voices' Director of Policy, Don Redding, featuring on the first page of the Committee's final report.

Ensure positive outcomes of the Voluntary Community and Social Enterprise Sector Review

National Voices Chief Executive, Jeremy Taylor, sat on the advisory board for the government's 'Joint Review of Partnerships and Investment in Voluntary, Community and Social Enterprise Organisations in the Health and Care Sector' (the VCSE Review). It was the largest ever review of the voluntary sector's involvement in statutory health and social care, and through our

involvement, we were able to shape the future relationship that charities have with health and care organisations.

The final report of the VCSE Review urged local hospitals, clinical commissioning groups and councils to do more to involve expert charities in the design and delivery of services of all kinds. The report also recommended longer term funding of the VCSE sector by statutory bodies, with a greater emphasis on social value.

Participation in boards, committees, working parties and advisory groups

Across the year, National Voices staff and trustees participated in a wide range of groups including the:

- Accelerated Access Review
- Coalition for Collaborative Care
- Five Year Forward View People and Communities Board
- General Practice Forward View Advisory Group
- Health and Care Strategic Partners Programme
- Health Literacy Collaborative
- Integrated Personalised Commissioning Programme Board
- New Models of Care Programme Board
- NHS England Empowering People and Communities Taskforce
- NHS England Patient and Public Voice Assurance Group
- Prevention Board
- Professional Record Standards Body
- Sustainability and Transformation Plans Oversight Group
- VCSE Review Advisory Group

Improving practice

Build capacity and knowledge through Wellbeing Our Way

Wellbeing Our Way is a National Voices programme that brings together charities, community organisations and individuals to develop culture and practice across the voluntary sector. The aim is to enable people with health needs to live well, in ways that matter to them.

In 2015/16 we continued to deliver five thriving Wellbeing Our Way communities of practice, as well as 13 shared learning events, involving 135 charities and community organisations. We also published a discussion paper on the role of the voluntary and community sector in care and support planning.

Impact analysis of Wellbeing Our Way has shown strong progress. 79% of participants report that their involvement in Wellbeing Our Way has

increased their knowledge, skills, confidence and motivation. 75% report that Wellbeing Our Way has helped, at least in part, their organisation develop a specific approach through their involvement in a community of practice (i.e. care and support planning, peer support etc.)

Wellbeing Our Way participants have reported making significant steps forward in their work thanks to the support of the programme:

“Since being involved in Wellbeing Our Way, we have driven forward an approach to supporting self-management and achieved funding in order to do so.”

- Member of the Wellbeing Our Way supporting self-management community of practice

Work with partners to improve practice

National Voices has formed the Voluntary Voices consortium with the National Association of Volunteering and Community Action, Regional Voices, and Volunteering Matters. Through the Voluntary Voices consortium we have worked to embed person-centred approaches in selected local areas.

Through this partnership National Voices has played a pivotal role in the high profile Realising the Value programme, which aims to enable people to take an active role in their own health and care. As part of the NHS England-backed programme we have gathered evidence on what good person- and community-centred approaches look like. Ways to embed these approaches have been developed and tested, leading to the creation of tools which allow them to have national and local impact.

National Voices has also continued to formally support the Integrated Care Pioneers, a set of 25 local areas exploring how to establish integrated care and sharing the lessons. The second annual report from the programme showed that the ‘Narrative for person-centred coordinated care’, developed jointly by National Voices and Think Local Act Personal, is playing a key role in enabling these local areas to develop a strong shared vision of future care.

Deliver high quality advisory and training projects

More than 3,000 senior NHS staff have taken part in the award-winning Bevan and Anderson programmes since the schemes’ inception. Managed by the NHS Leadership Academy, both programmes include modules developed and delivered by National Voices. They are designed to upskill aspiring leaders in engaging people and communities.

The two programmes have recently been awarded Gold in this year’s EFMD Excellence in Practice Awards.

National Voices provides similar training to health service managers via the NHS London Leadership Academy.

Revise communications and dissemination, and redevelop the National Voices website

In 2015/16 National Voices has overhauled its communications function to reflect the need to promote person-centred care to new audiences including provider organisations, Clinical Commissioning Groups, Local Authorities, and health care professionals.

