



National Voice

People shaping health
and social care

National Voices

(A company limited by guarantee)

Annual report and accounts 2009

National Voices
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Charity Registration Number 1057711

Company Number 3236543

NATIONAL VOICES

Report of the Trustees

Message from the chair

2009, the first full year for National Voices, has been critical in the development of our new organisation, and its evolution from the former Long Term Conditions Alliance. We made major significant progress towards our vision of a powerful national organisation bringing together the voices of service users and carers, marshalling the power of our voluntary sector members, and making a reality of the concept of “people shaping health and social care”.

Our first year, with National Voices still in transition, has not been without its challenges. Nevertheless, by December 2009 we had established a new governance structure, significantly increased and diversified our membership base, and set up a unique panel of service users from across the range of health conditions. By engaging our panel and our members, carrying out policy analysis and contributing to various forums, debates and initiatives, we ensured that decision makers were in no mistake about user perspectives. These have included the need for more care planning and greater promotion of self care in the support of people with long term conditions; the needs of black and minority ethnic communities and seldom heard groups; and the urgent need for reform of social care to make it fairer and better integrated with healthcare.

We have ensured that by the end of the year National Voices itself was very much on the radar of politicians, government officials, regulators and professions. Our members have both been informed by and acted for National Voices in many areas of policy debate and service development. They have been ably supported by a small staff team who deserve much thanks for their dedication and enthusiasm. They started the year under the experienced leadership of David Pink who masterminded the transition from the Long Term Conditions Alliance. Dr Ade Adeagbo did sterling service as Interim Chief Executive through the summer. We were then fortunate to recruit Jeremy Taylor as our new Chief Executive who has quickly proved his worth.

Our members deserve an organisation that delivers clear value to them. That is what National Voices sets out to do. There is much to do. Patients, carers and families deserve an organisation that speaks powerfully on their behalf, which is genuinely representative, which mounts evidence credibly and which has a grown-up ‘critical friend’ relationship with decision-makers across health and social care. Our relations are neither cosy nor carping. We are about bringing about change.

A number of trustees resigned to make way for the new board in November. Their hard work and dedication were vitally important in helping us deliver our objectives during a tough year and I want to pay tribute to Juliet Bouverie, Su Sayer, Jonathan O’Shea, Sally Brearley, Barbara Hearn, Nic Holc-Thompson, Paul Jenkins, Benet Middleton, Ash Pandya and Jean Thompson. I was delighted that my co-chair in 2009, Mike O’Donovan, has stayed on the new Board. National Voices would certainly not

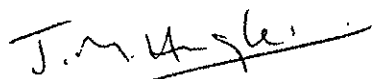
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Report of the Trustees

have come into being without his calm and determined leadership both formerly as Chair of the Long Term Conditions Alliance as co-chair of National Voices' Interim Board.

I am proud of our Board of Trustees. It reflects the diversity of member organisations in National Voices. Along with the larger National Assembly and the Service User Panel, it means we ensure full representation from across our membership. Along with the independent trustees, including our new treasurer, Mike Mercer, and our Advisory Panel of leaders in the health and social care world, we are kept on our toes. I am grateful to all our member organisations for their support in various ways.

Lastly, special thanks are due to those who provided additional funding to support our work including the former Minister of State Ann Keen at the Department of Health, and her officials; the Council for Healthcare Regulatory Excellence; Pfizer; and the Blue Sky Foundation.



Jeremy Hughes

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Report of the Trustees

Structure of report

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I. Trustees and advisers

National Voices board of trustees until 24 November 2009	National Voices board of trustees from 24 November 2009
<p>Jeremy Hughes, co-chair Mike O'Donovan, co-chair Juliet Bouverie, vice-chair (resigned 24th Nov 2009) Su Sayer vice-chair (resigned 6th April 2009) Jonathan O'Shea, treasurer (resigned 18th Aug 2009) Mike Mercer, treasurer (appointed 24th September 2009) Sally Brearley (resigned 24th Nov 2009) David Congdon Barbara Hearn (resigned 24th Nov 2009) Nic Holc-Thompson (resigned 24th Nov 2009) Paul Jenkins (resigned 24th Nov 2009) Robert Johnstone Benet Middleton (resigned 24th Nov 2009) Ash Pandya (resigned 24th Nov 2009) Douglas Smallwood (resigned 24th Nov 2009) Jean Thompson (resigned 24th Nov 2009)</p> <p>Chief executive: David Pink (resigned April 2009) Ade Adeagbo (interim CEO, April to October 2009) Jeremy Taylor (from October 2009)</p>	<p>Jeremy Hughes, chair Mike Mercer, treasurer (appointed 24th September 2009) David Congdon Angela Coulter (appointed 24th Nov 2009) Steven Fisher (appointed 24th Nov 2009) Darryl Gibbings-Isaac (appointed 24th Nov 2009) Robert Johnstone Zoe Matthews (appointed 24th Nov 2009) Ros Meek (appointed 24th Nov 2009) Mike O'Donovan Julia Oliver (appointed 24th Nov 2009) Marina Raime (resigned April 2010)</p> <p>Chief executive: Jeremy Taylor</p>

