

REGISTERED COMPANY NUMBER: 04680035 (England and Wales)

REGISTERED CHARITY NUMBER: 1104765



Annual Report

2019|20

Report of the Trustees and
Unaudited Financial Statements for the year ended 31 March 2020

The National Appropriate Adult Network Ltd
19 North Street
Ashford
Kent
TN24 8LF

Accounts independently inspected by
Calcutt Matthews - Chartered Accountants

	Page
Report of the Trustees	3 to 20
Independent Examiner's Report	21
Statement of Financial Activities	22
Balance Sheet	23
Notes to the Financial Statements	25 to 30
Detailed Statement of Financial Activities	31 to 32

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 2020. 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)
Patron	Gisli Gudjonsson CBE (Emeritus Professor of Forensic Psychology)
Chair	Richard Atkinson (Partner, Tuckers Solicitors LLP)
Treasurer	Dipak Kothari FRSA FCCA (Chartered Accountant)
Other trustees	Adam Smith (Autism Advocate & Appropriate Adult) – appointed 07.11.19 Andy Ward (Retired Deputy General Secretary, Police Federation) Charlie Rose (Volunteer Appropriate Adult, Southwark Council) Donna Buffong (Bail & Remand, Wandsworth YOT) - appointed 08.01.20 Ian Blackie (Retired senior social worker) Lynn Frusher (Regional Manager, The Appropriate Adult Service) Michelle Dixon (Head of Criminal Justice Service, CANW) – appointed 18.12.19 Pip Lake-Benson (Manager, Hertfordshire Youth Justice Service) Stephen Gray (Chief Executive, Young Lives Foundation) Sue Nash (Volunteer Coordinator, Wiltshire YOS) – appointed 18.12.19
Chief Executive & Company Secretary	Chris Bath FRSA
Independent examiner	Rosanna Manser ACA DChA 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.

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 maintains a detailed risk register, which was reviewed and adjusted during the year. 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 records are maintained on a secured cloud-based system, Xero. Monthly, accounts are reconciled, and 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 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 governance document. New trustees sign a formal agreement covering conflicts of interest.

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

Appropriate insurance policies are in place and are reviewed annually.

The primary risks to the charity faces are loss of income through AA scheme consolidation and reliance on a Home Office grant agreed annually. This risk is mitigated via our reserves policy together with a strategic focus on income diversification.

Given the very small size of the staff team, an additional critical risk is the loss of staff members and annual reviews of membership fee rates. NAAN will seek a multi-year Home Office grant funding agreement, grant funding from other sources, opportunities for earned income and an equitable membership fee structure.

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

Improve practice: More children and vulnerable adults are safeguarded by effective appropriate adults operating to national standards.

Improve policy: National and local policy development and implementation enable appropriate adults to be effective.

Improve ourselves: NAAN is a more effective, efficient and sustainable organisation.

Activities

NAAN seeks to achieve its objectives through:-

Professional Development

- Providing events for scheme co-ordinators, appropriate adults and others
- Sharing training resources with members to assist appropriate adults training
- Delivering training and qualifications

National Standards

- Publishing national standards to inform commissioners, managers, practitioners and accountability bodies
- Promoting and supporting the adoption of national standards

Information, Advice & Guidance

- Providing resources for commissioners, providers, appropriate adults and the public
- Providing regular updates on effective practice, evidence, legislation and policy
- Supporting engagement between appropriate adult schemes and commissioners that will improve the availability and quality of appropriate adult services
- Assisting potential appropriate adult volunteers find a local scheme

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

Membership on 31st March 2020

England

Active 8 Support Services
Anglia Care Trust
Avenues Group
Birmingham YOS
Bracknell Forest EDT
Bristol YOT
Caring for Communities and People
Catch22 Northamptonshire
CGL South Yorkshire AA Scheme
Child Action Northwest
Cloverleaf Advocacy
Cornwall & Isles of Scilly YOS
Coventry YOS
Cygnet Hospital Bury
Devon and Cornwall Police
Dorset Advocacy
East Sussex YOT
Gateshead YOT
Grimsby YOS (North East Lincs)
Hampshire Constabulary
Hertfordshire Youth Justice Service
Leicestershire Police
Leicestershire YOS
Luton YOS
Middlesbrough and Stockton Mind
Milton Keynes YOT
North Lincolnshire YOS
North Yorkshire County Council
North Yorkshire YJS
Northumbria Healthcare NHS Trust
Office of the PCC for Merseyside
Ongo Recruitment
Open Road Appropriate Adult Service
Oxfordshire YOS
Plymouth City Council YOS
PoHWR Advocacy
Professional Advocacy Support Service (PASS)
Royal Borough of Windsor & Maidenhead YOT
Safeguard Care
Sandwell Children's Trust
Sefton YOT
Serenity Welfare
Solihull YOS
Somerset YOT
St. Helens YOS
Stockton YOS
Stoke-on-Trent YOS
Surrey Appropriate Adult Volunteer Scheme
The Brandon Trust AA Service
University of Hull – HUSSO
University of Sunderland – NLASS
Warwickshire YJS
West Berkshire Council - Specialist MH Team
West Sussex YOS AA Service