In February 2016 National Voices launched a new website that now attracts around 6,300 hits per month. After the homepage, the most popular destinations for visitors are Publications, About Us and Our Work.

Providing a voice for the voluntary sector

Recruiting National Voices members

As a coalition of health and care charities, National Voices derives much of its authority and expertise from its diverse and thriving membership base.

Amid financially challenging times for the voluntary and community sector, National Voices has maintained a steady number of member organisations. In 2015/16 13 members left National Voices whilst 12 new organisations were recruited.

Rolling programme of member communications, events and policy engagements

We pride ourselves on high levels of member satisfaction and in 2015/16 92% of respondents to the National Voices members' survey reported being satisfied or very satisfied with their membership.

Such high satisfaction rates are achieved through a busy programme of member networks, events, newsletters and projects. Across 2015/16, 95 of our member organisations were engaged through member events, networks, work streams, or elections.

In November 2015 we welcomed the Secretary of State for Health, Jeremy Hunt, to the National Voices members' conference. In addition, we secured a keynote speech from the Shadow Secretary of State for Health, Heidi Alexander, in her first public engagement since being appointed to the role. The event provided National Voices members with an opportunity to directly engage with two senior and influential figures.

In February 2016 we organised and facilitated a member workshop with the Chief Executive of NHS England, Simon Stevens. The event attracted

approximately 50 representatives from member organisations and provided a rare opportunity to work with arguably the most important figure in the English health system.

Outside of face-to-face meetings and events, National Voices continued to be a vital source of information and analysis to members. In 2015/16 we issued briefings on NHS Sustainability and Transformation Plans and the EU Referendum, hosted a series of guest blogs from senior figures in health and care, and revamped the weekly Member's Update email, which now has nearly 700 individual subscribers.

Work with members to influence health and care system design

Since its creation, National Voices has provided a space for its member charities to meet, network, and develop a shared voice on major issues in health and care. In 2015/16 National Voices brought members together to discuss the role of the pharmaceutical industry, personal health and care budgets, and the role that pharmacy can play in health and care.

Throughout the year we acted as a conduit for our members to have their voice heard. We worked with members on a number of consultations and developments, including the Care Quality Commission's strategy consultation, and NHS England's proposed changes to specialised commissioning and restructuring of clinical reference groups.

Sustaining National Voices

To ensure an ongoing public benefit from National Voices work, the organisation needs to operate a sustainable model. In 2015/16 National Voices undertook significant work to ensure its long term future.

Develop the Board of Trustees

To strengthen the governance structures of National Voices, in 2015/16 we formed the Audit and Risk Committee, a sub-group of the Board of Trustees. The committee provides assurance and recommendations to the Board on the effectiveness of its governance and of its risk management framework, and advises on appropriate remuneration plans for the organisation. The end of 2015/16 saw a number of independent and member organisation Trustees come to the end of their term in office. A successful trustee election process was held and three new trustees were appointed:

- Olivia Belle, Director of External Affairs at Arthritis Research UK
- Dr David Crepaz-Keay, Head of Empowerment and Social Inclusion at the Mental Health Foundation
- Barbara Gelb, Chief Executive of Together for Short Lives

Ensure optimum team structure

In 2015/16 National Voices reviewed its staffing structure and created three clear areas of work: policy, communications and membership, and operations. The revised focus created two new posts in the form of a Head of Operations and a Head of Communications. During 2015/16 the staff team also expanded to include 10 full-time employees. This growth represented an increased focus on member engagement and increased demand placed on National Voices by organisations wishing to benefit from our knowledge and expertise.

Continue to win statutory funding whilst diversifying funding

In spite of challenging conditions for the charity sector, compounded by funding constraints placed on the public sector, National Voices ended the year in a very strong financial position. We were successful in securing a further year's grant from the Department of Health under the Strategic Partner Programme, and a major grant from NHS England supporting the work of the Five Year Forward View People and Communities Board.

We continued to achieve a balanced and diversified portfolio of income, avoiding dependence on any one source, with the largest source of funding only accounting for 25% of our total income. The table below shows the proportional breakdown of funding into key categories, compared with the previous year.