Professional advisers	
Accountants	Charity Business Suite 37-40, Kembrey Park, Swindon SN2 8UH
Bankers	CAFBank Limited , Kings Hill, Kent ME19 4TA HSBC, London EC1N 2HR
Auditors	PKF (UK) LLP , Pannell House, 6-7 Litfield Place, Clifton, Bristol BS8 3LX
Solicitors	Russell-Cooke , London WC1R 4BX

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2. What is National Voices?

National Voices is an umbrella organisation whose members are national voluntary bodies representing patients, services users and carers. There were 225 members at December 2009. We are a registered charity and a company limited by guarantee established with a memorandum and articles of association.

The purpose of National Voices is to ensure a strong and influential user voice in the design and delivery of health and social care services in England.

National Voices was established in October 2008, as a result of a merger of the Long Term Conditions Alliance (LTCA) and the National Voices project board. National Voices continues to have a strong interest in the interests of people with long term conditions, reflecting the balance of its membership and the fact that some 70 per cent of NHS resources in England are devoted to the management of long term conditions.

Who runs National Voices?

National Voices is a member-led organisation. Member organisations elect a national assembly representing four constituencies: large, medium and small organisations, and organisations representing black and minority ethnic groups. The assembly is a deliberative forum which informs the work and priorities of National Voices and provides non binding advice to the board of trustees. The assembly also appoints elected representatives to the board and these appointees form the majority of the board. The remaining trustees are independent and recruited externally.

National Voices has established a panel of service users, whose members are mostly nominees from member organisations. The panel brings user voices directly into the evidence-gathering, engagement and influencing activities of National Voices. It plays no formal role in governance but helps to inform the work programme and priorities of the organisation. Full detail of the governance model of National Voices is available in a separate publication from the National Voices office and website.

From October 2008 National Voices was governed by a transitional board with representatives both of the former LTCA board and of the project board that led the development of National Voices. During 2009 a nomination committee of the board oversaw a process to establish a new board. The transitional board held its final meeting on 24 November and approved the new board appointments. The new board comprises six nominees from the national assembly, appointed in accordance with the National Voices constitution, and six independents who were appointed following an open competition which was advertised in the national media.

The transitional board had two co-chairs, vice-chairs, and a treasurer. The new board has a chair and a treasurer. These officers work together to support the chief executive,

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and they have delegated powers to take any necessary decisions between scheduled Board meetings. The chair is responsible for appraising the performance of the chief executive on behalf of the Board. The new board agreed in February 2010 to establish a finance committee.

Members of the Board are not paid by National Voices, but they may claim reasonable out of pocket expenses. All Board members are required to declare any potential conflict of interest, financial or otherwise, and may be required to withdraw from any relevant proceedings. The Board delegates the day to day management of the charity to the chief executive, and has set out a formal written scheme of delegation. The chief executive is supported by a small staff team. The total permanent staff complement at end December 2009 was six posts and will stay broadly at this level during 2010.

During 2009, the board kept a close eye on major risks. Chief amongst these were financial risks associated with the agreement of three year grant funding from the Department of Health. In 2010, there will be a formal process of reviewing and mitigating major risks.

3. Trustees' Report

New trustees are issued with induction packs and have face to face introductory meetings with the chief executive. They are encouraged to take an active role in the work of National Voices beyond attending formal meetings.

