

REGISTERED COMPANY NUMBER: 04680035 (England and Wales)
REGISTERED CHARITY NUMBER: 1104765



Annual Report

2017|18

The National Appropriate Adult Network Ltd

Report of the Trustees and
Unaudited Financial Statements for the year ended 31 March 2018

Accounts independently inspected by

Calcutt Matthews
Chartered Accountants
19 North Street
Ashford
Kent
TN24 8LF

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2018. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Reference & Administrative Details

Company number	04680035 (England and Wales)	
Charity number	1104765	
Registered office	19 North Street, Ashford, Kent, TN24 8LF	
President	The Lord Patel of Bradford OBE (House of Lords)	
Chair	Richard Atkinson (Partner, Tuckers Solicitors LLP)	
Treasurer	Dipak Kothari FRSA FCCA (Chartered Accountant)	
Other trustees	Ian Blackie (Retired social worker)	
	Lynn Frusher (The Appropriate Adult Service)	- appointed 18.10.17
	Stephen Gray (Young Lives Foundation)	
	Gisli Gudjonsson CBE (Professor of Forensic Psychology)	
	Anne Harper (Equal Lives)	- retired 31.03.18
	Pip Lake-Benson (Hertfordshire Youth Justice Service)	- appointed 18.10.17
	Faith Marriott MBE (Child Action North West)	- retired 18.10.17
	Charlie Rose (Volunteer appropriate adult)	- appointed 18.10.17
	Mike Sampson (Peterborough Youth Offending Team)	
	Andy Ward (Police Sergeant, Police Federation)	
Chief Executive & Company Secretary	Chris Bath FRSA	
Independent examiner	Calcutt Matthews Chartered Accountants 19 North Street, Ashford, Kent, TN24 8LF	
Bankers	Unity Trust Bank 9 Brindleyplace, Birmingham, B1 2HB	

Structure, Governance & Management

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.

Recruitment and appointment of new trustees

The charity is governed by a Board consisting of up to thirteen trustees. Trustees are primarily elected at the AGM by, and from within, the full membership of the organisation. However, a maximum of six trustees can be co-opted by the Board. An induction pack is provided for new trustees.

All trustee appointments are time-limited under the governing document. The Board thanks Faith Marriott MBE, who retired after more than three years due to other responsibilities, and also Anne Harper, who retired after four and half years of service in order to take on a new role as internal verifier for our new qualification service.

The Board warmly welcomes three newly elected trustees from within the membership. Lynn Frusher is a regional manager for the largest AA provider in the UK. Pip Lake-Benson, is a senior youth justice manager. Charlie Rose is a volunteer appropriate adult. Both Lynn and Charlie also bring a wealth of experience in establishing and running voluntary sector organisations.

Organisational structure

The management of the charity is the responsibility of the Board. Major decisions on policy and expenditure are made by the Board. Day to day decision-making is delegated to the Chief Executive Chris Bath, who was appointed by the Board in March 2013.

Risk management

The Board reviewed and adjusted its detailed risk register. The major risks to which the charity is exposed have been considered, with particular focus on events that would seriously impede the operations of the charity.

Steps to mitigate risks are summarised below.

NAAN's Treasurer is a qualified chartered accountant. Financial record keeping was transitioned from Sage software in a single machine to the cloud-based Xero system from 1st April 2017. On a monthly basis accounts are reconciled, cash flow and budget are monitored. Management accounts are reviewed by the Board quarterly. Payroll is calculated by an external company. NAAN has dual authorisation for all cheques and internet bank payments. External accountants are used to support the preparation of annual accounts.

To preserve NAAN's reputation, the charity exercises great care to ensure that communications are factually accurate and in line with organisational policy.

Roles and responsibilities are clearly defined by the Board in writing and reviewed annually. Rules for the appointment and retirement of Board members are clearly defined in the governing document. New trustees sign a formal agreement covering conflicts of interest.

Data is held within the secure cloud-based systems (Office 365 and Insightly CRM) with constant backups. Where required, hard copies of information are stored in secure storage units. NAAN complies with data protection law and is registered with the ICO.

Satisfactory insurance policies are in place and are reviewed annually.

The primary risks to the charity remains loss of income through AA scheme consolidation and reliance on a Home Office grant agreed annually. Given the very small size of the staff team, an additional critical risk is the loss of staff members. These risks is mitigated via the reserves policy and annual reviews of membership fee rates. NAAN continues to seek: a multi-year funding agreement, charitable funding, opportunities for earned income and an equitable membership fees structure given increasing consolidation.

Objectives & Activities

The charity has referred to the Charity Commission's guidance on public benefit when reviewing aims and objectives in planning future activities. In particular, the Board considers how planned activities contribute to the aims and objectives they have set.

Charitable Objects

The charity aims to benefit the public by achieving the objectives as set out in its constitution. These are:

- a) To promote the care of children and young people under 18 years and the care of people of any age who are mentally vulnerable as a result of mental ill health, learning disability, neurodevelopmental disorder or any other reason and who are detained or otherwise questioned under the Police and Criminal Evidence Act 1984 by the provision of support and guidance for, and the promotion of best practice amongst appropriate adult services.
- b) To promote or assist in the promotion of, the sound administration of the criminal justice system by the provision of support and guidance for, and the promotion of best practice amongst appropriate adult services.

Vision

Every child and mentally vulnerable adult detained or interviewed by police has their rights and welfare safeguarded effectively by an appropriate adult.

Mission

To gather, develop and share knowledge, skills and standards that inform, inspire and support effective appropriate adult policy and practice.

Strategic Objectives

1. *Improve practice:* More children and vulnerable adults are safeguarded by effective appropriate adults operating to national standards.
2. *Improve policy:* National and local policy development and implementation enable appropriate adults to be effective.
3. *Improve ourselves:* NAAN is a more effective, efficient and sustainable organisation.