Sources of income

Category of income	Percentage of total 2015-16 (%)	Percentage of total 2014-15 (%)
DH voluntary sector Strategic Partner grant	25	35
Health Foundation grant for Wellbeing Our Way	11	18
NHS England grant for People & Communities Board	22	10
Other grants and donations	22	2
Member subscriptions	11	15
Chargeable services	9	20
Bank interest	0	0
Total	100	100

Staff team 2015-16

Emma Baylin*	Regional Coordinator - Wellbeing Our Way
Michael Bourke	Membership Manager
Pia Charles	Administrator and Personal Assistant to the Chief Executive
Holly Dawson	Communications and Membership Officer
Sarah Hutchinson	Policy Advisor
Natalie Koussa	Programme Lead - Wellbeing Our Way
Matt Lloyd	Head of Operations
Andrew McCracken	Head of Communications
Don Redding	Director of Policy
Jeremy Taylor	Chief Executive
Hannah West*	Project and Events Coordinator

*From April 2016

Financial review

For the 2015-16 financial year, National Voices' incoming resources were £792,258 and resources expended were £597,768, resulting in a surplus of £194,490 that increases our overall fund balances to £423,841. The large surplus occurred due to the very late receipt of the NHS England grant (with some of the associated expenditure deferred to 2016/17), and a period of reduced staffing following the restructuring and subsequent recruitment process.

Incoming resources for the year of £792,258 represents an increase of 37% against the £576,876 achieved in 2014-15, the prime reason for this increase being the organisation's success in securing the NHS England grant to support the People and Communities Board, which was paid very late in the financial year.

The largest element of income remains the grant from the Department of Health at £200,000 which represents 25% of the total. Full details of income for the current year have been described in the preceding section.

Resources expended for the year were £597,768 compared with £501,066 for the previous year. All expenditure was incurred on charitable activities. The largest single element of expenditure was salaries at £378,966 representing a headcount of nine staff. The increase in salaries against the previous year is due to the restructuring and strengthening of the staff team.

National Voices' Reserves Policy states that the charity should hold unrestricted reserves to cover between five and seven months operating costs. Budgeted operating costs for 2016/17 are £20.2k per month, and unrestricted reserves at 31 March 2016 were £146,843. This leaves National Voices in a strong position for the current reporting period. National Voices held restricted reserves of £190,965 at 31 March 2016. This represents grant funding for the following key projects: Wellbeing our Way, the People and Communities Board, the Coalition for Collaborative Care and Realising the Value. These restricted reserves are expected to be used during 2016/17. In addition to the restricted and unrestricted reserves, designations have been made for a new Contact Relationship Management database (£50,000), new servers (£15,000) and website development (£10,000). These are expected to be spent during 2016/17. Reserve levels are monitored by the

Audit and Risk Committee on a quarterly basis and the Reserves Policy is updated annually.

In 2015/16 we benefitted from donations from three corporate donors (Baxter, Pfizer and Merck, and Sharp & Dohme) totalling £27,784, which contributed to the costs of our annual members' conference. They did not influence or play any part in the agenda. There was no commercial benefit to them or endorsement of these funders by National Voices.

Structure, governance and management

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

During this reporting period Joy Warmington, Chief Executive of the equalities charity Brap, and Ricardo Borges, Accreditation Manager at the Professional Standards Authority for Health and Care were formally appointed as trustees at the Annual General Meeting in June 2015. Sophie Corlett, Angela Coulter, Renata Drinkwater and Julia Oliver all stood down at the Annual General Meeting in June 2016. Joy Warmington stood down in August 2016, after this reporting period had ended.

Matt Lloyd joined as Head of Operations in November 2015 and Andrew McCracken joined as Head of Communications in January 2016. The new Membership Manager, Michael Bourke, and Communications and Membership Officer, Holly Dawson, joined in March 2016 and a new post of Projects and Events Assistant was created with Hannah West appointed to start shortly after this reporting period ended in April 2016.