3.1 What does the charity set out to achieve, and what did we achieve in 2009?

National Voices pursued five key objectives in 2009:

- 1 Organisational development: to fully establish the new National Voices governance structures and its new organisational systems
- 2 Membership: to grow and diversify the membership in order to become a more representative organisation
- 3 Involvement: to promote the involvement of service users and member organisations in decisions about health and social care
- 4 Policy and influencing: to position National Voices as an influential stakeholder and to pursue a policy programme aimed at securing improvements in health and social care
- 5 Communication: to ensure effective communications with members and stakeholders

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Public benefit statement. The activities to achieve these objectives are all carried out for the public benefit as described by the Charity Commission. The beneficiaries of the charity are members of the public who are in need because of health, disability or other problems, and the activities of the charity seek to ensure that these people can be supported by better services. The Board sets out in this report the charitable public benefit of our activities.

Objective 1 Organisational development

We established new governance structures, consisting of a national assembly and a new board (appointed on 24 November). We invited a number of prominent individuals in health and social care to join an informal advisory panel, which held an inaugural meeting in October.

A total of 8 board meetings were held in 2009, reflecting the need for close oversight during the infancy of the organisation. The national assembly was also established and held two meetings. In addition there was an AGM in July. In 2010 five board meetings are scheduled.

The organisation lived within its budget and finished the year with a small surplus and healthy reserves, a new chief executive (who started in October) and a clear strategy for 2010 and beyond. There was a degree of flux on the journey to this point. Initial uncertainties concerning a new funding agreement with the Department of Health required a reforecast of the budget during the year and the termination of some temporary staff contracts. These uncertainties were subsequently resolved.

Objective 2 Membership

Through active recruitment we increased membership by a net 83 organisations, with the overall number growing from 142 at the end of 2008 to 225 by the end of 2009. As part of this, we increased the diversity of our membership, for example bringing in additional organisations representing black and minority ethnic groups, such as Africans Unite against Child Abuse and Friends, Families and Travellers; and children's organisations such as the Children's Trust and Children Living with Inherited Metabolic Disease. A full list of members can be found on the National Voices website.

Objective 3 Involvement

A major achievement was establishing the new service user panel, deploying it in a number of events and through other means of engagement, and recruiting 140 members. National Voices also convened a number of other deliberative forums which contributed to the development of policy and practice. Through these involvement activities, National Voices was able to ensure a user input into a number of initiatives,

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and with a particular emphasis on amplifying the voices of black and minority ethnic and "seldom heard" groups:

- the Nursing and Midwifery Council's five year strategy
- the National Autism Strategy
- the Prime Minister's Commission on Nursing and Midwifery
- the National Quality Board's work on establishing a new MRSA objective
- the development of quality standards and the new Quality Accounts
- the involvement of children and young people in health policy
- the involvement of Gypsy, Roma and traveller communities in health and social care policy and practice

Objective 4 Policy and influencing

The Board agreed four key policy themes for the year which were the advancement of care planning for those with long term conditions; the advancement of self-supported care for those with long term conditions; the improvement of service-user involvement in commissioning and improvements in access to medicines.

- On **Care Planning** we commissioned, published and disseminated a survey highlighting limited progress in meeting the government commitment of ensuring a care-plan by 2010 for everyone who wants one. We also contributed to the development of an e-learning tool for front-line staff delivering care-planning.
- On **Self-Supported Care** we established a Self-Supported Care Network of organisations both within and outside of the National Voices membership.
- On **Commissioning** we commissioned and published a report highlighting the lack of sufficient service-user involvement in the commissioning process
- In **Access to Medicines**, we contributed, involving members, to the government's **Prescription Charges Review** as members of the review team; to the government's review of **Medicines Use Reviews**; and we held a workshop and produced a report for the MHRA on improving patient **Access to Clinical Trials**.

There were a number of other significant activities during the year:

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- **Social Care Green Paper.** We responded to the government's green paper, marshalling material from a working group that we established, a survey of user panel members and an online survey.
- **Assuring patient safety through regulation.** We produced a report of three private dinners at the autumn party conferences, which set out an agenda for National Voices to take forward with regulators, including the need for more consistent and patient focused regulation and better complaints handling.
- **Involvement in Department of Health forums.** We contributed to a variety of departmental forums, including the Information Prescriptions National Implementation Roll-out Board; the NHS Constitution State of Readiness Group; the Long-term Conditions Delivery Board and the Age Discrimination working group (MAP).
- **Partnership working.** We continued to contribute to the development of clinical audit, and patient involvement in clinical audit, as consortium partners of the Healthcare Quality Improvement Partnership (HQIP); and to the development and dissemination of best practice knowledge on patient and public involvement as consortium partners in the National Centre for Involvement (which came to the end of its work in 2009).
- More broadly, we continued to build relations with politicians, policy-makers, regulators and professions as a basis for influence.