Activities

NAAN seeks to achieve its objectives through:-

Professional Development

- Providing professional development events for scheme co-ordinators and appropriate adults
- Providing support to members in delivering their own training to appropriate adults
- Providing training directly

National Standards

- Researching, developing and publishing national standards for appropriate adult provision
- Promoting and supporting the adoption of national standards by providers and commissioners

Information, Advice & Guidance

- Providing resources for commissioners, providers, appropriate adults and members of the public
- Providing regular updates on effective practice, evidence, legislation and policy
- Supporting engagement between appropriate adult schemes and commissioners that will improve the quality, range and delivery of appropriate adult services
- Providing an online gateway to assist potential appropriate adult volunteers find a local scheme to support

Informing Policy

- Listening to, and consulting with, appropriate adult schemes
- Working with central and local government departments, police forces and organisations, the Youth Justice Board, inspectorates, charities and other stakeholders towards improving policy, guidelines and legislation
- Contributing to public discourse via articles, events, networking, website and social media

Achievement & Performance

Charitable Activities

Our first objective

Increase the efficiency and effectiveness of appropriate adults and appropriate adult schemes within the network



Word cloud generated from the content of member queries received during the year

Information and advice for members

Running an AA scheme can be quite an isolated experience, with local scheme leaders often being the only people in their organisations with appropriate adult expertise. Confident, well-informed local leaders support the effective practice of appropriate adults.

We provided a **one-to-one support service** for AA scheme co-ordinators which:

- responded accurately and in a timely fashion to practice queries, carrying out additional research where required;
- provided regular email updates;
- produced briefings on relevant changes in law, research and policy.

We answered queries covering a wide range of issues on topics including:

- commissioning and funding;
- service design and management;
- recruitment and training;
- working with other professionals;
- PACE compliance and changes;
- effective practice.

We also provided a **proactive e-update service** ensured our members were aware of our free events; new and updated resources; reports and resources from other organisations; and policy developments. It also enabled us to engage with our members, ensuring that their experience feeds directly into our work, both in terms of policy and effective practice.

Member queries
116

E-updates
52

“As always a concise and considered response.”

“That’s really helpful and thank you for coming back to me so quickly.”

“Wow! What a comprehensive response!”

“Thanks so much for this, it more than answers the question.”

“Thanks so much for this, I will pass that on to the volunteers in their newsletter.”

“Enjoyed the chat, very helpful.”

“As always you provide an excellent service and it is really appreciated.”

“It certainly does clear up the confusion.”

“Brilliant. I will do some bedtime reading tonight.”

Professional development days

The reactive nature of AA provision, combined with an extremely tight funding environment, makes it difficult for scheme leader to spend time on professional development – both for themselves and their AAs.

We provided **three national professional development events** which:

- featured keynote speakers from relevant professions
- enabled networking / sharing of best practice between schemes

Each NAAN member was offered two **free tickets**, enabling coordinators to offer AAs and other colleagues the chance to attend.

We utilised the [Open Space](#) approach under which the agenda is defined dynamically by the attendees on the day.

“Such a great day...the knowledge in the room was remarkable.”

“A big thank you for an excellent and productive day.”

“Very interesting speakers - intense subjects, but very good.”

“Excellent, challenging input from service users.”

“Lived experience session extremely good and thought provoking.”

Manchester (April 2017)

Dr Tricia Jessiman, Bristol University: Are we listening? Vulnerable adults' perspectives on the role of the AA

Dr Tim Bateman, Children's Commissioner: Being there: a prerequisite of participation?

41 delegates attended of which:

- 100% were satisfied
- 95% said their knowledge/skills had improved; and
- 68 % will do things differently as a result of the event.

London (October 2017)

Annual General Meeting including elections to the Board of Trustees.

Voices from custody: people with lived experience of police custody (four individuals with lived experience)

Paula Harriott, Revolving Doors: Practical steps to participation and co-production

66 delegates attended (NAAN's largest ever attendance at a PDD) of which:

- 96% were satisfied
- 96% said their knowledge/skills had improved; and
- 70% will do things differently as a result of the event.

Bristol (January 2018)

Dr April May Kitchener: *Working with vulnerable suspects: communication difficulties*

NAAN staff and trustees: *National standards review: member consultation workshop*

37 delegates attended of which:

- 100% were satisfied
- 100% said their knowledge/skills had improved; and
- 95% will do things differently as a result of the event.

PDD attendance ▲ 2.1%

National Volunteering Portal

Our website continued to provide a national online volunteering portal for prospective volunteers to gain information about the role and connect to local opportunities.