Wiltshire IYS Volunteer AA Scheme
Wokingham Borough Council
YMCA Trinity Group
York YOT
Young Lives Foundation
YSS

London

Colindale Appropriate Adult Scheme (Barnet)
Croydon Voluntary Action
LB of Havering Social Care Academy
LB of Hillingdon YOS
LB of Hounslow YOS
LB of Southwark AA Scheme
LB of Southwark YOT
LB of Sutton Council
LB of Wandsworth YOT
LB of Westminster AA Volunteer Service
West London Forensic Social Work Service (LB of Enfield)

Wales

Blaenau Gwent & Caerphilly YOS
Cardiff YOS
Carmarthenshire YSS
Ceredigion YJS
Digartref Cyf
Gwynedd & Môn YJS
Hafal
Monmouthshire & Torfaen YOS
Neath Port Talbot YOT
Newport YOS
Powys YJS
Vale of Glamorgan YOS

Northern Ireland

MindWise

UK wide

Appropriate Adults UK
The Appropriate Adult Service Ltd
Headway, the brain injury association

Other territories

Childline Gibraltar
Isle of Man Government

Local youth offending teams are variously referred to as Youth Offending Service (YOS), Youth Offending Team (YOT) and Youth Justice Service (YJS) or integrated into wider an Integrated Youth Service (IYS) or Youth Support Service (YSS)

Achievement & Performance

Charitable Activities

Our key objectives for 2019/20

1. More efficient, effective and consistent development and commissioning
2. Local coordinators have better access to resources and support, with improved knowledge and skills
3. Appropriate adults have improved knowledge and skills
4. Increased understanding of, and confidence in, the appropriate adult safeguard

"One thing I will say is just how impressed the College Impact Writer and the School / Departmental Leads were with just how vast NAAN's work is.

They said how impressive it was that a micro-charity provides training, policy, updates, National Standards, for just so many different types of organisations.

I agreed with them that it was important to recognise how vast the scope of NAAN's work is. I think you should be very proud of yourselves for the work that you do; it is vast and expansive and complicated, and you manage to bring it together in a consistent and coherent manner."

Dr Roxanna Dehaghani, Cardiff University

Objective 1

More efficient, effective and consistent development and commissioning

National development and commissioning guidance

During the year we made significant updates to the online knowledgebase, including in relation to:

- Ensuring quality
- Identifying local providers
- Disambiguating similar roles
- Combined children & adult services
- Switching between delivery models
- Updated cost benchmarks

Web analytics report the guidance received over 1,031 page views. However, we believe this is a significant underestimate, as many users now choose not consent to tracking cookies.

In August, we began asking users to register to access the guidance. This allowed us to identify and contact developers /commissioners and track impact. Over the next 8 months, 14 commissioners registered, including 12 local authorities.

We also developed our internal IT system to log and track the progress of all commissioning projects that we identify. This is now being used to track NAAN's impact on new AA provision, for example whether commissioning guidance was used or the national standards are referenced in a contract specification.

Informing the market

We alerted our members to contract opportunities Wales, Hillingdon, Wrexham, British Transport Police, Durham, Devon, Cheshire and Leicestershire.

Commissioning advice

We provided bespoke development and commissioning advice to nine local areas.

We continued to provide active support to the London AA commissioning initiative, holding with the project leads.

“Thank you so much for spending the time and giving your advice. I have made notes on everything you have told me and will review the standards and commissioning guidance”

Category Manager - Preventative Services Procurement

“This is absolutely amazing....really helpful. Thank you very much for taking the time to explain all of that, it really is very much appreciated”

Commissioning and Contracts Manager

“Thank you for your time and patience yesterday in explaining the Call-out rates and processes. I had an initial look - thank you for the many resources, which will help with our future commissioning”

Senior Commissioning and Procurement Officer

9 areas sought bespoke commissioning advice.
1,000+ page views of commissioning knowledgebase.

Research: Vulnerable adults

We published *There to Help 2* - original research based on data from police and NHS England.

We found police recorded the need for an AA in only 6% of around 1 million adult detentions and interviews in 2017/18, varying from 16% to 0.2% across forces. Only 21% clients who engaged with NHS England's liaison and diversion services had AAs, despite 69% having a mental illness.

We found that police are half as likely to record the need for an AA in adult detentions where there is no organised scheme making AAs available to them.

Our assessment found a need for £0.5 million per year of additional investment to tackle 'deserts' of AA provision.