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 monthly 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. The Strategic Partners Programme ends in March 2017, and its successor programme will have around 50% of the current budget, additionally the Health Foundation grant ends in July 2017 and there is uncertainty of future funding of the People and Communities Board. We are developing plans to further diversify our funding after 2016/17, and further reduce our reliance on any one funder.

Pay and remuneration of all the charity's personnel is set 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, appointed June 2014)
- Olivia Belle (Arthritis Research UK, elected June 2016)
- Ricardo Borges (independent, appointed June 2015)
- Simon Chapman (National Council for Palliative Care, elected June 2014)
- Sophie Corlett (Mind, elected, resigned June 2016)
- Angela Coulter (independent, resigned June 2016)
- David Crepaz-Keay (Mental Health Foundation, elected June 2016)
- Renata Drinkwater (Self Management UK, elected, resigned June 2016)
- Jane Dunnage (Lupus UK, elected June 2014)
- Barbara Gelb (Together for Short Lives, elected June 2016)
- Sally Hughes (MS Society, elected June 2015)
- Zoe Matthews (Friends, Families and Travellers, elected November 2009)
- Hilary Newiss, Chair (independent, appointed June 2014)
- Julia Oliver (independent, resigned June 2016)
- Judi Rhys (Arthritis Care, elected June 2015)
- Joy Warmington (independent, appointed June 2015, resigned August 2016)

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

Solicitors

Russell-Cooke LLP
8 Bedford Row, London WC1R 4BX

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

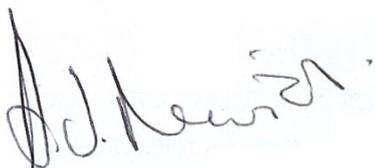
statements, which may vary from legislation in other jurisdictions. The maintenance and integrity of the group's website is the responsibility of the Trustees. The Trustees' responsibility also extends to the ongoing integrity of the financial statements contained therein.

Appointment of auditors

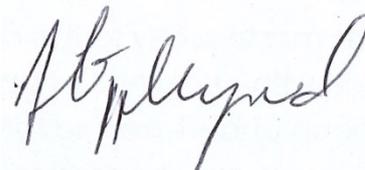
Goldwins Limited conducted the audit of these accounts and have accordingly signed their auditor's report. The decision to appoint Goldwins was approved at the National Voices AGM of 26 March 2014 (and reported in the 2013/14 annual report and accounts). The decision to re-appoint Goldwins was confirmed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

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



Chair
Hilary Newiss



Treasurer
Jean Appleyard

Date:

Independent Auditors' report to the members of National Voices

For the year ended 31 March 2016

We have audited the financial statements of National Voices for the year ended 31st March 2016 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 to their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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.

Respective responsibilities of trustees and auditor

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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatements, whether caused by fraud or error. This includes an assessment of:

- whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed;
- the reasonableness of significant accounting estimates made by the trustees;
- and the overall presentation of the financial statements.

In addition, we read all the financial and non-financial information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

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 31st March 2016 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

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.

Anthony Epton

Anthony Epton (Senior Statutory Auditor)

for and on behalf of

Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London
NW6 2EG

12 December 2016

National Voices

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Statement of Financial Activities

(incorporating an Income and Expenditure Account)

For the year ended 31 March 2016

	Notes	Unrestricted Funds £	Restricted Funds £	2016 Total £	2015 Total £
Income from					
Donations	2	27,784	200,000	227,784	200,440
Charitable activities	3				
Influencing policy		3,200	176,246	179,446	67,691
Representation and voice		90,394	-	90,394	86,536
Improving practice		67,232	223,500	290,732	221,630
Other trading activities		3,000	-	3,000	-
Investment income		902	-	902	579
Total income		192,512	599,746	792,258	576,876
Expenditure on					
Charitable activities					
Influencing policy		21,226	223,537	244,763	210,669
Representation and voice		46,860	95,849	142,709	147,051
Improving practice		37,361	172,935	210,296	119,877
Organisational development		-	-	-	23,469
Total expenditure	6	105,447	492,321	597,768	501,066
Net income for the year		87,065	107,425	194,490	75,810
Transfer between funds	16	5,929	(5,929)	-	-
Net movement in funds		92,994	101,496	194,490	75,810
Reconciliation of funds					
Total funds brought forward		139,882	89,469	229,351	153,541
Total funds carried forward		232,876	190,965	423,841	229,351

