

National Voices Report and Financial Statements

For the year ended 31 March 2023

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National Voices is a charity and company limited by guarantee

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Contents	Page
Chair's Foreword and CEOs' introductions	2 to 7
Report of the Trustees	7 to 28
Report of the Independent	29 to 33
Statement of Financial Activities	34
Balance Sheet	35 to 36
Cash Flow Statement	37
Notes to the Cash Flow Statement	38
Notes to the Financial Statements	39 to 60
Detailed Statement of Financial Activities	61 to 63

Chair's foreword

2022/23 has been a busy year for National Voices in many ways. As you will read later in this report, we have been able to use our voice to influence real change in health and care at both national and local levels, and supported our growing membership in their own influencing work. We have 'walked the talk' hand in hand with our Lived Experience Partners, and continue to learn from them in everything we do.

It is easy to be gloomy about the state of the health and care system today, and about the experiences of people who use services and those who care for them. More people are on waiting lists than ever before, and waiting times are longer than we have experienced in many years – especially for services for people who need support with mental health or neurodiversity conditions. At the time of writing, industrial relationships with staff in the health and care system are fractious, with unprecedented levels of industrial action. Public satisfaction with the NHS is at an all time low. It is undoubtedly the toughest time I have experienced in my 31 years in health and care.

But I also see many reasons to be positive. Despite the extreme challenges they face, local leaders and teams have recognised that they need to work differently, and they need support in doing this. We were thrilled by the response to our offer to support Lived Experience Partners in coaching leaders driving the Core20PLUS5 programme, with its focus on taking practical action to address inequalities in health and in access to healthcare. We've received unsolicited feedback telling us how our work has influenced decision-making at every level, and led to concrete changes which have improved real lives.

In a world that is constantly evolving, National Voices continues to be a vital force in driving positive change. Through collaboration with people working across the statutory, voluntary and independent sectors this organisation has played a crucial role in shaping policies and practices that truly prioritise the needs and aspirations of those accessing healthcare services. The Annual Report showcases the power of collective action and the potential for transformation that emerges when we place people at the centre of decision-making.

I want to take this opportunity not only to celebrate the achievements of National Voices but to highlight the incredible resilience and determination of our member organisations and the individuals and communities we collectively serve. They are a testament to the power of human connection, empathy, and an unwavering commitment to improving lives.

We have achieved everything we have done this year whilst undergoing a significant period of transition as an organisation. Charlotte Augst stood down as Chief Executive in October 2022, and I thank her again on behalf of the whole Board for the enormous contribution she made to growing the impact and influence of National Voices. Sarah Sweeney was a superb Interim Chief Executive for the remainder of 2022/23, not simply keeping the ship steady but continuing to build on Charlotte's achievements and to develop the organisation ready to hand over to Jacob Lant, who joined us as the substantial Chief Executive in May 2023. The whole team led by Charlotte and Sarah, and now Jacob, have contributed to the success of National Voices, whether directly through policy work or co-production, or in those less visible but utterly essential roles looking after our finances and our governance.

As we look ahead, there remains much work to be done. National Voices has raised the bar for a future where hearing and acting on the experience of people who use services in partnership with those people is the norm, not an optional extra. We must continue to challenge the status quo, and ensure that what matters to people matters in health and care.

Helen Buckingham, Chair of National Voices

Interim CEO's reflections on the past year

In my first months at National Voices, Charlotte Augst – who many of you will know as my predecessor as Chief Executive - shared with me an analogy of the mobile that hangs above a baby's cot. For those of us who are standing up and looking at the mobile from the side it can look beautiful to see the animals that hang down, each interesting to look at in their own way. But for the baby lying on their back and looking up, all that they see is the bellies of the animals.

Charlotte likened this to the health and care service – great efforts, energy and care have been put into creating services that can support us when we need it. Many millions of people have dedicated their lives to serving others through the NHS and social care. Billions of pounds are spent every year to make sure we have the help we need when we are unwell. However, often decisions about how health and care is designed are made too far away from the people who actually use and need them.

This disjoint and the absence of a person-centred approach can have significant consequences - like the mental health needs of people with

physical health conditions not being considered in their care, the communication needs of a Deaf person not being met in an appointment or the financial difficulties a person faces not being considered when giving clinical advice. It has been our mission this year to advocate for more inclusive and person-centred health and care, shaped by the people who use and need it the most.

This year, we were proud to grow our membership to 200 health and care charities for the first time. Our members have acted as weathervanes – collectively highlighting the issues of greatest concern to people who use and need health and care services the most. This has not been a year like any other – increasingly we heard tangible examples about ways in which workforce shortages in the NHS are impacting on the patient care. This was a thread through all of our work.

One of the key issues we heard from our members at the beginning of the year was their concern around how the cost of living crisis would impact upon disabled people and people from communities that already experience health inequalities. We were keen to take swift action. With our members' insights and support, we have been able to advocate for better support to be put in place. Our report on this topic led to the Leader of the Opposition, Sir Keir Starmer, asking a question of the Prime Minister in the House of Commons about the links between the cost of living crisis and health. The following week the Government announced one off payments to support energy costs, with additional payments for people on low incomes and disabled people.

This year, one of our biggest achievements as an organisation has been growing our network of Lived Experience Partners and launching a prototype coaching programme to support senior leaders in health and care to embed strategic co-production in their work. The feedback has been phenomenal – we were told the programme is “*mind-blowingly good*” and has helped senior health and care leaders to strengthen their organisation's approach to strategic co-production. We are looking forward to building upon this over the coming years.

There have been too many achievements and proud moments to list here in detail, but I hope when reading this report you will feel as inspired and optimistic as I do about what we can do when we all work together and take person centred approaches to designing health and care.

I'd like to take this moment to thank our caring, skilled and hardworking staff and volunteer team for making everything possible, and to our members and Lived Experience Partners for being so generous with their time and insights. It really is a privilege to work with so many inspiring and talented people. It was a privilege also to take the reins of this small but impactful

organisation for a short period – building on the wonderful things Charlotte and the team achieved while she was Chief Executive and handing over to our new CEO Jacob's capable hands.

There is still much further to do achieve equitable and person-centred health and care, shaped by the people who use and need it the most. We hope you will stay with us for the journey.

Sarah Sweeney, Interim CEO

Incoming CEO's introduction and plans for the coming years

As the NHS celebrates its 75th anniversary, there has been much debate about what health and social care services will look like in the future. In particular, how can we put these vital services on a more sustainable footing? This is the challenge and the opportunity that is front and centre of my mind as I take up the reins as Chief Executive at National Voices.

Whatever your political view, it's clear we need to talk about the future of health and care. If you think things are bad right now, cast your eyes to the likely demand pressures in the 2040s. We have a growing ageing population, more people living with complex and multiple conditions, and the cost of delivering care is increasingly expensive as we look to deliver more advanced and highly personalised treatments. None of these factors are likely to decrease, and this is before we factor in the long-term economic picture for the country and the grim impact the cost of living crisis is already having on people's bodies and minds.

Some commentators believe the answer lies in introducing more charges to access services, helping to both modify the way people use services and raising much needed extra funds. Yet if we look at where charges are already imposed, for example in NHS dentistry, we can see this approach has been an abject failure and has significantly increased inequity in access.

Others have called for the NHS to shift to a private or social insurance model. These are a nonstarter. Public polling and qualitative feedback consistently show people don't want a new model for the NHS, they want the model we've got to work. Taxpayer funded and free at the point of use are here to stay.

There's even talk of a new social contract between the NHS and the public, something to replace the NHS Constitution perhaps that sets out the rights

each of us has to healthcare alongside our responsibilities to look after ourselves.

Whichever routes are explored, the only way to make it work will be through designing in partnership with people using services and the wider public.

I have spent the last decade championing the involvement of people in the big decisions about health and care policy, and in that time it has never ceased to amaze me just how innovative and pragmatic the public and patients can be when it comes to problem solving.