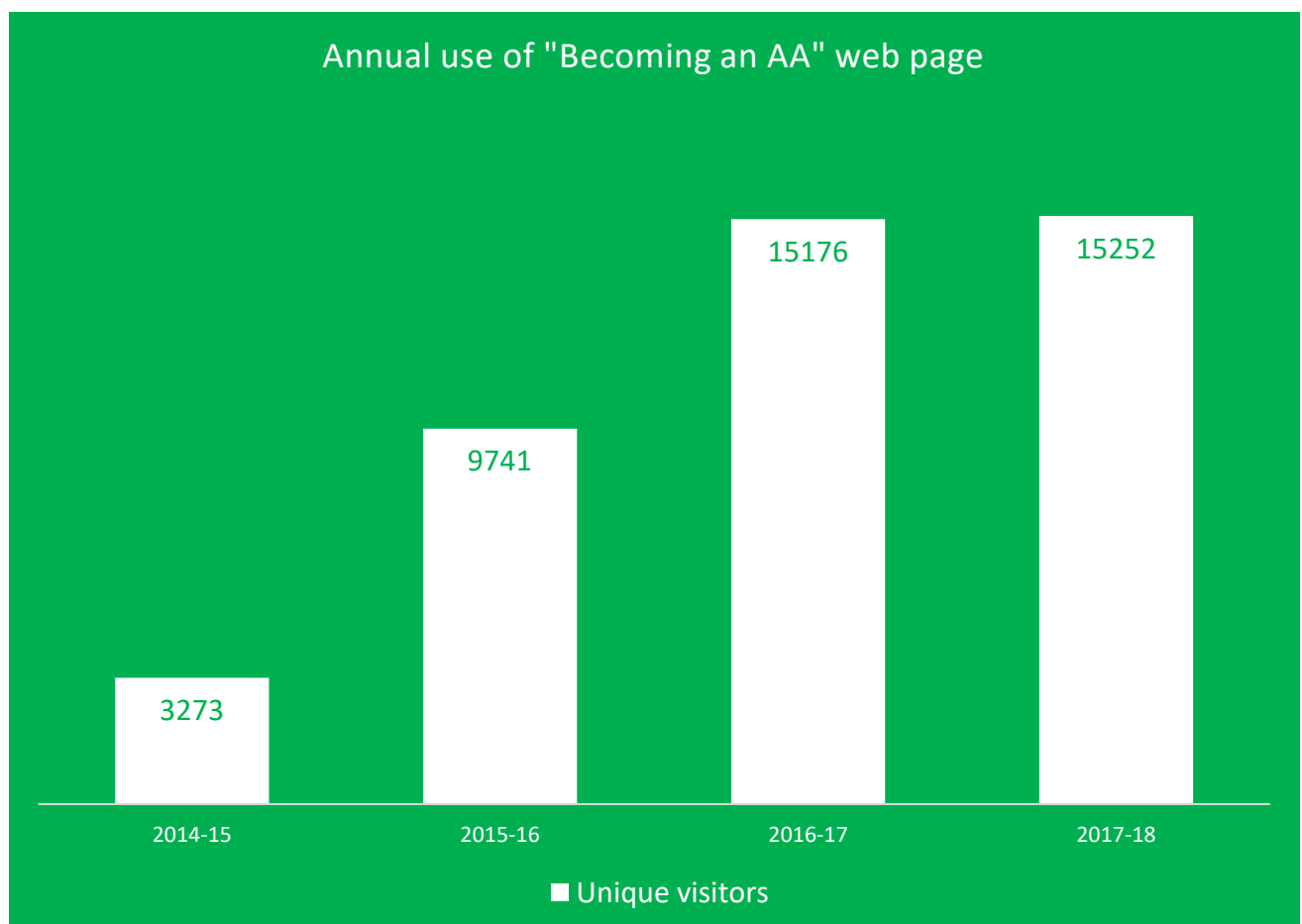
Usage of our **information for prospective volunteers** continues to increase significantly, despite this year not involving the significant media coverage achieved with last year's publication of *There to Help*.

Using data from our annual member renewal process, we maintained our network map. This interactive map allows users to identify schemes within their local area, check whether they accept volunteers and access contact information for the scheme. This year we added phone numbers as an additional contact method to email. **The online network map was accessed 9,136 times in the year.**

In addition to the thousands of people using the online information (see graph below) we **assisted 61 prospective volunteers by email and phone**, answering their queries and helping them to get in touch with the right local scheme.

"I'm interested in becoming an appropriate adult volunteer. I am currently a support worker for adults with learning disabilities and am training in sign language."

"Would it be possible for someone to get in touch and explain the route I would need to take?"



National training resources

NAAN provides members with training resources for appropriate adults. It supports scheme leaders in delivering high quality, comprehensive training to AAs. This **builds local capacity, encourages wider adoption of effective practice, increases sustainability and reduces costs** by removing the need for repeated external training.

This year we promoted and further developed national training resources, updating them in line with changes to legislation, codes and best practice.

At the start of the year we **published the significantly updated national training pack**, following last year's review. At 68,000 words, the revised pack is almost 80% larger. New learning outcomes align with the AA national accredited qualification.

During the year we **researched an additional module, focused on effective practice in the TACT (Terrorism Act) detention environment**. The 28 page module was developed with support from key personnel from within the Youth Justice Board and terrorism policing. It was launched and integrated into the main pack in January 2018.

“Love the new training pack. I have been through it over the last couple of days. Ready to implement.”

National accredited qualification

We developed a new service to provide member schemes with simple, sustainable, low cost access to a **nationally accredited qualification for AAs**.

Working in partnership with Gateway Qualifications, an OFQUAL regulated awarding body, NAAN can now offer access to three awards at level 2:

1. Working as an appropriate adult with juveniles
2. Working as an appropriate adult with vulnerable adults
3. Working as an appropriate adult with juveniles and vulnerable adults

Our initial plans were to operate via a third party with existing registered status. However, during the project, personnel changes meant this was not possible. This required a change of strategy and ultimately NAAN became a registered centre in its own right. While this generated significant extra annual costs and requirements, it also provided a more stable long term platform.

Training and assessment will be delivered by local scheme leaders. NAAN will handle the administration and internal verification. Gateway Qualifications will provide external verification.

NAAN's Effective Practice Manager, Grev Wallington, successfully completed a Level 3 qualification in education and training in order to deliver the service. Internal verification will be provided by former NAAN trustee Anne Harper, who pioneered the development of the qualifications while coordinating AA provision in Norfolk.

The **learning outcomes for each qualification are aligned with the NAAN national training pack**. This means that members have a ready-made set of course resources with which to deliver the qualification. Schemes can choose to 'bolt-on' the qualification offer, either for all AAs or for those who wish to take it up.

We launched the service at the January professional development day. An information pack was produced and provided via a new page on the website. Over the next five weeks, the page had 473 web hits (363 unique visitors).

iKAAN (online knowledgebase)

We provided, and continued to develop, a national online knowledgebase for appropriate adults.