Objective 5: Communication

The bedrock of National Voices' communication activities was a series of regular electronic communications. 10 Things from National Voices, a biweekly e-bulletin, continued to be a popular noticeboard for National Voices news, health and social care updates and member news. This was issued to members and a wider group of stakeholders. A regular policy update was issued to the policy leads of member organisations and a wider group of stakeholders in the policy community. We developed a new electronic communication, Service User Voices, for our service user panel members.

National Voices prioritised its limited marketing and communications resources to ensure a presence at the autumn conferences of the three main political parties, recognising the value of these events for generating the opportunity of face to face contact with politicians, member and potential member organisations, health professions and other stakeholders. We took part in a number of health events as part of the Health Hotel consortium and hosted a private dinner at each of the conferences, with selected member organisations invited. These dinners were made possible through the

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generous support of the Council for Healthcare Regulatory Excellence, and gave rise to a National Voices report on regulation (see policy section above).

As regards the holding of events, we gave priority to involvement forums of various kinds including with our new service user panel. Resource constraints limited the scope to hold other events with member organisations. In addition to the two meetings of the national assembly, an AGM was held in July 2009, attended by some 70 members and stakeholders.

3.2 Financial review

With income in 2009 of £680,847 and expenditure of £603,270 we achieved a surplus of £77,577. Reserves at the end of the year totalled £150,482, of which £75,949 was unrestricted. Income was less than in 2008 and expenditure correspondingly lower. In large part the difference is explained by the ending of the National Centre for Involvement (NCI), of which National Voices was a consortium partner. In 2008 National Voices received contract funding of £193K for major projects associated with the NCI.

£207,847 of income was unrestricted, the major sources being membership subscriptions and contract income.

Funding from the Department of Health consisted of two different grants. £200,000 was received as the first instalment of a three year grant to support the set up and development of National Voices. A further £180,000 was received to fund a number of involvement activities proposed by National Voices and supported by the Department, including the development and deployment of the new service user panel, the establishment of a database of health and social care voluntary organisations and the development of the National Voices website. All DH funding was restricted.

A restricted grant of £43,000 was received towards the end of the year from Pfizer to support the development of the membership base and the service user panel - work which is to be carried out in 2010. A restricted grant of £50,000 was also received to allow National Voices to host a project led by Dr Robina Shah, the government's national advisor on disability hate crime.

Expenditure supported our activities in policy, involvement and engagement of members. The principal costs were staff costs, followed by project, office and governance costs.

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Reserves Policy

The Board's aim is to maximise the use of available resources and to maintain reserves at a level no higher than is needed to meet new opportunities and provide a buffer against financial instability.

At the end of 2009 unrestricted reserves were equivalent to almost seven months of planned unrestricted expenditure for 2010. This figure is not comparable with the target of three months referred to in last year's Annual Report because since then the bulk of our income, and the associated spending, has been re-designated as restricted.

The Board is satisfied that the present level of reserves is reasonable, given uncertainty over the sources and designation of future funding and the fact that National Voices is not yet fully-fledged. The Board will review the position annually.

Restricted funds

The specific uses and needs to be met by restricted funds are detailed separately in note 13 to the financial statements.

3.3 Achievement, conclusions and plans for the future

In our first full year of existence, National Voices made significant progress towards realising the vision of providing a powerful new collective voice for patients, service-users, carers and their representative organisations. In particular we:

- Established our new governance structures, including a representative national assembly and a new board of trustees
- Established a three year funding agreement with the Department of Health
- Significantly increased membership
- Established, grew and deployed our new service user panel
- Pursued a busy programme of policy activities
- Started to position ourselves as a significant influencer of health and social care policy and practice.

2009 was also a year of challenge and change, as we completed the transition to a new organisation, maintaining an important focus on long term conditions, but moving beyond the legacy of the Long Term Conditions Alliance. The former chief executive departed in May 2009, and Dr Ade Adeagbo acted as interim chief executive until the arrival in October of the new permanent chief executive Jeremy Taylor. It took longer than anticipated to clarify the timing and quantum of grant funding from the Department

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of Health and this necessitated mid year revisions of the budget and staffing plans. These uncertainties had been resolved by October 2009.