The challenge is always carving out the time and space to do this involvement properly, and making the case to decision makers that this is not a "nice to have" but an essential part of making successful and lasting changes.

So as the NHS reaches a critical juncture, I want National Voices to play a leading role in creating a new bond between health and care services and communities. I want to help create a relationship that is not characterised by set piece consultations, but one where there is an ongoing relationship between people, professionals and policy makers that means we take decisions together, using feedback to continually review what's working and improve things as we go. I see our contribution here in three key areas:

- **Growing capacity in co-production**

We know most leaders in the NHS want to shift towards this partnership model, but many don't know where to start, feel they don't have the time it needs to do it properly, or get distracted by the immediate pressures being placed upon them. Through our Voices for Improvement programme we will continue to help build the capacity and capability of decision makers to work differently with their communities, shifting power dynamics and supporting genuine co-production – from identifying the most pressing issues to designing and revising solutions.

- **Tackling inequalities**

Given the scale of health inequalities across the country, it is more important than ever that this new partnership includes strong voices from all communities.

As a convener of over 200 health and social care charities, including a large proportion of organisations representing rarer conditions and specific groups, we can help facilitate and broker relationships

between the NHS and those they most need to hear from. And we can help identify the cross-cutting issues that are driving poor experiences and outcomes for those affected most deeply by health inequalities.

- **Building a wider movement**

National Voices is not alone in the user voice movement. Other organisations and influential people are on this journey with us. We may use different language sometimes, but our goal is the same and together we are stronger than the sum of our parts.

I want us to forge deeper partnerships with our friends at the Patients Association, Healthwatch England and others, to create a movement that puts what matters most to patients and care users at the top of the agenda.

I would like to extend my thanks to the members, the Lived Experience Partners and the stakeholders who have helped us shape our early thinking about these priorities. And I commit that as we move forward, we will practice what we preach in terms of co-production. National Voices does not have all the answers to building this new bond between the NHS and communities but we do have the tools, the experience and the relationships to help us all design it together.

Jacob Lant, Incoming CEO

Report of the Trustees

The Trustees present their report and the examined financial statements of the charity for the year ended 31 March 2023. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

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

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

Objectives and activities for the public benefit

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

Our mission is to advocate for more inclusive and person centred health and care, shaped by the people who use and need it the most.

We do this by:

- **Understanding and advocating** for what matters to people especially those living with health conditions health and groups who experience inequalities.
- **Finding common cause** across communities and conditions by working with member charities and those they support.
- **Connecting and convening** charities, decision makers and citizens to work together to change health and care for good.

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

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

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

- Engaging with our membership to bring their insight, practice and ambitions to senior decision makers.
- Engaging with people who live with health conditions or disability to ensure our influencing work is driven by their experience and ambitions.
- Supporting national policy and system design by including the insights of the voluntary and community sector and the people they work with.
- Championing and strengthening the vital role that the voluntary, community and social enterprise sector plays in health and care.
- Supporting the adoption and spread of person-centred approaches across health and care by placing people's experience of living with health conditions, and their ambitions and priorities, at the centre of decision making.

Activities, performance and plans

During 2022-23 National Voices has continued to influence the health and social care agenda in England, supporting members to have their voices heard and amplifying the voices of people with lived experience of health conditions and disabled people, both through our direct work with our Lived Experience Partners and in making the case for co-production and involvement throughout health and care.

Our year in figures

In 2022/23 National Voices:

- Grew our membership to over 200 organisations.
- Grew our Lived Experience Partners Programme to 12 people.
- Published 12 major reports and briefings, bringing together the perspectives of our members and insights from people and communities.
- Hosted over 1000 people at our roundtables, workshops and events.
- Reached over 1 million people through our communications activities.

Influencing policy and practice

This year we have continued our work to influence policy and practice by drawing together the insights of our members and people with lived experience and bringing these to the attention of policy makers and leaders in health and social care, to make what matters to people matter in health and care.

As well as working behind the scenes, we have published 12 influential reports, responses and briefings including:

- 'Changing lives, changing places, changing systems – making progress on social prescribing' – [view here](#).
- 'National Voices' Long Covid Project: Learning and Reflection Report' – [view here](#).
- 'Carers' experiences of remote care and support models: learning from the pandemic' – [view here](#).
- 'Working with the VCSE sector: Advice for ICS leaders' – [view here](#).

In addition we wrote to Ministers, briefed members and responded to informal requests for insight and information throughout the year.

Our relationships with national partners mean we are regularly asked to support policy development. For example, our feedback on an early draft of the Digital Health and Care Plan – launched by the Department for Health and Social Care – secured a commitment that developers of digital health products would need to meet accessibility standards.

Spotlight on: Behind the Headlines: The Unequal Impact of the Cost of Living

In May 2022, our [Behind the Headlines: The Unequal Impact of the Cost of Living Crisis](#) report brought together insights from across our membership about the impact of the cost-of-living crisis on disabled people and people who live with health conditions.

We shared the report with our contacts across Westminster, on the back of which Leader of the Opposition, Sir Keir Starmer, asked a question of the Prime Minister in the House of Commons.

Sir Keir highlighted the case of Phoenix – one of the people whose stories was featured in the report, who was supported by our member Kidney Care UK – who was struggling with his energy bills.

The following week the Government announced one off payments to support energy costs, with additional payments for people on low incomes and disabled people.

Spotlight on: Terms of reference for the Covid-19 Inquiry

In April 2022, National Voices brought together the concerns of our members to inform a submission to Baroness Hallett's consultation on the terms of reference for the Covid-19 Inquiry. The final terms of reference – published in June 2022 – reflected the majority of the changes we requested.

We were particularly pleased to see recognition of the need to consider the impact of the pandemic on unpaid carers, to see a focus on the impact of the pandemic on mental health, and to hear a stronger commitment to focussing on inequity in the impact on the pandemic.

The recommendations to the Prime Minister said: *"The unequal impact of the pandemic was a theme that strongly came through in responses to the consultation. Baroness Hallett has also recommended that the Terms of Reference be reframed to put inequalities at its forefront so that investigation into the unequal impacts of the pandemic runs through the whole Inquiry."*

Spotlight on: The butterfly effect

While we often hope that our interventions will have immediate impact, we know that in reality it sometimes takes time for our reports to find the right audience, and we don't always hear about the ways in which we influence action across health and care. This year we were pleased to hear about two examples of our work starting a "butterfly effect":

In September 2023 we received feedback from a key stakeholder who told us about how our report had influenced action during the height of the pandemic *"I presented the report 'Patient: Noun: adjective' to our senior leadership team soon after its publication as it resonated with me as we were so focussed on treating Covid. Our COO was then fired up by this and opened a high-volume outpatient and diagnostic facility in a local closed dept store."*

In March 2023, our report [I'm Still Me: A narrative for coordinated support for older people](#) (published nine years ago) was used as the inspiration for the British Geriatrics Society's report [Joining the dots: A blueprint for preventing and managing frailty in older people](#).

Spotlight on: The Health and Wellbeing Alliance

Since taking over as coordinator (with NAVCA) of the [Health and Wellbeing Alliance](#) – a partnership of charities funded by the Department of Health and Social Care, NHS England, and the UK Health and Security Agency to ensure health and care decision-makers hear the views of communities which experience the greatest health inequalities - National

Voices has received consistently positive feedback and "green" ratings in its quarterly reviews.

In 2022-23 we brought together and launched two reports:

- 'Tackling inequality and disadvantage: Key actions policy makers, commissioners and provider organisations can take when developing an approach with a digital component' – [view here](#).
- 'Tackling the cost of living crisis and impacts on health and wellbeing: Key actions health and care policy makers, commissioners and provider organisations can take' – [view here](#).

Members of the Alliance told us:

"I'm seeing more opportunities for collaboration across the Alliance than I've seen in recent years"

"It's getting interesting, and we can begin to see real opportunities through working with others and sharing learning...it feels like there will be more influencing power in us coming together than we could ever achieve alone."