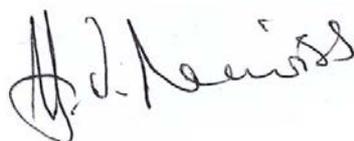
National Voices

Balance Sheet

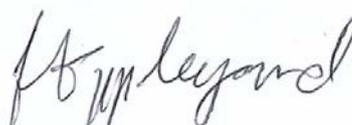
As at 31 March 2016

	Notes	31 Mar 2016 £	31 Mar 2015 £
Tangible fixed assets	11	11,033	4,496
Current assets			
Debtors	12	58,396	205,633
Cash at bank and in hand		473,425	191,305
		<u>531,821</u>	<u>396,938</u>
Creditors: amounts due within 1 year	13, 14		
Deferred membership		(32,183)	(38,784)
Other creditors		(86,830)	(133,299)
		<u>(119,013)</u>	<u>(172,083)</u>
Net current assets/(liabilities)		<u>412,808</u>	<u>224,855</u>
Total net assets/(liabilities)		<u><u>423,841</u></u>	<u><u>229,351</u></u>
The funds of the charity	16		
Restricted funds		190,965	89,469
Unrestricted funds			
Designated funds		86,033	4,496
General funds		146,843	135,386
Total funds		<u><u>423,841</u></u>	<u><u>229,351</u></u>

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



Hilary Newiss
Chair



Jean Appleyard
Treasurer

Company Registration No.3236543

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

National Voices

Statement of cash flows

For the year ended 31 March 2016

	Note	2016 £	2015 £
Net cash provided by / (used in) operating activities	17	294,396	(8,309)
Cash flows from investing activities:			
Bank interest		902	579
Purchase of fixed assets		<u>(13,178)</u>	<u>(6,744)</u>
Cash used in investing activities		<u>(12,276)</u>	<u>(6,165)</u>
Change in cash and cash equivalents in the year		282,120	(14,474)
Cash and cash equivalents at the beginning of the year		<u>191,305</u>	<u>205,779</u>
Cash and cash equivalents at the end of the year	18	<u>473,425</u>	<u>191,305</u>

National Voices

Notes to the Financial Statements

For the year ended 31 March 2016

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) Reconciliation with previously Generally Accepted Accounting Practice (GAAP)

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 a restatement of comparative items was required. The transition date was 1 April 2014.

c) 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.

d) 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 2016 included £32,183 of membership subscriptions carried forward.

e) 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 2016

1 Accounting policies (continued)

f) 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.

g) 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.

h) 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	43.5%
Representation and voice	28.8%
Improving practice	25.3%
Governance	1.2%
Support costs	1.2%

- 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.

i) 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	44.6%
Representation and voice	29.5%
Improving practice	25.9%

National Voices

Notes to the Financial Statements

For the year ended 31 March 2016

1 Accounting policies (continued)

j) Operating leases

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

k) 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

l) Debtors

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

m) 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.

n) 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.

o) 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

p) 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 2016

2 Income from donations

	Unrestricted	Restricted	2016 Total	2015 Total
	£	£	£	£
Department of Health	-	200,000	200,000	200,000
Baxter Healthcare	10,000	-	10,000	-
Merck Sharp & Dohme	7,784	-	7,784	-
Pfizer	10,000	-	10,000	-
Various	-	-	-	440
Total income from donations 2016	27,784	200,000	227,784	200,440
Total income from donations 2015	440	200,000		