The report made 14 recommendations for government, police forces, liaison and diversion, academics and others.

There were 687 downloads of the full report and 1,035 downloads of the executive summary and PowerPoint.

In addition, we began work on *There to Help 3*, securing responses to our FOI Act request for the following year's data from 100% of police forces in relation to custody and 98% for voluntary interviews.



Report raises alarm over police detention of vulnerable suspects

“[There to Help 2] comes at an extremely useful time for Police and Crime Commissioners...NAAN's report provides a strong indication of how police forces and PCCs have increasingly become a stopgap measure in commissioning services. The treatment of vulnerable people in custody is a serious matter. The lack of clarity from the government on who is responsible for funding and commissioning appropriate adult services for vulnerable adults remains a concern”

PCC Martin Underhill

Mental Health & Custody Lead

Association of PCCs

Research: Police workforce increases

We published research predicting the impact of the planned increase in police officer numbers by 20,000.

We estimated that due to an increase in investigations, demand for AAs for vulnerable adults could almost double – requiring an additional investment of £2.5m per year.

The report was downloaded 152 times. We presented the paper to the Home Office and the Association of Police and Crime Commissioners (APPC).

New projects

We developed and agreed new commissioning partnership projects for next year with the London Mayor's Office for Policing and Crime (MOPAC) and publicly-owned purchasing body YPO.

2 new research reports with over 1,800 downloads.
Featured in The Guardian

Objective 2

Local coordinators have better access to resources and support, with improved knowledge and skills

Membership network

We were pleased to accept new membership applications from the following 8 AA schemes:

- Active 8 Support Services
- Digartref Cyf
- Ongo Recruitment
- Powys YJS
- Sandwell Children's Trust
- Solihull YOS
- The Children's Society
- University of Hull – HUSSO

At 31st March 2020, NAAN had 91 members in 88 organisations. As a result of non-renewals at the start of the year, this represented a net reduction of 5 from 2019 - down from a high of 116 in 2017.

This trend is due to AA provision being subject to larger contract areas delivered by fewer, larger, provider organisations. As a result, while NAAN's reach (in terms of geographical coverage) has increased since 2017, this has largely not involved new organisations joining the sector. This presents a financial challenge for the charity, which is part-funded by membership fees.

National standards

The national standards for the development and provision of AA schemes are a foundation stone for NAAN's work. As such, they contribute to all our strategic objectives, including our work with commissioners, policy makers and partner agencies, as well as supporting the leadership of local coordinators.

This was the first full year of the completely revised standards, published in October 2018. Interest remained very strong, with the standard being downloaded 1,102 times during the year.

AA schemes including Young Lives Foundation (Kent and Medway), CGL (South Yorkshire) and Southwark Council (London) told us they had used our self-assessment tool to analyse and evidence their current position and to plan their progress. In total, the self-assessment tool was downloaded 40 times.

We were pleased to secure recognition that YOTs should implement AA provision in line with the NAAN national standards within the Ministry of Justice / Youth Justice Board *Standards for children in the youth justice system* (2019).

National Volunteering Portal

We provided online information for prospective volunteers and kept our interactive national map updated, allowing potential volunteers to identify local schemes.

As Google retired the Fusion Tables platform upon which our online map depended, we researched alternatives and rebuilt the map on a different platform.

Our information on becoming an AA was accessed 10,387 times during the year. The online network map was accessed at least 6,201 times in the year.

Although we do not promote this as a service, we also provided information to 32 potential volunteers who made contact by email and phone.

8 new member organisations
Geographical coverage increased

E-updates

We also continued to provide a proactive e-update service covering developments in law, policy and research e.g.

- briefings on PACE Code changes
- availability of new publications and resources from NAAN, Government or third parties; notifications of events
- consultations by NAAN, Government and third parties
- tender opportunities
- national surveys / data requests.

This enabled us to engage with our members, ensuring that their experience feeds directly into our work, both in terms of policy and effective practice.

For example, it allowed us to respond with effective communications as the Covid-19 pandemic struck in March 2020. Of the 45 e-updates provided during the year, 22% related to Covid-19 and were delivered in the final month of the year. This reflected the large amount of communications work NAAN undertook, both to understand realities on the ground and to ensure that local services were well informed.

“Thanks for all the updates, they've been extremely helpful”

Local AA Scheme Leader

“This is such a useful document for not only ticking off what we have done already, but also for some good ideas such as remotely supporting family members”

Local AA Scheme Leader

Coordinators' knowledgebase

We continued to develop our online knowledgebase for local AA leaders, introduced last year.

The resource delivers the information and guidance needed by those managing appropriate adult schemes, acting as central hub.

Over the year, we published an additional 45 articles, taking the total to 136.

We added to our curated video collection, providing local AA leaders with easy access to publicly available videos relevant to AA training and professional development.