"I'm excited to see where your work goes in year 2 and year 3, and I feel especially encouraged by the fact we've worked to find more of a collective voice within the sector (thanks especially to our brilliant coordinators) - this is so important during so much political and system change!"

Amplifying voices of lived experience

National Voices' work amplifying the voices of people with lived experience has gone from strength to strength this year.

We started the year by launching [Voices for Improvement](#) – our prototype coaching and mentoring programme for senior leaders in health and care focussed on strengthening their strategic co-production skills. We have matched senior health and care leaders from across the country with our Lived Experience Partners and have received really positive feedback.

Spotlight on: Voices for Improvement and Core20PLUS5 Community Connectors

As part of our work supporting SCW CSU to deliver the [Core20PLUS5 Community Connectors programme](#) – an initiative designed to support people to take practical action to improve health and reduce inequalities – we matched 12 senior leaders in ICSs across England in coaching relationships with people with lived experience of inequality.

Through these 1:1 coaching relationships, our Lived Experience Partners supported health and care leaders to explore, reflect and learn about how to enact meaningful change through strategic co-production in their role.

Through these thinking partnerships, system leaders identified new ideas and possibilities using a range of coaching skills – thinking through resetting relationships, rebalancing power and its effects on health outcomes. The feedback we received was overwhelmingly positive:

"I just wanted to put on record my personal thanks to Sandra for being my coach these past few months. I have enjoyed the sessions immensely, learnt a lot about myself and taken away some really useful approaches that I am using and adapting daily. I am so grateful to have been matched with Sandra – we have had very open, honest conversations, she put me at ease, always I felt so uplifted after the sessions, I have been listened to and reflected back some invaluable insights. Absolutely invaluable, please do pass on my thanks"

In May 2022, we launched our report [Valuing Lived Experience: National Voices' learning about embedding strategic co-production](#) which brings together the key lessons and reflections we have about embedding strategic co-production in our organisation. Over 250 people attended the launch event of the report.

We have continued to deepen our relationships with people with lived experience of health and care. Our community of Lived Experience Partners has now grown to 12 people. Our Lived Experience Partners are all individuals who have experience of health and care and who are committed to improving care. This year, the majority of our Lived Experience Partners had the opportunity to take National Voices' "Developing coaching and mentoring skills" course. We've received lots of positive feedback from our Lived Experience Partners:

"One of the things I wanted to say was about the value of the coaching.. Having worked for years as part of strategic co-production groups I'm very used now to inputting to policy and strategy, sitting on boards and presenting and sharing my story and experiences etc but the coaching is a very different way of 'using'/showing the value of Lived Experience"

"I was in depression before Christmas but having the coaching to deliver helped pull me out of depression"

While National Voices' Lived Experience Partners have been deployed to work with a wide range of senior decision makers across health and care, funding from Janssen has enabled National Voices to make co-production and the insights of people with significant lived experience of health and care much more central to all of our influencing and internal work.

Supporting our members

In 2022/23 National Voices, we gained 24 new members and reached a new milestone in membership – with over 200 members. We focussed particularly on growing our membership among organisations of, and for, people from marginalised and minoritised communities to ensure that our work on equity and inclusion is rooted in evidence and experience. New members include Breast Cancer Now, Fifth Sense, National Ugly Mugs, SimPal, Our Time and many others.

We support our members through regular newsletters highlighting key developments in health and care, and sharing opportunities for influence. We also bring members together in formal and informal settings, including our regular policy leads meetings, and in ad hoc sessions where we share learning and expertise around specific issues, and identify opportunities for joint working.

Through 2022/23 we've continued to support members to influence the national debate, nominating members to sit on key panels and get involved in key conversations. For example this year we:

- Held over 10 roundtables and workshops between members and senior figures in health and care, including with the Shadow Secretary of State for Health and Social Care; with senior stakeholders in [primary care](#), integrated care systems, [community pharmacy](#), elective care and much more.
- Collated key insights from our members, using these to influence commitments within the Major Conditions Strategy.
- Held an event on what health and care workforce challenges mean for patients, which led to our [joint statement supported by 85 patient charities and professional bodies](#), highlighting priorities for Government on addressing workforce challenges.

We also support our members by creating opportunities for peer learning, for example this year we convened members for:

- A series of roundtables on addressing racism in the voluntary sector.
- A meeting to discuss and compare communications responses to NHS strikes.

Spotlight on: Bringing members concerns to the Hewitt Review

Through our regular discussions with members we knew that while there was support for the shift to Integrated Care Systems (ICSs), many national charities were concerned about how their insights and expertise could be taken into consideration amidst the devolution of power.

To understand more about this issue, National Voices undertook a survey of members during April 2022. We used the insights from this work to develop a briefing on the key challenges facing national charities, which we shared with system leaders.

This insight also informed our submission to the Hewitt Review on the future of ICSs, following which we were invited to participate into one of the review's working groups and field one of our members – the Neurological Alliance – for another. Through this, we were able emphasise the importance of ensuring national charities have a voice within Integrated Care Systems and build equitable relationships with people, communities and VCSE partners.

The Review's final report acknowledges the vital role that VCSE sector organisations need to play within ICSs if they are to achieve their outcomes around prevention and population health, and calls for a more equitable relationship between ICS partners.

How members describe us:



What members say:

"What we like about being part of National Voices is that it's an opportunity for us to share best practices and our perspectives with others, and likewise, in a safe space; that has been really valuable to us." – Birthrights

"I think National Voices has grown to be a really strong voice for health and care organisations over the last few years - I'm really impressed." – Shine Cancer Support

"You do a great job for such a small team and you are ahead of most other organisations in work/thinking around what next. More and more I think you are leading others to pick up on issues/areas that make a difference to people with long term conditions, and then others follow." – Diabetes UK

"We've learnt so much from the way National Voices have done things, and the way in which they've strengthened the voice of lived experience in their partnership work and in their improvement work." – Point of Care Foundation

Changing the debate

During 2022/23 National Voices has influenced the national debate and acted as a thought leader across health and social care.

Our media work

In 2022/23 we've continued to shape the debate on health and social care by contributing across a range of media. We've secured coverage across a wide range of outlets including the Independent, the BBC and specialist health and care press. Some examples of our output this year include:

- We published [24 blogs on our website](#), from a wide range of:
 - System leaders – for example, Jason Yiannikou's blog '[The Bill and the Bees: The Health and Care Act 2022](#)'.
 - National Voices' team members – for example Pavi Brar collaborated on a blog with Stella Vig, on '[The road to \(elective\) recovery](#)'.
 - Member organisations – for example, Grace Ogden's blog '[Can't Wait: How local campaigning delivers for Parkinson's](#)'
- In March 2023 we wrote a column for Care Talk magazine's '[What keeps me awake at night](#)' feature, focusing on the imbalance of power between lived experience and leaders together with highlighting racism and inequalities.

Spotlight on: HSJ Takeover

In October 2022, National Voices staged a takeover of the Health Service Journal, made possible by crowdsourced donations to an HSJ appeal

from among our members and friends, and enabling us to reach thousands of new people.

As part of our takeover we coordinated or wrote 25 opinion pieces, and contributed the regular Daily Insights column reflecting on issues of the day, as well as bringing a spotlight to issues affecting our members and the people with whom they work. All daily insights and news pieces are free to access and have their own [dedicated space on the HSJ website](#).

The three most read articles were:

- Sarah Sweeney, '[The NHS needs to rethink how it communicates](#)'.
- Dr Hina Shahid, '[Ending religious discrimination in the NHS](#)'.
- Tash Oakes-Monger, '[Trans people have a right to the health services they need](#)'

As part of our takeover we worked with HSJ to bring together Nick Hulme who is CEO of East Suffolk and North Essex Foundation Trust, Fiona Loud who is Policy Director of Kidney Care UK, dialysis patient Amit Sanchadev, and Independent Age head of policy and influencing Morgan Vine in a conversation about '[How should the NHS respond to the cost of living crisis?](#)'.