3 Income from charitable activities

	Unrestricted	Restricted	2016 Total	2015 Total
	£	£	£	£
Influencing policy				
People and communities board (NHS England)	-	172,246	172,246	60,000
Nesta	-	-	-	5,000
Gift in kind (BIG Assist vouchers)	-	4,000	4,000	-
Research and publications	3,200	-	3,200	2,691
Total influencing policy 2016	3,200	176,246	179,446	67,691
Total influencing policy 2015	2,691	65,000		
Representation and voice				
Membership subscriptions	90,377	-	90,377	86,536
Support to members	17	-	17	-
Total representation and voice 2016	90,394	-	90,394	86,536
Total representation and voice 2015	86,536	-		
Improving practice				
Wellbeing our way (Health Foundation)	-	84,000	84,000	102,000
Coalition for collaborative care (NHS England)	-	77,000	77,000	3,000
Realising the value (Nesta)	-	62,500	62,500	-
Workshops, events and consultancy	67,232	-	67,232	116,630
Total improving practice 2016	67,232	223,500	290,732	221,630
Total improving practice 2015	116,630	105,000		
Total income from charitable activities 2016	160,826	399,746	560,572	375,857

National Voices

Notes to the Financial

Statements

For the year ended 31 March 2016

Total income from charitable activities 2015	<u>205,857</u>	<u>170,000</u>
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4 Income from other trading activities

	Unrestricted £	Restricted £	2016 Total £	2015 Total £
Stall hire	<u>3,000</u>	<u>-</u>	<u>3,000</u>	<u>-</u>
Total income from other trading 2016	<u>3,000</u>	<u>-</u>	<u>3,000</u>	<u>-</u>
Total income from other trading 2015	<u>-</u>	<u>-</u>		

5 Income from investments

	Unrestricted £	Restricted £	2016 Total £	2015 Total £
Bank interest	<u>902</u>	<u>-</u>	<u>902</u>	<u>579</u>
Total income from investments 2016	<u>902</u>	<u>-</u>	<u>902</u>	<u>579</u>
Total income from investments 2015	<u>579</u>	<u>-</u>		

National Voices Notes to the Financial Statements

For the year ended 31 March 2016

6 Analysis of expenditure

	Influencing policy £	Representation & voice £	Improving practice £	Organisational Development £	Governance £	Support Costs £	2016 Total £	2015 Total £
Salaries	181,819	79,363	96,742	-	4,582	16,460	378,966	369,647
Recruitment	953	2,773	554	-	28	28	4,336	2,398
Finance service	5,416	3,590	3,148	-	158	158	12,470	8,624
Other personnel costs	2,093	723	1,670	-	24	24	4,534	3,487
Premises and equipment	13,336	8,999	7,749	-	390	390	30,864	35,576
Depreciation	-	-	-	-	-	6,641	6,641	2,248
Office overheads	7,557	4,763	4,748	-	275	213	17,556	13,668
Consultants	10,300	-	1,750	-	-	-	12,050	21,470
Cost of sales	-	-	14,592	-	-	-	14,592	13,505
Events, conferences and networking	1,925	24,889	7,507	-	3	1	34,325	13,083
Payments to partners	-	-	59,500	-	-	-	59,500	-
Website and marketing	1,667	1,154	930	-	47	47	3,845	2,251
Other costs of activities	2,449	1,308	1,389	-	18	18	5,182	4,761
Bad debts	-	3,740	-	-	-	-	3,740	180
Audit and compliance	-	-	-	-	9,167	-	9,167	10,168
	227,515	131,302	200,279	-	14,692	23,980	597,768	501,066
Support costs	10,695	7,074	6,211	-	-	(23,980)	-	-
Governance costs	6,553	4,333	3,806	-	(14,692)	-	-	-
Total expenditure 2016	244,763	142,709	210,296	-	-	-	597,768	501,066
Unrestricted expenditure 2015	48,708	93,431	56,489	23,469				
Restricted expenditure 2015	161,961	53,620	63,388	-				
Total expenditure 2015	210,669	147,051	119,877	23,469				

Of the total expenditure, £105,447 was unrestricted (2015: £222,097) and £492,321 was restricted (2015: £278,969).