Looking forward, the National Voices board has agreed three strategic aims for the years 2010-12: (1) to articulate user perspectives with impact; (2) to promote a more influential voice for service users and citizens in the design and delivery of health and social care services and (3) to successfully represent the interests of our members. These aims will be achieved through a focus on:

- Increased clarity and profile of National Voices messages, with an initial focus on pre-election campaigning, leading to a definitive “white paper” in summer/autumn 2010, and with a continued interest in long term conditions, social care and the interests of neglected conditions and groups in society
- Increased authoritativeness of our positions, by effectively marshalling member and service user input and the wider evidence base
- Improving our representativeness, by building the overall size and range of our membership base, and the intensity of the relationships between National Voices and its members and service users
- Reinforcing our independence, through nurturing a critical friend relationship with Government, the NHS, professions and service providers, and by planning for a more diverse and balanced funding portfolio
- Ensuring a fit for purpose organisational structure. The Board has undertaken to keep the governance arrangements under review, and will consider options for ensuring that the national assembly offers sufficient representation for diverse groups of people and their conditions.

3.4 Statement of trustee responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial 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, including the net income or expenditure, of the charity for the year. In preparing those financial statements the trustees are required to:

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- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

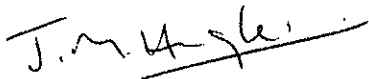
The trustees are responsible for keeping accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

3.5 Appointment of Auditors

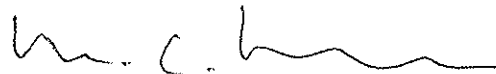
PKF (UK) LLP are eligible for reappointment as auditors and a resolution proposing their reappointment will be proposed at the Annual General Meeting.

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

Approved and signed on behalf of the Board of trustees



Chair



Treasurer

Date: 28 September 2010

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Auditor's report to the members of National Voices

4. Auditor's report to the members of National Voices

We have audited the financial statements of National Voices for the year ended 31 December 2009 which comprise the statement of financial activities, the balance sheet and the related notes. The financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the charity's members as a body, in accordance with Chapter 3 of part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an 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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

The responsibilities of the trustees (who are also the directors of the company for the purposes of company law) for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom accounting standards ('United Kingdom Generally Accepted Accounting Practice') and for being satisfied that the financial statements give a true and fair view are set out in the statement of trustees' responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view, have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and have been prepared in accordance with the Companies Act 2006. We also report to you whether in our opinion the information given in the trustees' report is consistent with those financial statements.

In addition we report to you if, in our opinion, the charity has not kept adequate accounting records, if the charity's financial statements are not in agreement with those accounting records, if we have not received all the information and explanations we require for our audit or if certain disclosures of trustees' remuneration specified by law are not made.

We read the trustees' report and consider the implications for our report if we become aware of any apparent misstatements within it.

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Auditor's report to the members of National Voices

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion:

- the financial statements give a true and fair view of the state of the charity's affairs as at 31 December 2009 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- the financial statements have been prepared in accordance with the Companies Act 2006; and
- the information given in the trustees' report is consistent with the financial statements.

PKF (UK) LLP

Nicholas Buxton
Senior statutory auditor
For and on behalf of PKF (UK) LLP, Statutory auditors
Bristol

28 September 2010

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5. Statement of Financial Activities for the year ended 31 December 2009 (incorporating an income and expenditure account)

NATIONAL VOICES SOFA

		Unrestricted funds £	Restricted funds £	Total 2009 £	Total 2008 £
Incoming Resources					
<i>Incoming resources from generated funds</i>					
Voluntary Income					
Donations & similar income	2	29,600	473,000	502,600	78,290
Investment Income					
Bank interest		935	0	935	11,710
<i>Incoming resources from charitable activities</i>					
Membership contributions		98,460	0	98,460	117,713
Contractual income		74,576	0	74,576	192,792
Fee income		2,845	0	2,845	6,360
National Voices Project		0	0	0	380,000
Other incoming resources		1,431	0	1,431	1,559
Total incoming resources		207,847	473,000	680,847	788,424
Resources expended					
Cost of generating voluntary income					
Fundraising		59,134	0	59,134	55,950
Charitable expenditure					
Costs of charitable activities					
Policy		0	302,657	302,657	184,851
Projects		0	0	0	64,617
Membership support & services		131,318	0	131,318	118,273
National Voices Pilot		0	0	0	278,516
Involvement		0	33,848	33,848	0
Communications		14,635	0	14,635	0
Governance costs		0	61,678	61,678	53,984
Total resources expended	5	205,087	398,183	603,270	756,191
Net incoming resources for year		2,760	74,817	77,577	32,233
Transfers		0	0	0	0
Net movement in funds		2,760	74,817	77,577	32,233
Fund balances brought forward 1 January 2009		72,905	0	72,905	40,672
Fund balances carried forward 31 December 2009		75,665	74,817	150,482	72,905