As a result of Amit sharing his experiences of rocketing energy costs for home dialysis, Mr Hulme emailed his finance director to ask if his trust was providing payments for home dialysis and if they had been increased to match higher energy bills. By the end of the conversation, he received a reply: "Yes, we're paying, no, we haven't increased the amount – but thanks for the reminder, now we will."

Thought leadership and sharing our insights

We've maintained a high profile, sharing insights at a wide range of events and convening stakeholders to drive forward the debate. This year we've:

- Given evidence to the Health and Social Care Committee's Inquiry into the future of General Practice.
- Presented at the National Adult Social Care Conference.
- Contributed to debates at Labour and Conservative Party Conferences
- Spoken at IPPR's State of Health and Care Conference
- Presented at NHS England's Annual Carers Conference
- Joined a panel at the prestigious Nuffield Trust Summit
- And spoken on numerous panels organised by leaders across health and care including The King's Fund, NHS England etc.

In June 2022, National Voices CEO, Charlotte Augst, was included in the [HSJ100 list of the most influential people in health](#), which lists the figures who will exercise the most power and/or influence in the English NHS and health policy over the next 12 months.

"Very impressed by @CharlotteAugst and @NVTweeting: they have a disproportionate positive impact, given slender resources. Both will continue to go far." - Andy Cowper, Health Policy Insight, via Twitter

"@CharlotteAugst has been/is a great leader. Between her and people like @RHMreflects they have been instrumental in creating spaces and opportunities for people who are often overlooked" - Meerat Kaur from NIHR and the BME Health Forum, via Twitter

Spotlight On: NHS ConfedExpo

In April 2022 National Voices attended NHS Confed Expo, networking with stakeholders and presenting on a range of key panels.

- We chaired a discussion entitled "The voluntary and community sector: the secret weapon for joining up care for people"
- We spoke at a session on "Learning from COVID-19: how to build patient and community voice into ICS thinking"
- We joined the panel at the "Discover how Core20Plus Connectors are targeting health inequalities" session
- We worked with NHS England to organise a debate on "The sharp edge of health inequality: what I wish health and care leaders knew"

Impact of volunteers

We are very grateful that many people and organisations have chosen to be generous towards us this year. In particular, we would like to thank Salma Ali and Yasmin Ghafor who supported our operations, policy and membership teams with making insights from our member charities more central in our influencing work and with updating and strengthening our processes around membership.



Our funders – for funding received in 2022-2023

(Funder A-Z)	Project
Association of the British Pharmaceutical Industry (ABPI)	For National Voices' involvement in the ABPI Patient Advisory Council.
AstraZeneca	A sponsorship grant towards our independent programme of work developing a vision for the future of primary care.
The VCSE Health and Wellbeing Alliance which is jointly managed and funded by the Department of Health and Social Care, NHS England and the UK Health Security Agency.	Three separate grants: <ul style="list-style-type: none"> - For our role as co-ordinator of the VCSE Health and Wellbeing Alliance. - For our project, 'Accessible and inclusive communication within primary care: What matters to people living with ill health and accessibility needs' - For our project, 'A shift to multidisciplinary teams in General Practice: Understanding what this means for people experiencing health inequalities and frequent users of primary care services, and how to communicate the changes'.
Disrupt	For our project on the unequal impact of the COVID-19 pandemic.
Health Foundation	For our 'Voices for Improvement' project delivered as part of the Common Ambitions programme.
Janssen-Cilag Ltd	A sponsorship grant to enable us to develop and support our organisational work on strategic co-production.

London South Bank University	To provide strategic advice on the organisation's project on Long Covid.
NHS Confederation	To support NHS Confederation's work on driving social and economic development through integrated care systems.
NHS England	Funding awarded towards: <ul style="list-style-type: none"> - Our work on carers' experiences of remote care and support models. - Organising our conference on Integrated Care Systems. - Strategic advice given to NHS England, including through participation in advisory groups.
NHS South, Central & West CSU	To support the delivery of the Core20PLUS5 Community Connectors programme.
Roche Products Ltd	To provide strategic advice and consultancy to Roche on involving people with lived experience in decision making.
The King's Fund	For speaker fees.
University of Birmingham	For two purposes: <ul style="list-style-type: none"> - To support us in organising and resourcing our conference on ICSs. - To enable us to contribute to the BRACE centre's work on rapid evaluations.

Key risks and uncertainties

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

The Audit and Risk Committee reviews the risk register quarterly and prior to it being presented for discussion at board meetings. This lists the key risks

identified together with a risk score calculated on the probability and the potential impact of the risk concerned. Actions taken to manage the identified risks are listed on the register.

Key risks identified during the year are:

Change in Senior Management Team

The previous CEO decided to step down in the summer of '22, soon after the Head Operations and Head of Membership. This came soon after the Head of Policy started maternity leave, meaning there was a period of significant change for the charity. The Head of Policy (Maternity Cover) Sarah Sweeney stepped in to successfully lead the organisation until the substantive CEO was recruited and changes to the senior leadership team were embedded.

Funding and income

Unsecured income continued to make up a significant amount of our annual budget. Income generation therefore remained a substantial part of the 2022/23 workload for the senior team. Having achieved significant growth in the previous year, our fundraising target to maintain our size was considerably higher. Responding to this risk, the team brought on board a Business Development Manager to co-ordinate fundraising efforts within the organisation.

Failure to deliver on projects and work

This year saw us holding multiple large projects. commissioned by strategically important partners. These included Voices for Improvement and our role as the Health and Wellbeing Alliance Co-ordinator. as well as multiple other projects, ongoing reactive influencing, and relationship management. This risk was exacerbated by the changes in the senior leadership team.

Team wellbeing

The pace and nature of the team's work was a risk to team wellbeing during the pandemic. To mitigate this risk, we developed and implemented a wellbeing action plan, created team wellbeing forums, gave wellbeing payments to team members, gave extra leave during the summer time and more. We put in place a monthly wellbeing monitoring system and noted a significant improvement to scores.

Organisational details and key management personnel

Staff Team 2022-23

Person	Job Title	Key dates
Dr Charlotte Augst	CEO	Left 21 st October 2022
Sarah Sweeney	Head of Policy, then Interim CEO	
Matthew Haslehurst	Head of Finance and Operations	Started 20 th September 2022
Sam Mountney	Interim Head of Policy (secondment)	Started 29 th September 2022, Left 24 th February 2023
Dr Rebecca Steinfeld	Head of Policy (on maternity leave)	
Eleanor Wright	Senior Policy Officer	Left 21 st October 2022
Rachel Matthews	Head of Experience	
Rosie Moffat	Communications Manager	
Aleyah Babb-Benjamin	Outreach and Insight Manager	
Pavi Brar	Policy and Insight Officer, then Senior Policy Advisor	
Keymn Whervin	Co-Production Manager	
Esme Hahlo	Operations Officer	
Laura Reed	Executive Assistant to Chief Executive	
Lucy Seymour	Communications and Membership Officer	
Mike Hargadon	Business Development Manager	Started 12 th May 2022
Andrew Gardner	Head of Operations	Started 1 st June 2022, Left 1 st June 2022

The SORP considers the key management personnel of the charity to be those persons having authority and responsibility for planning, directing and controlling the activities of the charity, directly or indirectly. The Trustees consider that the National Voices Board of Trustees, the Chief Executive and the Heads of Departments are Key Management Personnel of the charity during the 2022/23 Financial year. This senior team consisted of a Head of Policy and Head of Operations at one point, and is now the Head of Policy and the Head of Finance and Operations.