National Voices Notes to the Financial Statements

For the year ended 31 March 2016

7 Net movement in funds

This is stated after charging:

	2016 £	2015 £
Depreciation	6,641	2,248
Auditors remuneration		
Audit fees	4,700	4,635
Operating lease rentals		
--land and buildings	21,545	21,545
--equipment	468	936
	<u>21,545</u>	<u>21,545</u>
	<u>468</u>	<u>936</u>

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

Staff costs were as follows:

	2016 £	2015 £
Salaries and wages	320,060	320,618
Social security costs	32,474	33,462
Employer's contribution to defined contribution pension schemes	14,555	15,567
Redundancy and termination costs	11,877	-
	<u>378,966</u>	<u>369,647</u>

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

£70,000 - £79,999	<u>1</u>	<u>1</u>
-------------------	----------	----------

The total employee benefits including pension contributions of the key management personnel were £77,447 (2015: £76,680).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2015: £nil). One trustee (2015: 1) was reimbursed expenses of £143 during the year (2015: £507). No charity trustee received payment for professional or other services supplied to the charity (2015: £nil).

National Voices

Notes to the Financial

Statements

For the year ended 31 March 2016

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 9 (2015: 7).

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

	2016	2015
	No.	No.
Influencing policy	3.3	2.6
Representation and voice	2.2	2.3
Improving practice	1.9	1.4
Organisational development	-	0.3
Governance and support costs	0.1	0.6
	0.1	0.5
	7.6	7.7

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 2015	6,744	6,744
Additions	13,178	13,178
	19,922	19,922
At 31 March 2016	19,922	19,922
Depreciation		
At 1 April 2015	2,248	2,248
Charged during the year	6,641	6,641
	8,889	8,889
At 31 March 2016	8,889	8,889
Net book value		
At 31 March 2016	11,033	11,033
At 31 March 2015	4,496	4,496

National Voices

Notes to the Financial Statements

For the year ended 31 March 2016

12 Debtors

	2016 £	2015 £
Trade debtors	25,903	182,394
Other debtors	627	2,406
Prepayments	11,866	13,833
Accrued income	20,000	7,000
	<u>58,396</u>	<u>205,633</u>

13 Creditors: amounts falling due within one year

	2016 £	2015 £
Trade creditors	45,485	8,523
Taxation & social security	11,549	10,284
Other creditors	2,612	22,737
Accruals	27,184	4,755
Deferred membership income	32,183	38,784
Deferred income	-	87,000
	<u>119,013</u>	<u>172,083</u>

14 Deferred income

	2016 £	2015 £
As at April 2015	87,000	-
Released to income from charitable activities during the year	(87,000)	-
Deferred during the year	-	87,000
	<u>-</u>	<u>87,000</u>

15 Analysis of net assets by funds

	Restricted £	Designated £	Unrestricted £	Total £
Balances at 31 March 2016 are represented by:				
Tangible fixed assets	-	11,033	-	11,033
Current assets	235,374	75,000	221,447	531,821
Current liabilities	(44,409)	-	(74,604)	(119,013)
Total net assets	<u>190,965</u>	<u>86,033</u>	<u>146,843</u>	<u>423,841</u>

National Voices Notes to the Financial Statements

For the year ended 31 March 2016

16 Movement in Funds

	Balance at 1 Apr 15 £	Incoming £	Outgoing £	Transfers £	Balance at 31 Mar 16 £
Restricted funds					
Department of Health	-	200,000	(200,000)	-	-
NHS England: People and Communities Board secretariat	49,386	172,246	(115,386)	(2,914)	103,332
Health Foundation: Wellbeing our way	39,729	84,000	(82,532)	(2,203)	38,994
Nesta: Realising the value NHS England: Coalition for Collaborative Care	-	62,500	(61,856)	(432)	212
BIG Assist: Develop NV model of impact	354	77,000	(28,547)	(380)	48,427
	-	4,000	(4,000)	-	-
Total restricted funds	89,469	599,746	(492,321)	(5,929)	190,965
Unrestricted funds					
<i>Designated funds</i>					
Members database	-	-	-	50,000	50,000
New website	-	-	-	10,000	10,000
New server	-	-	-	15,000	15,000
Depreciation fund	4,496	-	(6,641)	13,178	11,033
<i>Total designated funds</i>	4,496	-	(6,641)	88,178	86,033
General funds	135,386	192,512	(98,806)	(82,249)	146,843
Total unrestricted funds	139,882	192,512	(105,447)	5,929	232,876
Total funds	229,351	792,258	(597,768)	-	423,841

Transfers between funds

Transfers are made from restricted and unrestricted funds for the full amount of purchases of capital equipment to the designated depreciation fund and depreciation of these assets is charged to that fund. For capital items bought specifically for a project, the whole cost is charged to that project, otherwise the cost is allocated across the projects on the same basis as other costs.