All of the above results are derived from continuing activities. There are no recognised gains or losses other than those stated above.

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6. Balance Sheet at 31 December 2009

NATIONAL VOICES BALANCE SHEET

		2009		2008	
		£	£	£	£
Fixed Assets					
Tangible Assets	7		9,153		14,058
			<u>9,153</u>		<u>14,058</u>
Current Assets					
Debtors	8	45,560		44,682	
Cash at bank & in hand		217,231		180,488	
		<u>262,791</u>		<u>225,170</u>	
Liabilities					
Creditors: amounts falling due within one year	9				
Deferred membership		(53,660)		(60,651)	
Other creditors		(67,802)		(105,672)	
		<u>(121,462)</u>		<u>(166,323)</u>	
Net Current Assets			141,329		58,847
Net Assets			<u>150,482</u>		<u>72,905</u>
Funds					
Restricted funds	13		74,817		0
Unrestricted funds	13		75,665		72,905
			<u>150,482</u>		<u>72,905</u>

The financial statements were approved and authorised for issue by the Board on 28 September 2010 and signed on its behalf by

Chair

Treasurer

The notes on pages 19 to 26 form part of these financial statements.

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7. Notes to the financial statements for the year ended 31 December 2009

1. Accounting policies

The principal accounting policies adopted are as follows:-

1.1 Basis of accounting

The financial statements have been prepared under the historical cost convention and comply with the Companies Act 2006. The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP), "Accounting and Reporting by Charities: Statement of Recommended Practice" published in March 2005 and applicable accounting standards.

1.2 Fund accounting

The financial statements of a charitable company must differentiate between restricted and unrestricted funds. Details of restricted funds are set out in note 13 to the financial statements.

Restricted funds are subject to conditions imposed by the donor.

A designated fund at the end of 2008 was £72,905, this amount has now been transferred in to the unrestricted funds of National Voices and no designated funds are being held at 31st December 2009.

Unrestricted funds are available for the use at the discretion of the trustees in furtherance of the charitable objectives of National Voices.

1.3 Cost of generating voluntary income

This comprises costs for generating income for the charitable company and includes fundraising costs and an allocation of staff time.

1.4 Incoming resources

The charitable company receives grants towards the costs it expects to incur and these are recognised in the period they are receivable. Amounts relating to future periods are shown as deferred income. All other income is included when receivable by the charitable company except for membership income which is treated as set out below. Contract income is recognised in the period in which the activity is carried out.

Membership Income

Membership income is recognised over the year to which it relates, with the proportion relating to the following calendar year carried forward in creditors and shown as deferred income.

Membership subscriptions received during the year that relate to a subsequent financial accounting period are carried forward as a creditor in the balance sheet and shown as subscriptions received in advance. Creditors at the end of 2009 included £53,660 of membership subscriptions carried forward.

NATIONAL VOICES

7. Notes to the financial statements for the year ended 31 December 2009

1.5 Resources expended

The cost of generating voluntary income and charitable expenditure comprise staff and other costs directly attributable to an activity and also an allocation of general costs. Where costs have been allocated, this has been done on a basis of staff time spent on the activities. The costs of generating voluntary income are those incurred on fundraising and bank charges. Governance costs are those incurred in connection with the management of the Charity's assets, organisational administration and compliance with constitutional and statutory requirements.

Resources expended are recognised on an accruals basis.

1.6 Tangible fixed assets

Tangible fixed assets are capitalised where their costs exceed £500 and are included at cost, less depreciation.

Depreciation

Depreciation, calculated using the straight-line method, is provided to write off assets over their estimated useful lives as follows:

Fixtures, fittings & equipment	- Over three years
Computers & other equipment	- Over three years

The capitalisation limit is £500. Assets purchased with a value below this are expensed in the year in which they occur.