The AA role requires both a wide range of knowledge and the ability to recall and apply it in what can be high-pressure, fast moving situations. While high quality and comprehensive initial training and on-going professional development are both critical, it is not possible to hold all the necessary knowledge and references in mind at all times.

iKAAN (internet knowledgebase for the appropriate adult network) provides AAs with direct access to a practically-focused online resource. This increases the efficiency of both scheme leaders and NAAN.

Over the year:

- we developed the content to 123 articles across 33 topics and subtopics;
- we developed an account system which allows AAs for NAAN member organisations to register themselves online for free;
- we ran a beta test with a small group of users, including a custody sergeant;
- we launched for all users on 30th June;
- we set up an online survey to capture user feedback
- we continued to develop and add content, up to 127 articles across 34 topics;
- the user base grew to 279 registered users (103 scheme leaders and 176 practitioners);
- iKAAN web pages were viewed 1,654 times (1001 unique page views)

“This is a truly brilliant idea. Like many AA providers, our team have taken such cuts over the last couple of years (we have more work and half the work force) so to have such a resource at hand will be a boon to us, not to mention for training new staff and new volunteers.”

“Thank you so much for your continued work in promoting excellence in AA standards of work.”

“Great that NAAN is launching this online knowledgebase for AA work.”

appropriateadult.org.uk

Website users | 31,780

Page views | 106,008

FAQs | 5,778

Direct training

This year we provided a total of 10 days of direct training support to:

- Cambridge House Advocacy
- Ceredigion YJS
- ESPA
- Hounslow YOS
- Kirklees Metropolitan Borough Council
- Monmouthshire & Torfaen YOS
- West Berkshire Council

98% said pitched at right level

99% said right balance

100% said knowledge improved

98% overall satisfaction rate

We received feedback from 142 learners. Here are some examples...

Overall, was the training pitched at the right level?

- “Well explained, pace of session and method of training was very engaging”.
- “Very knowledgeable, thoughtful and funny, creates a relaxed atmosphere.”
- “Delivery style was exactly what was needed. Good pace, well presented”

Was the right balance struck between breadth and depth?

- “Lots to cover, but fitted well in sequence. Good mix of activities and resources.”
- “It was a pity that we ran out of time (trainees’ agenda - not trainer’s timetable!) to talk about ‘other matters’”
- “Good balance of information in one day”.

Will you be doing anything differently as a result of the training?

- “Really sharpened my understanding and subsequently my practice as an AA”
- “I’m more confident in the role. I will ask for the full custody record and spend more time with the young person”
- “Going into any appropriate adult situation with more confidence and much greater understanding of how to correctly support individuals”.
- “Ensure I am not a bystander but represent the vulnerable adult by ensuring their rights are observed. Interrupt if necessary and in the best interests of the client
- “Challenging certain aspects e.g. when families and young person refuse legal support”.
- “Say to client that I am independent”
- “I decided to resume my LLB law and look into the criminal law”.

National representation

We provided national representation and a point of contact for AA schemes and their beneficiaries. This include: -

- Responding to queries from stakeholders e.g. police
- Inputting into changes to legislation or codes, including via the PACE strategy board and related working groups and formal consultation responses
- Developing and improving partnerships with professions for better outcomes for vulnerable suspects

We were part of the following groups:

- **PACE Strategy Board** (Home Office)
- **Vulnerable Adults Working Group** (Home Office)
- **Voluntary Interviews Working Group** (National Police Chiefs' Council)
- **Care not Custody Advisory Board** (Prison Reform Trust & Women's Institute)
- **Standing Committee for Youth Justice**
- **London Forum on Children & Policing** (Child Rights Alliance England)

Being a member of the **PACE Strategy Board** gives NAAN an opportunity to bring about significant change at the national level.

This year we worked in **partnership with ICVA** (Independent Custody Visiting Association) to present two papers to the board. Our paper on why people should not be **both ICVs and AAs** in the same area gained unanimous agreement. Our paper on **voluntary interviews** led to significant changes to PACE Code C.

We also contributed to a number of important events during the year.

- **Advancing the Defence Rights of Children:** We presented on the AA role at this international EU-funded event hosted by Fair Trials International. Appropriate adults are mentioned in a new EU Directive which needs to be transposed into law by members.
- **Child Friendly Youth Justice:** We contributed to this SCYJ/NAYJ joint conference at University of Cambridge.
- **College of Policing / NPCC Mental Health and Policing Conference:** Contributed to seminar sessions as a delegate.
- **Headway ID Card Launch:** We continued to support NAAN member Headway (the brain injury association) with its brain injury ID card, which helps to increase identification of vulnerability by police
- **ICVA TACT Conference:** Attending the launch event for ICVA's Terrorism Act training materials enabled us to answers a number of queries about AAs which arose from the floor.
- **Improving Procedural Safeguards for Young Suspects – Experts' Meeting:** We contributed to this project developing digital technology to improve child suspect's understanding of legal rights and the take up of legal advice.
- **NPCC Custody Forum:** We contributed to this semi-annual police event, which focuses on strategic changes to police custody.
- **NPCC/NHS England conference on voluntary interviews:** We delivered a session on the risks to vulnerable suspects
- **Police Federation Custody Seminar:** We ran an exhibition stand; promoted guides for untrained AAs and iKAAN; discussed developments in AAs for adults; and developed and ran a 'vulnerable suspects PACE Quiz' with police officers.
- **Police Federation National Custody Managers Seminar:** We contributed to the professional development of custody managers by delivering a session on appropriate adults.
- **Youth Justice Summit 2017:** We ran joint seminar for lawyers on children at the police station with Just for Kids Law and Children's Rights Alliance England.