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

Reference and administrative details

Charity name: National Voices

Charity registration number: 1057711

Company registration number: 03236543 (England and Wales)

Registered office and operational address:

The Foundry

17 Oval Way

London

SE11 5RR

Governing document

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

Board of Trustees

The Trustees who have served from 1 April 2022 up to the date of approval of these financial statements were as follows:

Helen Buckingham	Independent, Chair
Noha Al Afifi	Elected, Arthritis Action
Helen Ball	Independent, Treasurer and Chair of Audit and Risk Committee (from 11th May 22)
Ezra Ben-Yisrael	Elected, Turning Point
Ricardo Borges	Independent, Treasurer and Chair of Audit and Risk Committee (end of term of office 4 June 22)
Shannon Brennan	Elected, Alzheimer's Society (from 11 May 22, resigned 30 April 23)
Harry Evans	Independent
Akiko Hart	Elected, National Survivor User Network (resigned 30 April 23)
Edward Holloway	Elected, MS Society (resigned 30 April 23)
Samantha Holmes	Elected, Rethink Mental Illness (from 11 May 22)
Kalu Obuka	Independent
Sherone Phillips	Independent
Meera Shah	Elected, Shine Cancer Support (from 11 May 22)
Clare Woodford	Elected, Macmillan Cancer Support

Professional advisers

Bankers:

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

Auditors:

Xeinadin Audit Limited 12 Conqueror Court Sittingbourne
Kent ME10 5BH

Solicitors:

Bates Wells
10 Queen Street Place London
EC4R 1BE

Financial review

The principal funding sources of income for the charity come from Membership and Engagement (£259k) and Influencing Policy and Improving Practice (£492k) with a total combined income of £756k compared to £817k in 21-22, representing a small decrease of 7.5%.

Despite significant changes in the senior leadership of the organisation, the team have delivered a commendable performance.. The Membership and Engagement income increased to £259k (21-22 £139k). This increase was driven by the roll out of a new partnership scheme, as well as a record number of members joining National Voices. The charity's income from grants was lower than the previous year due to a large project ending.

Overall expenditure increased by 1%, from the prior year. Total expenditure for 22-23 is £815k (21-22 £791k). The increase in costs is largely driven by staff costs, investment in new technology and the reliance of external consultants to fill gaps in the team during a period of change.

The charity reported a consolidated and planned net loss of £59k in 2022-23, compared with a net surplus of £26k in 21-22. The intention for 22-23 was to deliver a reduction in reserves to invest in new technology and to implement changes in the staffing structure in order to put the charity in a more sustainable long term position.

Total funds, reserves policy and going concern

Total funds at 31 March 2023 were £236k (2021/2022: £295k), comprised restricted funds of £93k (2020/2021: £73k) and unrestricted funds of £143k (2020/2021: £222k). The largest remaining restricted fund was comprised of funds for delivering against our contract for the Core20PLUS5 Community Connectors programme.



The Trustees review the charity's reserves policy annually and aim to hold 3-4 months of core staff and running costs, plus other specific amounts in relation to staff statutory redundancy entitlement and other lease commitments. As such, the agreed reserves target is between £135k and £180k. On the 31 March 2023, unrestricted free reserves were £143k. This is at the lower end of the requirement and trustees are monitoring plans to increase reserves over the longer term. Trustees will monitor the reserves quarterly and review the policy again six months into the new financial year.

The Trustees have reviewed the budgets for the 2023/24 financial year, including reserves and secured income, and consider there to be sufficient funding to prepare these accounts on a going concern basis.

Structure, management and governance

National Voices is a charitable company and operates within the parameters of its Memorandum and Articles of Association and accompanying Bye-Laws and its business is managed by a Board of Trustees. The governing document gives the Board powers regarding its management of the charity, and these powers may be delegated to the Chief Executive and Officers, in line with the Scheme of Reservation and Delegation of Powers.

The Board is comprised of Trustees elected from the membership and independent Trustees who are appointed by the Board (and in accordance with the Bye-Laws) for their skills and experience relevant to the work of the Board. Trustees are appointed for a term of three years and may serve a second term of three years up to a maximum of six years. A Trustee's first or second term may be extended by one year in exceptional circumstances and with the approval of the Board. The Articles of Association stipulate that the number of elected Trustees will always be greater than the number of independent Trustees.

During the year, a recruitment process was held and an independent treasurer was appointed to the board on 11th May 2022, we are delighted to welcome Helen Ball to the position. As well as Helen joining, we also welcomed 3 new trustees from our membership, Samantha Holmes, Meera Shah & Sharon Brennan.

During the period of this report, two Trustees stood down at the AGM of 24 November 2021 because their term of office had come to an end: Akiko Hart & Edward Holloway.

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

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

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



⑧ I am not forgotten

Statement of Trustees' responsibilities

Trustees' responsibilities in relation to the financial statements

The charity Trustees are responsible for preparing a Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The law applicable to charities in England and Wales requires the charity Trustees to prepare financial statements for each year that give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period.

In preparing the financial statements, the Trustees are required to:

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

Each of the Board members confirms that:

- So far as the Board member is aware, there is no relevant audit information of which the charity's auditor is unaware; and
- The Board member has taken all the steps that they ought to have taken as a Board member in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. This confirmation is given and should be interpreted in accordance with the provisions of s418 of the Companies Act 2006.

The Trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website in accordance

with legislation in the United Kingdom governing the preparation and dissemination of financial statements.

Appointment of Auditors

The members appointed Xeinadin Audit Limited as auditors for the 2022/23 year end at the AGM on the 24th November 2022.

This report was approved by the Board of Trustees 26th October 2023 and signed on their behalf by:

A handwritten signature in blue ink, appearing to read 'H. Bgl', is positioned above the name of the signatory.

Helen Buckingham, Chair of Trustees

Report of the Independent Auditors to the Members of National Voices

Opinion

We have audited the financial statements of National Voices (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on



the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Report of the Independent Auditors to the Members of National Voices

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

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

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Report of the Independent Auditors to the Members of National Voices

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee



that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are

Report of the Independent Auditors to the Members of National Voices

considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

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

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

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

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

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

Report of the Independent Auditors to the Members of National Voices

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Samuel Ketcher FCCA (Senior Statutory Auditor)

For and on behalf of

Xeinadin Audit Limited

Chartered Accountants and Statutory Auditors

12 Conqueror Court

Sittingbourne

Kent

ME10 5BH

Date:

Statement of Financial Activities

		Unrestricted	Restricted	2023	2022
		Total	funds	funds	Total
	Notes	fund	funds	funds	funds
		£	£	£	£
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	1,475	-	1,475	23,847
Charitable activities	4				
Membership and Engagement		259,753	-	259,753	139,314
Influencing Policy and Improving Practice		189,271	303,562	492,833	654,546
Investment income	3	<u>2,263</u>	<u>-</u>	<u>2,263</u>	<u>65</u>
Total		<u>452,762</u>	<u>303,562</u>	<u>756,324</u>	<u>817,772</u>
EXPENDITURE ON					
Raising funds	5	54,159	-	54,159	32,792
Charitable activities	6				
Membership and Engagement		83,452	81,075	164,527	139,382
Influencing Policy and Improving Practice		380,003	216,711	596,714	619,017
Total		<u>517,614</u>	<u>297,786</u>	<u>815,400</u>	<u>791,191</u>
NET INCOME/(EXPENDITURE)		(64,852)	5,776	(59,076)	26,581
Transfers between funds	18	<u>(14,234)</u>	<u>14,234</u>	<u>-</u>	<u>-</u>
Net movement in funds		<u>(79,086)</u>	<u>20,010</u>	<u>(59,076)</u>	<u>26,581</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>222,260</u>	<u>73,386</u>	<u>295,646</u>	<u>269,065</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>143,174</u></u>	<u><u>93,396</u></u>	<u><u>236,570</u></u>	<u><u>295,646</u></u>