1.7 Pensions

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

1.8 Operating leases

Rents payable under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the lease term.

NATIONAL VOICES

7. Notes to the financial statements for the year ended 31 December 2009

2. Donations and similar income

	Unrestricted £	Restricted £	2009 £	2008 £
Corporate supporters				
Association of the British Pharmaceutical Industry (ABPI)	0	0	0	50,000
Pfizer Ltd	0	43,000	43,000	6,250
Roche Pharmaceuticals Ltd	0	0	0	12,000
Schering Plough	0	0	0	5,000
NAPP Pharmaceuticals	0	0	0	5,000
Grants				
Department of Health	0	380,000	380,000	0
The Blue Sky Foundation	29,600	0	29,600	0
Department of Health	0	0	0	380,000
Donations				
Various	0	0	0	40
	29,600	423,000	452,600	458,290

Other Income

Stockport NHS	0	50,000	50,000	0
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3. Net movement in funds

	2009 £	2008 £
This is stated after charging:		
Depreciation	5,355	2,181
Auditors' remuneration	6,034	5,846
Trustee indemnity insurance	0	1,108
Operating lease rentals – land & buildings	39,509	36,366

4. Staff costs

	2009 £	2008 £
Their total remuneration was:		
Wages & salaries	288,004	281,194
Temporary / casual staff costs	23,501	44,166
Social security costs	30,078	32,606
Pension costs	5,316	8,054
Recruitment costs	11,456	20,120
	358,355	386,140

The average number of persons employed by National Voices during the year was 7 (2008: 9). No trustee or connected person received any remuneration during the year.

NATIONAL VOICES

7. Notes to the financial statements for the year ended 31 December 2009

One employee earned between £60,000 and £70,000 during the year (2008: one). The same employee has paid £0 (2008: £4,587) into a company stakeholder pension scheme.

The average number of employees calculated on a full time equivalent basis analysed by function was:

	2009 No	2008 No
Policy	1	2
Projects	0	1
Membership support & services	1	1
National Voices pilot project	0	3
Communications	1	0
Involvement	2	0
Cost of generating voluntary income (fundraising)	1	1
Governance of the charity	1	1
	7	9

The trustees are entitled to reclaim reasonable out of pocket expenses. During the period 5 (2008: 9) trustees reclaimed £2,116 (2008: £5,233) in respect of travel and other expenses. None of the trustees received any remuneration during the year.

5. Analysis of resources expended

	Staff Costs £	Other £	Dep'n £	Support Costs £	2009 £	2008 £
Cost of generating voluntary income:						
Fundraising	29,267	0	619	29,248	59,134	55,950
Charitable expenditure:						
Policy	121,014	58,150	2,558	120,935	302,657	184,851
Projects	0	0	0	0	0	64,617
Membership services	59,857	10,377	1,266	59,818	131,318	118,273
National Voices pilot	0	0	0	0	0	278,516
Support costs	105,043	148,105	0	(253,148)	0	0
Involvement	14,021	5,520	296	14,011	33,848	0
Communications	5,740	3,037	121	5,737	14,635	0
Governance costs	23,413	14,371	495	23,399	61,678	53,984
	358,355	239,560	5,355	0	603,270	756,191

Support costs have been allocated on a basis of staff time spent on the activities.

	2009 £	2008 £
Support Costs		
Rent, rates & service charges	42,088	43,861
Utilities	2,769	1,434
Repairs & renewals	491	2,630
IT development	0	12,549

NATIONAL VOICES

7. Notes to the financial statements for the year ended 31 December 2009

IT service & maintenance	5,466	4,561
Printing & stationery	11,895	5,797
Telephone & fax	3,708	3,961
Indemnity insurance	1,275	1,108
Accountancy	13,886	15,333
Legal & professional	23,462	17,503
Project Costs	35,200	0
Training	225	840
Travel & meeting costs	1,674	2,808
Bank charges	238	270
Miscellaneous	5,728	3,001
	148,105	115,656

6. Governance costs

	2009	2008
	£	£
Audit Fee	6,034	5,846
Annual Review	0	6,278
Trustee, AGM & meeting costs	6,587	10,015
Other governance costs	15	(15)
National assembly	680	0
Allocation of strategic management time	23,413	17,716
Allocation of support costs	12,286	14,144
	49,015	53,984