During the year we:

- Initiated joint working with the **IPCC/IOPC**
- Supported the **Solicitors Regulation Authority** work on leaflet for children setting out what they should expect from their solicitor
- Supported **Transform Justice's** work on virtual courts by disseminating survey to all members
- Provided witness statement for **YJLC** in a High Court case against a local authority for lack of accommodation for post-charge PACE transfers
- Wrote a post for the **Fair Trials** blog on ["The role of appropriate adults in securing fair trials"](#)
- Met with **Howard League** to inform a new project on the criminalisation of looked after children
- Met with **Max Hill QC**, the Independent Reviewer of Terrorism Legislation to raise awareness of AAs
- Met the **Magistrates Association** to raise awareness of AA issues and discuss the courts' role in ensuring compliance with PACE.

We also invested significant time and effort in relation to Home Office plans to make **substantial changes to the PACE Codes** in relation to vulnerable suspects and appropriate adults.

Improving ourselves

A small charity serving a large membership needs to maximise the efficiency and effectiveness of its administration. This year we completed a transfer of our systems for managing finance, scheme data, contacts and queries, onto cloud-based systems. This took significant time for research and training, as well as a modest financial investment, but delivered great gains.



We responded to
94 queries
From organisations
outside our network

Developing the evidence base

As NAAN does not have an internal research capacity, we continued to focus on supporting and encouraging the development of the evidence base for effective appropriate adult work.

- We worked with **Roxanna Dehaghani** (at the time a lecturer and PhD candidate at Leicester University) to submit a successful funding request to the university's impact fund. This allowed her to work on the NAAN National Standards review. She has a degree in law and a Master's degree in Forensics, Criminology and Administration of Justice. Later in the year, Dr Dehaghani's PhD, which focused on how police determine vulnerability and the need for an AA, was published and she transferred to Cardiff University but the impact funding was honoured.
- We supported a successful application to the Wellcome Trust by Dr **Zin Derfoufi** (Warwick University) for significant funding to develop the evidence base around health and policing, explicitly including appropriate adults.
- We remained involved with **Justice's Mental Health and Fair Trial** working party, including providing information on expected changes to PACE and commenting on a draft chapter relating to appropriate adults.
- We encouraged the publication of the delayed **Children's Commissioner's** report on non-familial appropriate adults
- Engaged with Dr **Layla Skinns'** 'Good Police Custody' research project by providing a verbal briefing on appropriate adults.

Increase the accountability of appropriate adult schemes.



National Standards

This year we initiated a fundamental review of the national standards for AA schemes.

Dr Dehaghani identified around 100 relevant documents across case law, research and policy papers. This fed into an initial desk-review of the current standards. Findings from the research were categorised to provide an evidence-based framework for the new standards.

We produced draft revisions, mapping the 2013 standards to the new to enable transparency. We set out 69 outcome-based standards across 6 sections:

- Scheme development (strategic)
- Recruitment and selection
- Initial training
- Managing, supporting and developing AAs
- Service provision
- Effective practice (for frontline practitioners).

We then conducted an open workshop with NAAN members. Facilitators led tables focused on each of the standards. Delegates moved between tables freely and groups annotated copies of the initial draft. Then we used this to create a public consultation version. We received formal responses from:

- Association of Directors of Adult Social Services
- Association of YOT Managers
- Home Office
- Police Federation
- HMICFRS/HMIP
- IOPC (formerly the IPCC)
- OPCC Cambridgeshire
- ICVA
- National Police Chiefs' Council
- NHS England
- Dr Harriet Pierpoint
- Thames Valley Police
- NAAN members (YSS, Headway, Northumberland AA Scheme).

- Reflecting the views of people who are supported by appropriate adults was a significant challenge and one that, in truth, we were not able to fully overcome. While we reflected service user perspectives identified in academic research, the body of research in this area is very small. To try to ensure views from people with lived experience were represented in the consultation process, we provided financial support to the following experts to submit consultation responses:

- [Moira Tombs](#) (mental health)
- [Chris Hilliard](#) (autism)
- [Working for Justice group](#) (learning disability)

In total, the consultation received over 200 written comments. The process identified additional issues such as independence, data protection and vetting / criminal records checks.

By the end of the year we had:

- completed the analysis of consultation responses;
- held further discussions with key organisations following their written submissions;
- engaged with a number of third sector organisations which advocate for children;
- begun a revised draft.

“These standards set a useful reference point/resource for developing the highest standard of provision. As a tool to ensure provision is effective and of the appropriate quality I will certainly use this to self-assess our current provision and support development.”

Inspection and monitoring

We worked to engage with inspectorates to support the development of effective inspection regimes for AA provision, including:

- encouraging inclusion of AA provision in inspections
- embedding national standards within inspection frameworks
- providing inspectors with effective questions to ask during inspections

Independent Police Complaints Commission

As the IPCC managed its transition to the Independent Office of Police Conduct, NAAN was asked to join its external stakeholder reference group and supported work on new statutory guidance, focusing on access to the complaints system for vulnerable people. We also provided advice to investigators on a specific case.