The notes form part of these financial statements

Balance Sheet

		Unrestricted	Restricted	2023	2022
		Total	funds	funds	Total
	Notes	fund	funds	funds	funds
		£	£	£	£
FIXED ASSETS					
Intangible assets	12	22,100	-	22,100	-
Tangible assets	13	<u>3,751</u>	<u>-</u>	<u>3,751</u>	<u>4,165</u>
		25,851	-	25,851	4,165
CURRENT ASSETS					
Debtors	14	51,927	-	51,927	297,790
Cash at bank		<u>245,597</u>	<u>93,396</u>	<u>338,993</u>	<u>412,584</u>
		297,524	93,396	390,920	710,374
CREDITORS					
Amounts falling due within one year	15	(180,201)	-	(180,201)	(418,445)
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
NET CURRENT ASSETS		<u>117,323</u>	<u>93,396</u>	<u>210,719</u>	<u>291,929</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		143,174	93,396	236,570	296,094
CREDITORS					
Amounts falling due after more than one year	16	-	-	-	(448)
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
NET ASSETS/(LIABILITIES)		<u>143,174</u>	<u>93,396</u>	<u>236,570</u>	<u>295,646</u>
FUNDS	18				
Unrestricted funds				143,174	222,260
Restricted funds				<u>93,396</u>	<u>73,386</u>
TOTAL FUNDS				<u>236,570</u>	<u>295,646</u>

The notes form part of these financial statements



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

The financial statements were approved by the Board of Trustees and authorised for issue on 26 October 2023 and were signed on its behalf by:

Trustee

The notes form part of these financial statements



Cash Flow Statement

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	(49,562)	53,281
Net cash (used in)/provided by operating activities		(49,562)	53,281
Cash flows from investing activities			
Interest received		2,263	65
Purchase of intangible fixed assets		(22,100)	-
Purchase of tangible fixed assets		(1,953)	(2,714)
Net cash used in investing activities		(21,790)	(2,649)
Cash flows from financing activities			
Capital repayments in year		(2,239)	(2,003)
Net cash used in financing activities		(2,239)	(2,003)
Change in cash and cash equivalents in the reporting period		(73,591)	48,629
Cash and cash equivalents at the beginning of the reporting period		412,584	363,955
Cash and cash equivalents at the end of the reporting period		338,993	412,584

The notes form part of these financial statements

Notes to the Cash Flow Statement

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

	2023 £	2022 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(59,076)	26,581
Adjustments for:		
Depreciation charges	2,367	3,262
Interest received	(2,263)	(65)
Decrease/(increase) in debtors	245,863	(182,725)
(Decrease)/increase in creditors	(236,453)	206,228
Net cash (used in)/provided by operations	<u>(49,562)</u>	<u>53,281</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank	<u>412,584</u>	<u>(73,591)</u>	<u>338,993</u>
	<u>412,584</u>	<u>(73,591)</u>	<u>338,993</u>
Total	<u>412,584</u>	<u>(73,591)</u>	<u>338,993</u>

The notes form part of these financial statements

Notes to the Financial Statements

1. ACCOUNTING POLICIES

Basis of preparation

Basis of accounting

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

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

Legal form

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

Going concern

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

Accounting policies

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

Significant accounting estimates and judgements

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

The notes form part of these financial statements

Notes to the Financial Statements - continued

1. ACCOUNTING POLICIES - continued

Income

Recognition of income

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

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

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

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

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

Income

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

Donations of gifts, services and facilities

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

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

Notes to the Financial Statements - continued

1. ACCOUNTING POLICIES - continued

Interest

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Fund accounting

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

Volunteer help

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

Expenditure

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

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

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

Allocation

Support costs represent indirect charitable expenditure. In order to carry out the primary purposes of the charity it is necessary to provide support in the form of office space, personnel development and support, financial support, insurances and IT support.

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

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

Notes to the Financial Statements - continued

1. ACCOUNTING POLICIES - continued

Operating leases

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

Tangible fixed assets

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

Fixtures, fittings & equipment - Over three years

Computers & other equipment - Over three years

Intangible assets

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

Website Development - Over four years

Taxation

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

Fund accounting

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

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

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

Pension costs and other post-retirement benefits

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

1. ACCOUNTING POLICIES - continued

Debtors

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

Cash at bank and in hand

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

Creditors and provisions

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

Financial Instruments

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

Accrued and deferred income

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

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

Notes to the Financial Statements - continued

2. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	1,475	9
Donated services and facilities	-	15,225
Coronavirus job retention scheme	-	1,603
Other staff support grants	-	7,010
	<u>1,475</u>	<u>23,847</u>

3. INVESTMENT INCOME

	2023	2022
	£	£
Bank interest	<u>2,263</u>	<u>65</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2023	2022
		£	£
Membership and engagement	Membership and Engagement	259,753	139,314
Influencing policy and practice	Influencing Policy and Improving Practice	309,604*	321,895*
Grants	Influencing Policy and Improving Practice	<u>183,229*</u>	<u>332,651*</u>
		<u>752,586</u>	<u>793,860</u>

* Influencing Policy and Improving Practice 22/23 £492,833 (21/22 £654,546)

5. RAISING FUNDS

Raising donations and legacies

	2023	2022
	£	£
Staff costs	26,681	23,402
Support costs	<u>27,478</u>	<u>9,390</u>
	<u>54,159</u>	<u>32,792</u>

Notes to the Financial Statements - continued

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Membership and Engagement Influencing Policy and Improving Practice	82,114	82,413	164,527
	<u>363,208</u>	<u>233,506</u>	<u>596,714</u>
	<u>445,322</u>	<u>315,919</u>	<u>761,241</u>

7. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Raising donations and legacies	24,980	2,498	27,478
Membership and Engagement Influencing Policy and Improving Practice	74,926	7,487	82,413
	<u>212,291</u>	<u>21,215</u>	<u>233,506</u>
	<u>312,197</u>	<u>31,200</u>	<u>343,397</u>

Activity	Basis of allocation
Management	Based on time spent
Governance costs	Based on time spent

8. NET INCOME/(EXPENDITURE)

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

	2023 £	2022 £
Auditors' remuneration	4,500	4,500
Depreciation - owned assets	<u>2,367</u>	<u>3,262</u>

Notes to the Financial Statements - continued

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

	2023	2022
	£	£
Trustees' expenses	<u>1,177</u>	<u>561</u>

Notes to the Financial Statements - continued

10. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	433,194	385,417
Social security costs	41,168	28,975
Other pension costs	<u>23,519</u>	<u>20,930</u>
	<u>497,881</u>	<u>435,322</u>

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

	2023	2022
Membership and engagement	2	2
Influencing and practice	6	6
Governance and support	<u>5</u>	<u>3</u>
	<u>13</u>	<u>11</u>

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

	2023	2022
£60,001 - £70,000	1	1
£80,001 - £90,000	<u>-</u>	<u>1</u>
	<u>1</u>	<u>2</u>

The key management personnel of the charity during the year ended 31 March 2023 comprised of the Trustees, Chief Executive, Head of Policy and the Head of Finance and Operations (2022: the Trustees and the Chief Executive, Head of Engagement, Head of Policy, Head of Finance and Operations and the Head of Experience).

The total amount paid, including Employers National Insurance and Pension, to the Key Management Personnel in the year ended 31 March 2023 was £149,764 (2022: £244,997).