7. Tangible fixed assets

NATIONAL VOICES FIXED ASSETS SUMMARY

	Computer Equipment £	Office Equipment £	TOTAL £
COST			
B/fwd at 01.01.09	16,573	34,958	51,531
Additions	450	0	450
C/fwd at 31.12.09	17,023	34,958	51,981
DEPRECIATION			
B/fwd at 01.01.09	2,515	34,958	37,473
Charge for year	5,355	0	5,355
Eliminated on disposals		0	0
C/fwd at 31.12.09	7,870	34,958	42,828
NBV			
At 31 December 2009	9,153	0	9,153
At 31 December 2008	14,058	0	14,058
Depreciation Policy	3 yrs	3 yrs	

All assets are used for charitable purposes.

NATIONAL VOICES

7. Notes to the financial statements for the year ended 31 December 2009

8. Debtors

	2009	2008
	£	£
Trade debtors	17,561	31,357
Other debtors	0	2,343
Prepayments	4,999	10,982
Accrued income	23,000	0
	<hr/>	<hr/>
	45,560	44,682
	<hr/>	<hr/>

9. Creditors

	2009	2008
	£	£
Amounts falling due within one year:		
Other creditors	6,139	14,544
Taxation & social security	0	10,974
Pension contributions	1,105	2,364
Accruals	60,558	73,263
Deferred membership income (see note 10)	53,660	60,651
Deferred income (other)	0	4,527
	<hr/>	<hr/>
	121,462	166,323
	<hr/>	<hr/>

10. Deferred Income

	2009	2008
	£	£
As at 1 st January 2009	60,651	60,026
Released to incoming resources during the year	(60,651)	(60,026)
Deferred during the year	53,660	60,651
	<hr/>	<hr/>
As at 31 st December 2009	53,660	60,651
	<hr/>	<hr/>

11. Share capital

The company is limited by guarantee and does not have a share capital. The liability of each member is limited to a sum not exceeding £1 on the winding up of the company.

The word Limited is omitted by licence from the Department for Business, Innovation and Skills (formerly Department of Trade & Industry) as the company has charitable status.

NATIONAL VOICES

7. Notes to the financial statements for the year ended 31 December 2009

12. Analysis of net assets by fund

	Unrestricted £	Restricted £	Total £
Tangible fixed assets	9,153	0	9,153
Debtors	45,560	0	45,560
Cash at bank and in hand	142,698	74,533	217,231
Current liabilities	(121,462)	0	(121,462)
	75,949	74,533	150,482

13. Statement of funds

		At 31-Dec 2008 £	Incoming Resources £	Resources Expended £	Transfers £	At 31-Dec 2009 £
Restricted funds:						
Department of Health	1	0	380,000	(362,983)	0	17,017
Stockport NHS	2	0	50,000	(35,200)	0	14,800
Pfizer	3	0	43,000	0	0	43,000
Total restricted funds		0	473,000	(398,183)	0	74,817
Designated funds	4	72,905	0	0	(72,905)	0
Total unrestricted funds		0	207,847	(205,087)	72,905	75,665
Total funds as at 31st December 2009		72,905	680,847	(603,270)	0	150,482

Notes on restricted funding

- (1) Department of Health funding was restricted by conditions of the grant award for purposes agreed between National Voices and the Department, namely: organisational development, membership, communications, engagement/involvement, and policy/ influencing.
- (2) Stockport NHS - This funding allowed National Voices to host the work of the Government's national advisor on disability hate crime during 2009.
- (3) Pfizer restricted donation, of £43K to support membership development
- (4) The trustees of LTCA designated funds held at the time of amalgamation with National Voices, for the support of future long-term conditions activity. Subsequent to this, the funds has now been released into general unrestricted reserves to support the ongoing activity.

NATIONAL VOICES

7. Notes to the financial statements for the year ended 31 December 2009

14. Operating lease commitments

The amounts payable in the next year in respect of operating leases are shown below, analysed according to the expiry date of the leases.

	2009	2008
	£	£
Property leases expiring:		
Within one to five years	22,777	36,366
	<hr/>	<hr/>
	22,777	36,366
	<hr/>	<hr/>

15. Taxation

National Voices is a registered charity and its activities fall within the exemptions under the Income and Corporation Taxes Act 1988.