HM Inspectorate of Constabulary

We continued our engagement with HMICFRS/HMIP regarding their joint inspections of police custody. This included:

- meeting the lead inspector to discuss approach to AAs in inspections, particularly lack of provision for adults and the limitations of HMIC inspection scope which does not include AA schemes themselves;
- delivering a session on AA schemes and mental vulnerability at the HMIC inspector's development day;

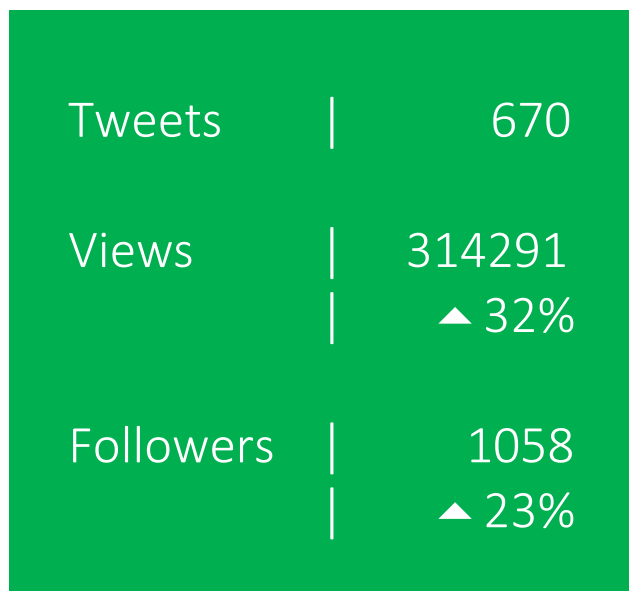
NAAN also joined the advisory group on the development of a TACT (terrorism) detention inspection framework. This included sharing the TACT training module produced by NAAN earlier in the year (which the new framework will draw on) and providing written comment on the draft framework.

Independent Reviewer of Terrorism Legislation

We met with Max Hill QC and provided a report on current AA provision for vulnerable adults in areas with TACT suites.

Independent Custody Visiting

Delivered a presentation to Sussex ICV Panel and guests following local HMIC inspection.



“Your presentation was excellent. You had a tough slot, but you were compelling and interesting, I very much enjoyed it. It's such an important role.”

“The feedback about the presentations has been very positive from all those who attended, and for my part, all the speakers worked very well to produce an informative, interesting and highly relevant day.”

Informing the public

An important part of accountability is providing information for vulnerable suspects.

This year we made changes to our website to provide a specific area for information for vulnerable suspects. In addition to information on their rights in relation to treatment by police and support from an appropriate adult, the new page includes an 'Easy Read' guide to complaints system published by the IPCC/IOPC. The page was viewed 527 times.

We also dealt with 24 direct queries from people who were or had been vulnerable suspects and the people supporting them.

“My son has a diagnosis of Asperger's. I have asked the police in the past to ensure that if he's arrested, that he's provided with an appropriate adult. However, once again, this did not happen during his most recent arrest. Can you advise me please how I can get the police to listen to me?”

“Thank you so much for taking the time to call me today and for all of the information below. I am extremely grateful to you.”

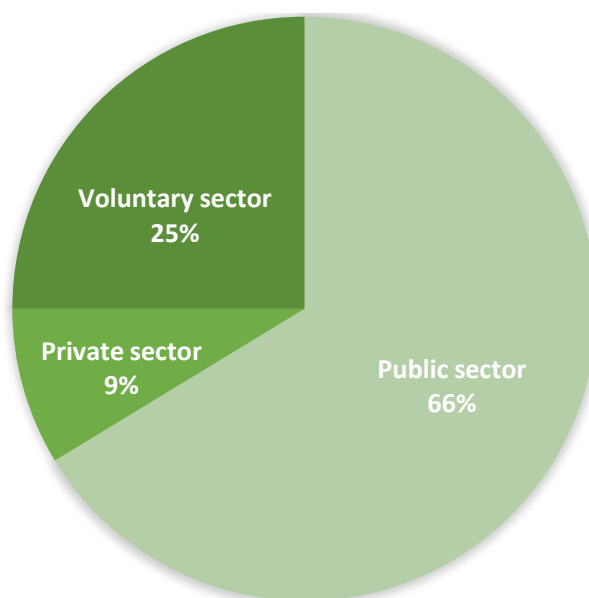
NAAN Membership

NAAN seeks to identify, engage and inform AA provision that exists outside the network and promote effective practice.

During the year, this translated into 15 new membership applications, of which 8 were accepted.

At the year end, the network had 103 members. Given non-renewals at the start of the year, this represented a net reduction of 13 (11%). The main driver for this is a trend towards larger contract areas and fewer, larger, provider organisations.

Combining the public and voluntary sectors, 91% of NAAN memberships are non-profit.



Improve the clarity, extent, efficiency and effectiveness of commissioning of AA provision (including in-house and external services, for both children's and adult's services)



Sustainable commissioning

We continued to support and promote the development of a clear and sustainable commissioning framework for appropriate adults for vulnerable adults.

Home Office working group

In response to *There to Help* (2015), the Home Office established a working group on vulnerable adult suspects to consider the report's findings and recommendations. The key areas of focus were: lack of identification of need; lack of provision; and quality.

During the year the Home Office convened the group once. However, there were a number of significant developments. The Home Office focused on two main elements:

- attempting a non-statutory approach to increasing provision before considering a new statutory duty to ensure provision for vulnerable adults; and
- changes to the PACE Codes vulnerability provisions could bring about 'better targeting' of provision.

NAAN's contributions included:

- meeting with the Home Office to discuss the group's progress;
- providing updated provision data;
- working with the group to draft a **strategic 'partnership agreement'** aimed at directors of adult social services and police and crime commissioners, setting out their respective roles in securing effective AA provision for adults and reinforcing social care as best placed to lead commissioning;
- developing **detailed guidance on AA commissioning** best practice to complement the agreement, aimed at commissioning teams;
- meeting with the Association of PCCs to brief them on AAs and the challenge in relation to provision;
- engaging with key stakeholders e.g. Lord Bradley, Jenny Talbot (Director, Care not Custody Coalition) and Christina Marriott (Chair, Bradley Report Group)

Parliamentarians, including Minister of State for Policing and the Fire Service Nick Hurd MP, engaged with the issue of AA provision for adults a number of times over the year.

September 2017 - Luciana Berger MP (Labour) asked in a [written question](#) whether the Home Secretary would make statutory provision of appropriate adults for vulnerable adult detainees. Policing Minister Nick Hurd highlighted the *There to Help* report and the Home Office working group and replied that, "There are currently no plans to introduce a specific statutory requirement concerning provision".