Around two-thirds of schemes downloaded the latest national training pack.

Alongside the e-updates system, the knowledgebase proved invaluable in NAAN's national coordinating and communications role in response to Covid-19. In March alone we added 36 new articles, as we rapidly developed a dedicated Covid-19 section. This provided key information from other agencies (e.g. on the use of personal protective equipment, the introduction of remote legal advice), as well as guidance on how AA schemes could respond. 57% of all use of the knowledgebase in the final quarter of the year related to the Covid-19 resources.

“Thanks for the other vids...I had a look at them earlier and definitely going to use them in our training too”

Local AA Scheme Leader

“The coronavirus guidance that you have provided is very useful. Particularly the NPCC guidance”

Local AA Scheme Leader

The coordinators' knowledgebase grew by 45 articles
Provided 45 e-updates.

Individual member advice and support

We continued to provide a national phone and email advice and support service for local scheme leaders, researching answers and responding in an accurate, timely and comprehensive way.

At 122 cases, demand for support was around 25% higher than the previous year. But 30% of total demand fell in the last quarter of the year, with the main theme in the final month of the year being Covid-19.

Issues covered practice and scheme management issues, including:

- Effective practice
- PACE rules, changes and breaches
- Voluntary interviews
- Commissioning
- Recruitment
- Vetting
- Training
- Supervision and support
- Operating hours
- Rota management
- Data protection and access
- Legal privilege

On Covid-19, cases included queries about:

- Keyworker status for AAs
- Appropriate PPE and sources
- Remote delivery of AA support
- Remote legal representation
- Police compliance with guidance
- Workforce issues e.g. AA shielding

“I can’t thank you enough”.

“Such a relief for the AAs to be able to perform their role fully as before to benefit the vulnerable person. Thank you so much for your help with this, it is very much appreciated”

“Thanks so much for looking into this and taking the time to provide such a comprehensive answer”

“Thank you so much for taking the time to talk to me and explain everything. It has been hugely helpful”

“Well, thank you so much. This was exactly what happened to the volunteer and your answer is so complete, thanks for spending all that time on it”

“My thanks...for all your support, could not do it without you”

“Thank you so much for your very swift and through response. I think that should add quite a lot of weight to my arguments and fingers crossed we can at least make some improvement- I’m on a mission to do so”

Local AA Scheme Leaders

We supported member scheme leaders in 122 individual advice and support cases.

Professional development days

We provided geographically diverse, professional development events with free places for member organisations. They combined speakers with an [Open Space](#) approach to enable sharing of best practice via a dynamically generated agenda. Speakers were recorded and published in the training resources on the coordinator knowledgebase. We alerted members to the new resources via an e-update.

Liverpool (June 2019)

49 people attended the event, kindly hosted by the Merseyside Police and Crime Commissioner. Speakers included:

- Dr Layla Skinns - Key lessons from the good police custody study
- Dr Chloe Holloway - Experiences of Autistic Individuals Arrested and Detained in Police Custody
- Nick Clarke - Going to Pot: Nick's Journey through the CJS

Feedback results indicated that 100% of attendees were satisfied with the event. 100% said their knowledge or skills had improved. 100% said they would be taking specific actions as a result of the event.

“No amount of research, reading or statistics can make the impact of a single voice who has that direct lived experience. I absolutely applaud NAAN for inviting Nick - his story aligned with Chloe's presentation was the key element which impacted me most and I would encourage NAAN to bring at least this to the APCC if possible”

“Thank you all for putting together such an informative, refreshing day!”

London (December 2019)

69 delegates attended the event, which included the AGM and was kindly hosted by the University of Sunderland in London. The panel on “How can AA interventions make a difference?” featured:

- Dr Sue Wheatcroft and Alyce-Ellen Barber (Revolving Doors Lived Experience Team)
- Dr Laura Farrugia (Forensic Psychology Scholar / Intermediary)
- Miranda Bevan (London School of Economics, former Barrister)
- Richard Atkinson (Chair of Criminal Law Committee, Law Society)
- Grev Wallington (Effective Practice Manager, NAAN)

100% of attendees were satisfied. 97% said their knowledge or skills had improved. 91% said they would be taking specific actions as a result of the event.

Cardiff (March 2020)

Due to Covid-19 our this fully organised event was cancelled on 13th March, 17 days before it took place.

“One of the best events I have been to in a long time. Venue was great, creative and focused activities, wonderful speakers and a great turnout with a mixture of people from different areas and roles”

“Can't think of anything I would change. Came across as a very well put together event and loved the idea of using Slido and the breakout activity - certainly will be nabbing that for our volunteer group supervisions”

98% said knowledge or skills had improved and
95% said they'd take specific action as a result of the event

Objective 3

Appropriate adults have improved knowledge and skills

National accredited qualification

This year, we were extremely pleased to see the first learners pass Ofqual-accredited Level 2 qualifications in Working as an Appropriate Adult.