Notes to the Financial Statements - continued

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Total fund £	Restricted funds £	Restricted funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	23,847	-	23,847
Charitable activities			
Membership and Engagement	138,417	897	139,314
Influencing Policy and Improving Practice	321,895	332,651	654,546
Investment income	<u>65</u>	<u>-</u>	<u>65</u>
Total	<u>484,224</u>	<u>333,548</u>	<u>817,772</u>
EXPENDITURE ON			
Raising funds	32,792	-	32,792
	Unrestricted Total fund £	Restricted funds £	Restricted funds £
Charitable activities			
Membership and Engagement	139,382	-	139,382
Influencing Policy and Improving Practice	<u>295,150</u>	<u>323,867</u>	<u>619,017</u>
Total	<u>467,324</u>	<u>323,867</u>	<u>791,191</u>
NET INCOME	16,900	9,681	26,581
RECONCILIATION OF FUNDS			
Total funds brought forward	205,360	63,705	269,065
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS CARRIED FORWARD	<u>222,260</u>	<u>73,386</u>	<u>295,646</u>

Notes to the Financial Statements - continued

12. INTANGIBLE FIXED ASSETS

	Website £
COST	
Additions	<u>22,100</u>
NET BOOK VALUE	
At 31 March 2023	<u>22,100</u>
At 31 March 2022	<u>-</u>

13. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2022	30,359
Additions	<u>1,953</u>
At 31 March 2023	<u>32,312</u>
DEPRECIATION	
At 1 April 2022	26,194
Charge for year	<u>2,367</u>
At 31 March 2023	<u>28,561</u>
NET BOOK VALUE	
At 31 March 2023	<u>3,751</u>
At 31 March 2022	<u>4,165</u>

Notes to the Financial Statements - continued

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade debtors	48,014	288,902
Other debtors	1,584	-
Accrued income	-	2,526
Prepayments	<u>2,329</u>	<u>6,362</u>
	<u>51,927</u>	<u>297,790</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	3,849	24,648
Social security and other taxes	27,426	68,804
Other creditors	3,473	2,361
Hire purchase	-	1,791
Deferred income	112,228	264,842
Accruals	<u>33,224</u>	<u>55,999</u>
	<u>180,200</u>	<u>418,445</u>

16. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2023	2022
	£	£
Hire purchase	<u>-</u>	<u>448</u>

17. LEASING AGREEMENTS

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

	2023	2022
	£	£
Within one year	<u>-</u>	<u>11,118</u>

Notes to the Financial Statements - continued

18. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers At funds £	between 31.3.23 £
Unrestricted funds				
General fund	222,260	(64,852)	(14,234)	143,174
Restricted funds				
Health and Wellbeing Alliance (Department of Health)	-	22,070	-	22,070
Long Covid (NHS England)	27,931	(36,260)	8,329	-
Enabling Voice (Diabetes UK)	14,000	(10,000)	-	4,000
Peer Support Hub - The Health Foundation	6,849	(8,293)	1,444	-
Be the Change (Pfizer)	9,100	(9,881)	781	-
Voices for Improvement - The Health Foundation	1,053	5,434	-	6,487
Patient and Carer Network (Northumbria Healthcare NHS Foundation Trust)	14,453	(9,912)	-	4,541
Health Inequalities Conference - The Health Foundation	-	(563)	563	-
Covid Enquiry	-	2,608	-	2,608
ICS Project	-	(3,117)	3,117	-
Essex	-	15,750	-	15,750
Community Connectors	-	37,940	-	37,940
	<u>73,386</u>	<u>5,776</u>	<u>14,234</u>	<u>93,396</u>
TOTAL FUNDS	<u>295,646</u>	<u>(59,076)</u>	<u>-</u>	<u>236,570</u>

Notes to the Financial Statements - continued

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Movement in funds £	Resources expended £
Unrestricted funds			
General fund	452,762	(517,614)	(64,852)
Restricted funds			
Health and Wellbeing Alliance (Department of Health)	175,920	(153,850)	22,070
Long Covid (NHS England)	-	(36,260)	(36,260)
Enabling Voice (Diabetes UK)	-	(10,000)	(10,000)
Peer Support Hub - The Health Foundation	-	(8,293)	(8,293)
Be the Change (Pfizer)	-	(9,881)	(9,881)
Voices for Improvement - The Health Foundation	7,309	(1,875)	5,434
Patient and Carer Network (Northumbria Healthcare NHS Foundation Trust)	-	(9,912)	(9,912)
Health Inequalities Conference - The Health Foundation	-	(563)	(563)
Covid Enquiry	2,833	(225)	2,608
ICS Project	10,000	(13,117)	(3,117)
Essex	45,000	(29,250)	15,750
Community Connectors	<u>62,500</u>	<u>(24,560)</u>	<u>37,940</u>
	<u>303,562</u>	<u>(297,786)</u>	<u>5,776</u>
TOTAL FUNDS	<u>756,324</u>	<u>(815,400)</u>	<u>(59,076)</u>

Notes to the Financial Statements - continued

18. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	205,360	16,900	222,260
Restricted funds			
Long Covid (NHS England)	-	27,931	27,931
Enabling Voice (Diabetes UK)	-	14,000	14,000
Peer Support Hub - The Health Foundation	-	6,849	6,849
Be the Change (Pfizer)	-	9,100	9,100
Voices for Improvement - The Health Foundation	29,700	(28,647)	1,053
Patient and Carer Network (Northumbria Healthcare NHS Foundation Trust)	24,030	(9,577)	14,453
Digital Inclusion - Roche	9,375	(9,375)	-
Integrating Mental and Physical Health Needs (Various)	600	(600)	-
	<u>63,705</u>	<u>9,681</u>	<u>73,386</u>
TOTAL FUNDS	<u>269,065</u>	<u>26,581</u>	<u>295,646</u>

Notes to the Financial Statements - continued

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Movement in funds £	Resources expended £
Unrestricted funds			
General fund	484,224	(467,324)	16,900
Restricted funds			
Health and Wellbeing Alliance (Department of Health)	86,420	(86,420)	-
Long Covid (NHS England)	133,500	(105,569)	27,931
Enabling Voice (Diabetes UK)	14,000	-	14,000
Peer Support Hub - The Health Foundation	7,449	(600)	6,849
Be the Change (Pfizer)	15,200	(6,100)	9,100
Voices for Improvement - The Health Foundation	76,082	(104,729)	(28,647)
Patient and Carer Network (Northumbria Healthcare NHS Foundation Trust)	-	(9,577)	(9,577)
Health Inequalities Conference - The Health Foundation	897	(897)	-
Digital Inclusion - Roche	-	(9,375)	(9,375)
Integrating Mental and Physical Health Needs (Various)	-	(600)	(600)
	<u>333,548</u>	<u>(323,867)</u>	<u>9,681</u>
TOTAL FUNDS	<u>817,772</u>	<u>(791,191)</u>	<u>26,581</u>

Notes to the Financial Statements - continued

18. MOVEMENT IN FUNDS - continued

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

	At 1.4.21 £	Net movement in funds £	Transfers At funds £	between 31.3.23 £
Unrestricted funds				
General fund	205,360	(47,952)	(14,234)	143,174
Restricted funds				
Health and Wellbeing Alliance (Department of Health)	-	22,070	-	22,070
Long Covid (NHS England)	-	(8,329)	8,329	-
Enabling Voice (Diabetes UK)	-	4,000	-	4,000
Peer Support Hub - The Health Foundation	-	(1,444)	1,444	-
Be the Change (Pfizer)	-	(781)	781	-
Voices for Improvement - The Health Foundation	29,700	(23,213)	-	6,487
Patient and Carer Network (Northumbria Healthcare NHS Foundation Trust)	24,030	(19,489)	-	4,541
Health Inequalities Conference - The Health Foundation	-	(563)	563	-
Digital Inclusion - Roche	9,375	(9,375)	-	-
Integrating Mental and Physical Health Needs (Various)	600	(600)	-	-
Covid Enquiry	-	2,608	-	2,608
ICS Project	-	(3,117)	3,117	-
Essex	-	15,750	-	15,750
Community Connectors	-	37,940	-	37,940
	<u>63,705</u>	<u>15,457</u>	<u>14,234</u>	<u>93,396</u>
TOTAL FUNDS	<u>269,065</u>	<u>(32,495)</u>	<u>-</u>	<u>236,570</u>

Notes to the Financial Statements - continued

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Movement in funds £	Resources expended £
Unrestricted funds			
General fund	936,986	(984,938)	(47,952)
Restricted funds			
Health and Wellbeing Alliance* (Department of Health)	262,340	(240,270)	22,070
Long Covid (NHS England)	133,500	(141,829)	(8,329)
Enabling Voice (Diabetes UK)	14,000	(10,000)	4,000
Peer Support Hub - The Health Foundation	7,449	(8,893)	(1,444)
Be the Change (Pfizer)	15,200	(15,981)	(781)
Voices for Improvement - The Health Foundation	83,391	(106,604)	(23,213)
Patient and Carer Network (Northumbria Healthcare NHS Foundation Trust)	-	(19,489)	(19,489)
Health Inequalities Conference - The Health Foundation	897	(1,460)	(563)
Digital Inclusion - Roche Integrating Mental and Physical Health Needs (Various)	-	(9,375)	(9,375)
Covid Enquiry	2,833	(225)	2,608
ICS Project	10,000	(13,117)	(3,117)
Essex	45,000	(29,250)	15,750
Community Connectors	62,500	(24,560)	37,940
	<u>637,110</u>	<u>(621,653)</u>	<u>15,457</u>
TOTAL FUNDS	<u>1,574,096</u>	<u>(1,606,591)</u>	<u>(32,495)</u>

*Included in this figure the core grant of £86,420, £49,500 for work on accessible communications and £50,000 for work on a multidisciplinary teams project.