September 2017 - Policing Minister [Nick Hurd MP wrote to all Police and Crime Commissioners](#), asking for support for a voluntary partnership approach with AA provision/commissioning led by local authorities and supported by PCCs.

October 2017 – The [Government response to the Report of the Independent Review of Deaths and Serious Incidents in Police Custody](#) referenced *There to Help*, the working group, forthcoming changes to the PACE Codes and a forthcoming partnership agreement between local authorities and PCCs.

January 2018 - Members of Parliament, including Shadow Minister [Kevin Brennan](#) and Policing Minister [Nick Hurd](#) discussed the issue of AAs for adults as part of a debate in Parliament on the [Criminal Justice System: Adults with Autism](#).

January 2018 - Alistair Carmichael, Liberal Democrat Chief Whip [raised the issue of appropriate adults](#) for vulnerable adults with Policing Minister Nick Hurd in a debate in Parliament on *People with Mental Health Problems: Detainment*.

While much in the Home Office's public consultation on **proposed revisions to the PACE Codes** was welcomed by NAAN, some elements were of significant concern.

In particular, NAAN was concerned that proposed changes to the decision-making threshold, and the definition of those for whom an AA is required, would reduce the application of the safeguard.

We encouraged participation and, by **publishing our draft consultation response**, were able to inform the responses of a number of other organisations, including leading academics and those representing both vulnerable suspect and police perspectives.

Having submitted our consultation response, we **worked with the Home Office to help shape revisions**, both through further written responses, meetings and phone calls.

Commissioning hub

This year saw a major development in NAAN's capacity to inform and support effective commissioning of AA services.

We developed an **online commissioning hub**, providing a detailed resource for both existing and prospective AA scheme developers and commissioners.

By the year end, the resource had received 397 web hits and included 149 articles across 51 topics including:

- Understanding need
- Understanding the AA role
- Assessing demand
- Assessing costs
- Developing partnerships
- Developing provision
- Legal framework
- Accountability.

The publication of the resource, stimulated a number of local areas to seek more **tailored commissioning advice** from NAAN. During the year, we provided advice in the following areas:

- London (multiple boroughs)
- Greater Manchester
- Humberside
- Merseyside
- North Wales
- North Yorkshire
- Warwickshire
- West Mercia
- West Midlands
- West Yorkshire

In West Yorkshire we took one step further and joined the multi-agency team developing the specification for a new volunteer AA service, covering all five local authorities in the force area. The ambition is for a service spanning adults and children, custody and voluntary interviews, 24 hours a day, 365 days a year. This process helped NAAN to develop a greater understanding of the needs of commissioners.

We also expanded use of our e-updates system to assist commissioners in **disseminating contract opportunities to potential providers**. This year that included tenders for the following local authorities:

- Blackburn and Darwen
- Cambridgeshire and Peterborough
- Greater Manchester
- Enfield & Haringey
- West Yorkshire (led by Leeds YOT)

“The guidance is excellent”.

“I must again thank you for your assistance.”

“I got loads out of speaking with you and am so grateful for your time today and sharing all this information with me.”

“Thank you so much for your time. I can't tell you how helpful it's been.”

Understanding current provision

We conducted a survey of NAAN member AA schemes to update our understanding of provision. This provided us with more detailed information about the size, scope, design, demand volumes, funding sources and funding amounts of the various schemes. In addition to helping us service our members better, this has increased our ability to contribute to policy making and effective, sustainable commissioning of AA provision.

Financial Review

Investment policy and performance

The Board has decided that at present, funds should continue to be retained in Banks and Building Societies. Any change in such banking arrangements should be agreed by the Board. As far as possible, funds will be retained in interest bearing accounts.

Reserves policy

As of 31st March 2018, the Board had agreed to maintain free reserves of at least six months operating costs in order to enable the organisation to meet any outstanding liabilities in the event of expected funding being lost or reduced. Following a review in October 2018, the Board resolved to increase this to nine months. This was in response to significant delays in the receipt of grant payments and the consequent cash flow risks. The Board agreed to take steps to reduce the risk of further delays and to keep the reserves level under review to ensure it is appropriate.

Approved by order of the board of trustees on and signed on its behalf by:

.....
Richard Atkinson, Chair

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF THE NATIONAL APPROPRIATE ADULT NETWORK LTD

Independent examiner's report to the trustees of The National Appropriate Adult Network Limited ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2018.

Respective responsibilities of trustees and examiner

As the charity's trustees of the Company (and also the directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached

Rosanna Manser ACA DChA
Calcutt Matthews
Chartered Accountants
19 North Street
Ashford
Kent
TN24 8LF

Date:

STATEMENT OF FINANCIAL ACTIVITIES for the Year Ended 31 March 2018

	Notes	31.3.18 Unrestricted fund £	31.3.17 Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies		95,007	95,084
Activities for generating funds	2	24,741	25,720
Investment income	3	<u>622</u>	<u>130</u>
Total incoming resources		120,370	120,934
EXPENDITURE ON			
Charitable activities			
Member Support		48,771	43,027
Policy & Standards		52,622	50,226
Professional Development		<u>26,953</u>	<u>20,612</u>
Total resources expended		128,346	113,865
NET		<u>(7,976)</u>	<u>7,069</u>
RECONCILIATION OF FUNDS			
Total funds brought forward		124,657	117,588
TOTAL FUNDS CARRIED FORWARD		<u><u>116,681</u></u>	<u><u>124,657</u></u>