The qualifications are delivered via a partnership between the awarding body Gateway Qualifications, NAAN and our members.

NAAN members *Southwark AA Scheme* and *University of Sunderland* have led the way during the pathfinder stage. This process provided a great deal of learning and led to us beginning to develop a tutor information pack to share learning. At the end of the year:

- 19 learners had been awarded certificates
- 24 were currently working towards an award.

There was strong interest from the wider AA sector during the year. There were:

- 951 views of the qualification page
- 468 downloads of the qualification information (July 19-March 20)
- 15 member organisations actively expressing an interest.

At the end of the year 3 additional organisations had completed the tutor assessment stage and 5 were at the tutor assessment pending stage.

Notably, *The Appropriate Adult Service*, the largest AA provider in the UK, committed to the national qualification and their lead trainer was assessed as meeting the course tutor requirements.

“It challenged me to think about the role I play as an AA in the station and how this corresponds to the PACE codes”

“Most questions were straightforward, but I realise I should have had a greater knowledge of PACE and legislation. [It] reinforced the need to ensure deeper understanding and knowledge”

“It was helpful going through the training pack in more detail – particularly reminding me of certain aspects regarding being an AA that I had not reviewed for a while”

“I enjoyed doing this as it allowed me to source information beyond just NAAN and PACE to support my answers”

“It was informative and interesting, specifically focusing on understanding the role of the AA...I have been an AA for 18 months and it was good to reflect on my own practice”

“I also enjoyed the opportunity to think about factors that affect young people and are not only about the role of an AA”

“Communicating on an equal level with a juvenile can be quite challenging at times, and I found this particularly helpful when revisiting different communication strategies”

Learners

19 learners completed a Level 2 accredited qualification in Working as an Appropriate Adult

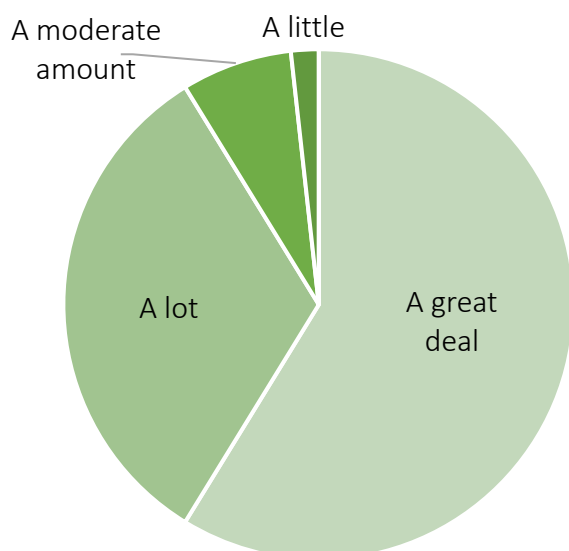
Direct training and development

This year, 238 appropriate adults benefited from our training. We provided 17 days of direct training, an increase of 10% on last year. Nine organisations asked us to provide training and development days for their appropriate adults and/or AA scheme leaders:

- Anglia Care Trust
- Crossways Community (residential homes)
- Gwynedd & Môn Youth Justice Service
- Northumbria Local Appropriate Adult Scheme (University of Sunderland)
- Sandwell Children's Trust
- The Children's Society
- HUSSO (The University of Hull)
- West London Forensic Social Work Service (London Borough of Ealing)
- Young Lives Foundation.

In feedback, 100% said they were satisfied. 98% said the training was pitched at the right level, and 95% said it struck the right balance between breadth and depth. 100% said their knowledge or skills had improved (see chart for detail).

How have your knowledge or skills improved because of the event?



“Loved the training session and would definitely recommend it to anyone wanting to become an AA”

“Very good. Grev is extremely friendly and made me feel comfortable to ask questions and get involved”

“Really enjoyed the training! It was a lot to take in over 2 days, but everything was explained in great detail and will be helpful in the future”

“Very informative. Grev was engaging and ensured the development of all students. Covering sensitive topics and modules, the course leader approached the subjects with a great deal of attention and sensitivity which was commendable.”

“This training was fantastic. Grev was excellent and I feel like I’m fully confident to do my role”

“It was really useful and certainly aligned to assisting me with my practice and working in my role. I have taken lots away and knowledge has improved as a result.”

“It was amazing, interesting topics covered and very helpful. I’m glad I signed in for this, I can’t wait to start volunteering”

“Thoroughly enjoyed this training. And learnt so much in two days. Thank you”

“Grev was amazing- a really good presenter! Perfect balance between humour and knowledge I feel really comfortable with going into the role now and using everything I’ve learnt. Thank you for a great two days”



iKAAN (practitioner knowledgebase)

We continued to expand, maintain and promote our 'internet knowledgebase for the AA network' (iKAAN), launched in June 2018, in line with developments in law, policy, research and best practice.