Notes to the Financial Statements – continued

18. MOVEMENT IN FUNDS - continued

Purposes of restricted funds

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

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

Long Covid Project (NHS England)

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

Enabling Voice - Diabetes UK

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

Peer Support Hub- The Health Foundation and NESTA

The project aims to increase the availability of high quality peer support by supporting those leading peer support programmes through round tables and discussions, plus an online hub that collates, curates and categorises peer support resources. Further funding was awarded to support work on the impact of the pandemic and to transfer support resources from National Voices website to another platform.

Be the Change - Pfizer

Pfizer provided funding for the hosting of 4 roundtables to enable National Voices members to discuss their approach to anti-racism work. The funding was used to cover staff time and participation.

Notes to the Financial Statements - continued

18. MOVEMENT IN FUNDS - continued

Patient and Carer Network (Northumbria Healthcare NHS Foundation Trust)

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

ICS Project

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

Essex (NHS Mid and South Essex)

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

Community Connectors

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

ABPI Patient Advisory Council

Our CEO is a member of the ABPI Patient Advisory Council, which was set up to enable ongoing full, frank and open discussions and information sharing between senior patient representatives and ABPI Board and Executive team.

Astra Zeneca

We received a sponsorship grant from AstraZeneca towards our independent programme of work developing a vision for the future of primary care.

The VCSE Health and Wellbeing Alliance

We received three grants for our work through the VCSE Health and Wellbeing Alliance (HW Alliance) which is jointly managed and funded by the Department of Health and Social Care,

NHS England and the UK Health Security Agency.

The first grant was for our role as co-ordinator of the VCSE Health and Wellbeing Alliance. The second grant was for our project 'Accessible and inclusive communication within primary care: What matters to people living with ill health and accessibility needs'. The third and final grant was for our project, 'A shift to multidisciplinary teams in General Practice: Understanding

what this means for people experiencing health inequalities and frequent users of primary care services, and how to communicate the changes'.

Disrupt Foundation

We received a grant from the Disrupt Foundation for our work on the unequal impact of the COVID-19 pandemic.

Health Foundation

We received funding from the Health Foundation for our 'Voices for Improvement' project delivered as part of the Common Ambitions programme. This programme of work aims to strengthen strategic co-production and involvement of people with lived experience.

Janssen-Cilag Ltd

We received a sponsorship grant from Janssen to enable us to develop and support our organisational work on strategic co-production.

London South Bank University (LSBU)

We received funding from to provide strategic advice on the organisation's project on Long Covid.

NHS Confederation

We received funding from NHS Confederation to support their work on driving social and economic development through integrated care systems.

NHS England

We received funding from NHS England towards a range of projects, including, our work on carers' experiences of remote care and support models, our conference on Integrated Care Systems and for strategic advice given to NHS England, including through participation in advisory groups.

NHS South, Central & West CSU

We received funding from NHS South, Central and West CSU to support the delivery of the Core20PLUS5 Community Connectors programme.

Roche Products Ltd

We received funding from Roche to provide strategic advice and consultancy on involving people with lived experience in decision making.

The King's Fund

We received funding from the King's Fund for fielding speakers and facilitators at a range of their events.

University of Birmingham

We received funding from the University of Birmingham firstly to organise and resource our conference on Integrated Care Systems and secondly to enable us to contribute to the BRACE centre's NIHR funded work on rapid evaluations.

Notes to the Financial Statements - continued

19. RELATED PARTY DISCLOSURES

No trustee made any donation during the year (2022: none).

During the year there were no related party transactions.

During the previous year sub grants for the Long Covid project were issued to National Voices member Self Help UK totalling £18,000. National Voices trustee, Sarah Collis until 23 November 21, was the CEO of Self Help UK at the time the sub grant was awarded. The conflict of interest was managed carefully, and the trustee was not involved in the final decision to provide the funding to Self Help UK. Self help UK's grant was larger than other organisations because as well as involvement in the project, the grant covered support they offered to the wider cohort of sub-grantees.

Also during the previous year, in addition to the two members above, 4 other organisations were awarded sub-grants as part of the Long Covid work.



Detailed Statement of Financial Activities

	2023 £	2022 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	1,475	9
Donated services and facilities	-	15,225
Coronavirus job retention scheme	-	1,603
Other staff support grants	-	7,010
	<u>1,475</u>	<u>23,847</u>
Investment income		
Bank interest	2,263	65
Charitable activities		
Membership and engagement	259,753	139,314
Influencing policy and practice	309,604	321,895
Grants	<u>183,229</u>	<u>332,651</u>
	<u>752,586</u>	<u>793,860</u>
Total incoming resources	756,324	817,772
EXPENDITURE		
Raising donations and legacies		
Wages	22,649	20,719
Social security	2,546	1,558
Pensions	<u>1,486</u>	<u>1,125</u>
	<u>26,681</u>	<u>23,402</u>

Detailed Statement of Financial Activities - continued

Charitable activities

Wages	250,046	261,375
Social security	25,570	19,650
Pensions	14,759	14,194
Sundries	-	237,833
Project delivery costs	132,966	-
Sub-contractors	<u>21,981</u>	<u>-</u>

445,322 533,052

Support costs

Management

Wages	138,331	82,582
Social security	11,006	6,208
Pensions	6,272	4,485
Rent and rates	35,787	37,878
Insurance	1,667	-
Telephone	1,263	-
Postage and stationery	352	-
Advertising	-	2,473
Sundries	-	11,695
Recruitment	13,189	5,997
Consultants and freelance	25,327	12,792
Legal support	-	12,455
Other personnel costs	6,955	9,611
Training	4,190	-
Travel	3,322	-
Staff welfare	3,573	-
Accountancy	10,302	-
Software	4,691	-
Equipment hire	510	-
Repairs and renewals	281	-
Irrecoverable Vat	17,073	-
Subscriptions	1,709	-
Website	2,367	-
Bad debt expense	16,007	-
HR and payroll costs	2,260	-
Carried forward	306,434	186,176

Brought forward	306,434	186,176
Bank charges	72	-
IT Services	3,323	-



Computer equipment	2,368	2,942
	<u>312,197</u>	<u>189,118</u>
Finance		
Finance support	-	10,646
Governance costs		
Trustees' expenses	1,177	561
Wages	22,168	20,741
Social security	2,046	1,559
Pensions	1,002	1,126
Auditors' remuneration	4,500	4,500
Sundries	307	-
Legal fees	-	13
Board expenses, training and recruitment	<u>-</u>	<u>6,473</u>
	<u>31,200</u>	<u>34,973</u>
Total resources expended	<u>815,400</u>	<u>791,191</u>
Net (expenditure)/income	<u>(59,076)</u>	<u>26,581</u>

National Voices

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

020 3176 0738

info@nationalvoices.org.uk

www.nationalvoices.org.uk

@NVTweeting

The Foundry,
17 Oval Way,
London
SE11 5RR