These notes form part of the financial statements

BALANCE SHEET at 31 March 2018

	Notes	31.3.18 Unrestricted fund £	31.3.17 Total funds £
FIXED ASSETS			
Tangible assets	7	993	1,338
CURRENT ASSETS			
Debtors	8	1,676	37,056
Cash at bank		<u>116,049</u>	<u>104,273</u>
		117,725	141,329
CREDITORS			
Amounts falling due within one year	9	(2,037)	(18,010))
		<u>115,688</u>	<u>123,319</u>
NET CURRENT ASSETS			
		116,681	124,657
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>116,681</u>	<u>124,657</u>
NET ASSETS			
		<u>116,681</u>	<u>124,657</u>
FUNDS	10		
Unrestricted funds		<u>116,681</u>	<u>124,657</u>
TOTAL FUNDS		<u>116,681</u>	<u>124,657</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2018. The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2018 in accordance with Section 476 of the Companies Act 2006. The trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees on and were signed on its behalf by:

.....
Richard Atkinson, Chair

These notes form part of the financial statements

NOTES TO THE FINANCIAL STATEMENTS for the Year Ended 31 March 2018

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Support costs are those incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Governance costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirement.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% on reducing balance
Computer equipment	- 25% on cost

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.

2. OTHER TRADING ACTIVITIES

	31.3.18	31.3.17
	£	£
Training and training material	9,303	9,225
Membership subscriptions	15,138	16,163
Other income	<u>300</u>	<u>332</u>
	<u>24,741</u>	<u>25,720</u>

3. INVESTMENT INCOME

	31.3.18	31.3.17
	£	£
Deposit account interest	<u>622</u>	<u>130</u>

4. NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting):

	31.3.18	31.3.17
	£	£
Independent examiner's fee	1,718	1,865
Depreciation - owned assets	<u>345</u>	<u>318</u>

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2018 nor for the year ended 31 March 2017.

Trustees' expenses

	31.3.18	31.3.17
	£	£
Trustees' expenses	<u>1,056</u>	<u>1,933</u>

6. STAFF COSTS

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

	31.3.18	31.3.17
Charitable activities	<u>2</u>	<u>1.7</u>

No employees received emoluments in excess of £60,000.

7.

	Fixtures and fittings	Computer equipment	Totals
	£	£	£
COST			
At 1 April 2017 and 31 March 2018	<u>521</u>	<u>3,842</u>	<u>4,363</u>
DEPRECIATION			
At 1 April 2017	311	2,714	3,025
Charge for year	<u>59</u>	<u>286</u>	<u>345</u>
At 31 March 2018	<u>370</u>	<u>3,000</u>	<u>3,370</u>
NET BOOK VALUE			
At 31 March 2018	<u>151</u>	<u>842</u>	<u>993</u>
At 31 March 2017	<u>210</u>	<u>1,128</u>	<u>1,338</u>

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.18	31.3.17
	£	£
Trade debtors	1,598	37,024
Prepayments	<u>78</u>	<u>32</u>
	<u>1,676</u>	<u>37,056</u>

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.18	31.3.17
	£	£
Trade creditors	118	796
Other creditors	106	114
Deferred income	1,713	14,400
Accrued expenses	<u>100</u>	<u>2,700</u>
	<u>2,037</u>	<u>18,010</u>

Pension commitments

The charity operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £13,298 (2017 - £11,657)

10. MOVEMENT IN FUNDS

	At 1.4.17 £	Net movement in funds £	At 31.3.18 £
Unrestricted funds			
General fund	124,657	(7,976)	116,681
TOTAL FUNDS	<u>124,657</u>	<u>(7,976)</u>	<u>116,681</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	120,370	(128,346)	(7,976)
TOTAL FUNDS	<u>120,370</u>	<u>(128,346)</u>	<u>(7,976)</u>

Comparatives for movement in funds

	At 1.4.16 £	Net movement in funds £	At 31.3.17 £
Unrestricted Funds			
General fund	117,588	7,069	124,657
TOTAL FUNDS	<u>117,588</u>	<u>7,069</u>	<u>124,657</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	120,934	(113,865)	7,069
TOTAL FUNDS	<u>120,934</u>	<u>(113,865)</u>	<u>7,069</u>

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2018.

DETAILED STATEMENT OF FINANCIAL ACTIVITIES for the Year Ended 31 March 2018**INCOME AND ENDOWMENTS**

	31.3.18 £	31.3.17 £
Donations and legacies		
Donations	7	84
Grants	<u>95,000</u>	<u>95,000</u>
	95,007	95,084
Other trading activities		
Training and training material	9,303	9,225
Membership subscriptions	15,138	16,163
Other income	<u>300</u>	<u>332</u>
	24,741	25,720
Investment income		
Deposit account interest	<u>622</u>	<u>130</u>
Total incoming resources	120,370	120,934

	31.3.18 £	31.3.17 £
EXPENDITURE		
Charitable activities		
Wages	90,000	77,088
Social security	7,168	5,866
Pensions	13,298	11,657
Travel and subsistence	1,494	596
Training, Events and Groups	7,498	6,520
Recruitment	-	1,226
Staff training	<u>138</u>	<u>25</u>
	119,596	102,978
Support costs		
Management		
Fixtures and fittings	59	24
Computer equipment	<u>286</u>	<u>294</u>
	345	318
Finance		
Bank charges	149	109
Information technology		
Premises	1,486	1,872
Communications and IT	1,805	3,325
Carried forward	3,291	5,197
Information technology		
Brought forward	3,291	5,197
Printing and stationery	785	263
Travel and subsistence	787	401
Sundries	<u>454</u>	<u>291</u>
	5,317	6,152
Governance costs		
Trustees' expenses	1,056	1,933
Auditors' remuneration	1,718	1,865
Accountancy and legal fees	<u>165</u>	<u>510</u>
	<u>2,939</u>	<u>4,308</u>
Total resources expended	128,346	113,865
	<u> </u>	<u> </u>
Net (expenditure)/income	<u><u>(7,976)</u></u>	<u><u>7,069</u></u>