AAs need to navigate a hugely complex set of legislation, codes of practice and case law. iKAAN aims to deliver the information and guidance that those on the frontline AAs need in order to effectively safeguard the rights and welfare of vulnerable suspects.

iKAAN is also proving to be a complementary resource for those studying for an AA accredited qualification.

A further 95 appropriate adults chose to register for a free iKAAN account, taking the total number of AAs to 345.

We added 16 new articles in the following topic areas:

- Extended and further detention
- Non-intimate samples
- Custody records
- PACE processes by AA involvement

This last category formed part of our Covid-19 response. AAs and scheme leaders required guidance on what elements of the role (if any) could or should be delivered remotely. We conducted a detailed analysis of the PACE 1984 Act and Codes. Every possible police process and procedure under PACE was analysed to determine the type of AA involvement required in order for the event to be compliant PACE. Eight categories were determined, from AAs never being involved, to being needed if available, to having to be physically present. This meant AAs were well-informed about, and where necessary robust when engaging with police about, the impact of Covid-19 on their involvement.

95 AAs registered for our practitioner knowledgebase
345 now registered

Objective 4

Increased understanding of, and confidence in, the appropriate adult safeguard

Policing

We informed legislative and policy change by maintaining our active position on the Home Office chaired **PACE Strategy Board**.

From March 2019, the Home Office established a **Covid-19 police custody operational partners group** to coordinate the response. The group included organisations such as National Police Chief's Council, Police Federation, Crown Prosecution Service, ICVA and Law Society. We ensured the concerns of AA schemes regarding children and vulnerable adults were recognised by other agencies.

Our **guidance on the revised PACE Code C** provisions on the identification and definition of vulnerable suspects was downloaded 1,290 times (out of a total of 3,551 downloads of all our PACE updates).

We were a guest speaker on the **HM Inspectorate of Constabulary**, Fire and Rescue Services development day for custody and safeguarding inspectors.

We attended the **Independent Office for Police Conduct's** external stakeholder reference group; met with their mental health specialist network lead to discuss key issues and solutions; and had an article on "Children and appropriate adults" published in *Learning the Lessons*.

We contributed to the **National Police Chief's Council's Custody Forum**; delivered a presentation on *Children & vulnerable adults in custody* at the **Police Federation** National Custody Seminar; and acted as a speaker and facilitator for the **London Mayor's** Custody Seminar (securing five free places for AA schemes).

Civil Society

We were members of the **Bradley Report Group**. AAs and our research featured in the *In ten years' time* report, published by co-chairs **Revolving Doors Agency** and **Centre for Mental Health**, providing a roadmap for improving outcomes for vulnerable people in the justice system. We attended the **NHS England** event marking 10 years since the Bradley Report and discussing next steps.

We were active members of the **Standing Committee for Youth Justice**, and **Care not Custody Coalition**.

We contributed to a roundtable event on 'Learning Disabilities in the CJS' organised by **Keyring**, alongside for solicitors, judiciary, police and liaison and diversion.

We shared our knowledge with an independent expert working on a **Serious Case Review** following the death of a child.

We had meetings and calls with a range of **other charities** including: Transforming Justice, Justice, Revolving Doors Agency, Inquest and Just for Kids Law.

We continued to build our reputation as the centre of expertise on appropriate adults

Research and academia

In addition to contributing to our support for development and commissioning of AA schemes, our **There to Help 2** research report served to increase understanding of the way the safeguard is (or is not) operating and challenge police forces and Government to increase public confidence. Since our first *There to Help* (2015) report, which was commissioned by the Home Secretary, the percentage of adult detentions identified as requiring an AA had increased from 3.1% (in 2013/14) to 5.9% in (2017/18). However, this remained very low compared to academic assessments of the prevalence of mental vulnerability in police custody. We found police recorded the need for an AA in only 6% of around 1 million adult detentions and interviews in 2017/18, varying from 16% to 0.2% across forces. Only 21% clients who engaged with NHS England's liaison and diversion services had AAs, despite 69% having a mental illness.

As we continue to track progress on the identification of vulnerability, we also began work on **There to Help 3**. During the year we secured the relevant data from 100% of forces in England and Wales. We also secured a partnership agreement with University of Cardiff to collaborate on data analysis and report writing at no cost to NAAN. The new report will analyse change during the year in which the Home Office made significant amendments to PACE Code C (in relation to both vulnerability and voluntary interviews) and published the *Appropriate adult PCC-local authority partnership agreement: England*.