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

Transfers are also made from the general fund to designated funds in line with the reserves policy.

Purposes of restricted funds

National Voices Notes to the Financial Statements

For the year ended 31 March 2016

NHS England: People and
Communities Board secretariat

The grant funded the setting up and 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 is chaired by National Voices' chief executive Jeremy Taylor.

Health Foundation: Wellbeing our
way

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.

Nesta: Realising the value

Nesta has received funding from NHS England to carry out the Realising the Value Programme, which aims to take forward the NHS' Five Year Forward View of the NHS as having a new relationship with patients and communities which builds on their strengths and assets and supports individuals to be more empowered in managing their own health and care. They have established a consortium of organisations, of which National Voices is the lead partner of the Voluntary Voices consortium, one of the members, in order to help deliver the project.

NHS England: Coalition for
Collaborative Care

NHS England funds a consortium led by National Voices to establish a support programme 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 will contribute to the Coalition for Collaborative Care workstream.

Purposes of designated funds

Members database

£50k has been designated to procure a new CRM database. This will replace the current ACT! database which is no longer supported by its manufacturer and unfit for purpose. The new CRM database will provide a central repository for all membership and contact data and be fully integrated with the website and National Voices' other software including QuickBooks, Microsoft Office and Mailchimp.

New website

£10k has been designated for the second phase of the new website project, following the successful completion of the first phase in 2015-16. Phase two will include integration with the new CRM database and the development of shopping cart functionality to allow online membership management and event bookings.

New server

A designation of £15k has been made for a new server and associated software to allow National Voices to move its systems onto the cloud. This will replace the current servers which are eight years old, incompatible with current software and security standards, and not powerful enough for cloud-based computing.

National Voices

Notes to the Financial Statements

For the year ended 31 March 2016

17 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2016	2015
	£	£
Net income for the reporting period (as per the statement of financial activities)	194,490	75,810
Depreciation	6,641	2,248
Interest	(902)	(579)
Decrease/(increase) in debtors	147,237	(150,728)
(Decrease/increase in creditors)	(53,070)	64,940
	<u>294,396</u>	<u>(8,309)</u>
Net cash provided by / (used in) operating activities	<u>294,396</u>	<u>(8,309)</u>

18 Analysis of cash and cash equivalents

	2016	2015
	£	£
Cash at bank and in hand	<u>473,425</u>	<u>191,305</u>
	<u>473,425</u>	<u>191,305</u>

19 Operating lease commitments

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

	Premises		Equipment	
	2016	2015	2016	2015
	£	£	£	£
Less than 1 year	21,545	21,545	468	936
1 - 5 years	32,303	53,848	-	468

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

Sophie Corlett is a trustee of National Voices. She is also the Director of External Relations at Mind. Mind received £2,000 from National Voices for providing facilitation of two workshops. National Voices was contracted to provide the facilitation and sub-contracted some of this to other organisations and individuals. Mind's services were billed and paid for by 31 March 2016.

Joy Warmington became a trustee of National Voices in June 2015 and is Chief Executive Officer of BRAP. BRAP received £2,125.50 from National Voices for delivering two workshops as part of the KPMG Leadership Academy contract. There were no unpaid amounts included in creditors at 31 March 2016,

National Voices

Notes to the Financial

Statements

For the year ended 31 March 2016

Related parties transactions (continued)

Simon Chapman is a trustee of National Voices. He is also the Director of Policy and External Affairs for the National Council for Palliative Care.

National Voices received £2,700 from the National Council for Palliative Care as a member of a consortium which delivered part of a CQC funded research project about end of life care. The service was invoiced and paid for by 31 March 2016.

Endometriosis UK is a member of National Voices. The organisation received £339.60 as payment for two members of staff facilitating Welfare Our Way POW WOW events, £238.90 for facilitating at the annual conference, and £523 for an employee facilitating a Leadership Academy workshop. All services were billed and paid for by 31 Mar 16.