We worked with Dr Harriet Pierpoint and Dr Roxanna Dehaghani to establish a **Vulnerability Research Network** within the British Society of Criminology. The proposal was accepted, a steering group formed and a launch planned for 2020/21.

Criminal Law Review published a paper by Chris Bath & Dr Roxanna Dehaghani on the changes to the definition of a vulnerable suspect in PACE Code C from August 2018.

We presented at **Vulnerability, Justice and Communication Conference** (hosted by the Centre of Forensic Interviewing, University of Portsmouth).

We were on the advisory board for the Nottingham University Criminal Justice Research Centre's project **Digital Legal Rights: Improving Procedural Safeguards for Young Suspects**, chaired by Lord Carlisle.

We provided two interviews to the **Equality and Human Rights Commission** inquiry "Does the criminal justice system treat disabled people fairly?"

We contributed to building the evidence base for practice and policy, both directly and by supporting others

Information and advice for professionals

We provided a national centre of expertise about AA work for related professionals (e.g. police officers, lawyers, liaison and diversion, healthcare, researchers), responding to queries accurately and in a timely manner.

Examples of the of questions asked include: how to obtain an AA, whether remote AA support is ever acceptable, who is under a duty to provide AAs, support with research, whether it necessary to screen all suspect for vulnerability, and requests for information leaflets to give out in custody.

Over the year we assisted with 83 direct requests for information and advice and there were 339 page views of our information for related professions.

Information for suspects and supporters

We provided a national point of contact for vulnerable suspects and their supporters.

Examples of the questions asked include: getting in touch with the scheme AA that provided support, finding out who the AA is for an arrested son, how police are supposed to determine whether an AA is required, how to complain, being used as an AA and then dropped for interview, and whether an AA should have been present for certain procedures.

Over the year:

- there were 1809 page views of our information for people who need an AA
- there were 241 page views of our information for family members and supporters
- we assisted 25 individuals directly.

“This is really helpful and clear. Many thanks”

Solicitor

“Thank you so much, you’ve been very helpful!”

Community Support Provider

“Thank you ever so much for this, that is fantastic.”

Police Custody Project Manager

“Thank you very much for your prompt response. That makes sense now. Thank you very much once again”

Social Worker

“Thanks for providing the useful info. on your website. Well done with what you are achieving with just two of you”

Police Officer

“Thank you for your advice it was invaluable”

Friend

“Thanks very much, a great help”

Police Officer

108 advice cases completed
2,389 information page views

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

NAAN’s Reserves Policy is to maintain sufficient level of designated reserves to enable normal operating activities to continue over a period of up to 9 months. This policy mitigates the risks of the charity’s current reliance on a single grant funder that makes decisions on an annual basis and risks associated with past difficulties in obtaining physical receipt of grant funding in a timely fashion. Thus, for the sake of transparency guidelines from the ‘CC19: Charity Reserves –Building Resilience’ have been adopted so that a 9-month designated reserve would allow NAAN the opportunity, if necessary, to wind down its programme of support in the UK.

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 2020.

Respective responsibilities of trustees and examiner

As the charity's trustees of the Company (and also its 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 2020

		31.3.2020	31.3.2019
		Unrestricted fund	Unrestricted fund
	Notes	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies		95,064	95,000
Activities for generating funds	2	35,995	34,217
Investment income	3	962	777
Total incoming resources		132,021	129,994
EXPENDITURE ON			
Charitable activities			
Member Support		49,080	48,662
Policy & Standards		51,663	51,863
Professional Development		28,415	27,532
Total resources expended		129,158	128,057
NET		2,863	1,937
RECONCILIATION OF FUNDS			
Total funds brought forward		118,618	116,681
TOTAL FUNDS CARRIED FORWARD		121,481	118,618

These notes form part of the financial statements.

BALANCE SHEET at 31 March 2020

		31.3.2020	31.3.2019
		Unrestricted	Unrestricted
		fund	fund
	Notes	£	£
FIXED ASSETS			
Tangible assets	7	163	578
CURRENT ASSETS			
Debtors	8	1,348	4,445
Cash at bank		137,771	121,472
		<u>139,119</u>	<u>125,917</u>
CREDITORS			
Amounts falling due within one year	9	<u>(17,801)</u>	<u>(7,877)</u>
NET CURRENT ASSETS		121,318	118,040
TOTAL ASSETS LESS CURRENT LIABILITIES		121,481	118,618
NET ASSETS		<u>121,481</u>	<u>118,618</u>
FUNDS	10		
Unrestricted funds		121,481	118,618
TOTAL FUNDS		<u>121,481</u>	<u>118,618</u>

These notes form part of the financial statements.

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the Year Ended 31 March 2020. The members have not required the charitable company to obtain an audit of its financial statements for the Year Ended 31 March 2020 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 2020

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. Designated funds are only used for a particular specific reason at the discretion of the trustees. The amount is reviewed annually. 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.

NOTES TO THE FINANCIAL STATEMENTS for the Year Ended 31 March 2020 (continued)

2. OTHER TRADING ACTIVITIES

	31.3.2020	31.3.2019
	£	£
Training and training material	12,627	11,109
Membership subscriptions	18,633	18,747
Qualification	2,186	4,361
Other income	49	-
	<u>33,495</u>	<u>34,217</u>

3. INVESTMENT INCOME

	31.3.2020	31.3.2019
	£	£
Deposit account interest	<u>962</u>	<u>777</u>

4. NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting):

	31.3.2020	31.3.2019
	£	£
Independent examiner's fee	947	1,974
Depreciation - owned assets	485	435

5. TRUSTEES' REMUNERATION AND BENEFITS

There was no trustee remuneration or other benefits provided for the year ended 31 March 2020 nor for the year ended 31 March 2019.

Trustees' expenses

	31.3.2020	31.3.2019
	£	£
Trustees' expenses	<u>288</u>	<u>844</u>

NOTES TO THE FINANCIAL STATEMENTS for the Year Ended 31 March 2020 (continued)

6. STAFF COSTS

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

	31.3.2020	31.3.2019
Charitable activities	<u>2</u>	<u>2</u>

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

7. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2019 and 31 March 2020	521	3,842	4,363
DEPRECIATION			
At 1 April 2019	429	3,356	3,785
Charge for year	<u>59</u>	<u>356</u>	<u>415</u>
At 31 March 2020	<u>488</u>	<u>3,712</u>	<u>4,200</u>
NET BOOK VALUE			
At 31 March 2020	<u>33</u>	<u>130</u>	<u>163</u>
At 31 March 2019	<u>92</u>	<u>486</u>	<u>578</u>

NOTES TO THE FINANCIAL STATEMENTS for the Year Ended 31 March 2020 (continued)

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.2020	31.3.2019
	£	£
Trade debtors	1,050	4,145
Prepayments	298	300
	<u>1,348</u>	<u>4,448</u>

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.2020	31.3.2019
	£	£
Trade creditors	5,571	3,970
Other creditors	283	145
Deferred income	11,947	3,762
Accrued expenses	-	-
	<u>17,801</u>	<u>7,877</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. A salary sacrifice scheme is in operation, allowing staff to reduce their salary in favour of increased employer pension contributions, with a net zero effect on the charity. The pension cost charge represents contributions payable by the charity to the fund and amounted to £13,296 (2019: £13,296).

10. MOVEMENT IN FUNDS

It is NAAN's Reserves Policy to maintain sufficient level of designated reserves to enable normal operating activities to continue over a period of up to 9 months should a shortfall in income occur, due to non-receipt of government Home Office funding and to take account of potential risks and contingencies that may arise from time to time. Thus, for the sake of transparency, guidelines from the 'CC19: Charity Reserves –Building Resilience' have been adopted so that a 9-month designated reserve would allow NAAN the opportunity, if necessary, to wind down its programme of support in the UK.

	At 1.4.2019	Net movement in funds	At 31.3.2020
	£	£	£
Unrestricted funds			
General fund	23,618	2,863	26,481
Designated fund	95,000	-	95,000
TOTAL FUNDS	118,618	2,863	121,481

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

	Incoming Resources	Resources Expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	132,021	(129,158)	2,863
Designated fund	-	-	-
TOTAL FUNDS	132,021	(129,158)	2,863

10. MOVEMENT IN FUNDS (CONTINUED)

Comparatives for movement in funds

Net	At 1.4.2018	Net movement in funds	At 31.3.2019
	£	£	£
Unrestricted Funds			
General fund	116,681	(93,063)	23,618
Designated fund	-	95,000	95,000
TOTAL FUNDS	<u>116,681</u>	<u>1,937</u>	<u>118,618</u>

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

	Incoming Resources	Resources Expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	129,994	(128,057)	1,937
Designated fund			
TOTAL FUNDS	<u>129,994</u>	<u>(128,057)</u>	<u>1,937</u>

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the Year Ended 31 March 2020.

DETAILED STATEMENT OF FINANCIAL ACTIVITIES for the Year Ended 31 March 2020

INCOME AND ENDOWMENTS

	31.3.2020	31.3.2019
	£	£
Donations and legacies		
Donations	64	-
Grants	95,000	95,000
	<u>95,064</u>	<u>95,000</u>
Other trading activities		
Membership subscriptions	18,633	18,747
Training and training material	12,627	11,109
MOPAC Commissioning project	2,500	-
Qualification	2,186	4,361
Other income	49	-
	<u>35,995</u>	<u>34,217</u>
Investment income		
Deposit account interest	962	777
Total incoming resources	<u>132,021</u>	<u>129,994</u>

This page does not form part of the statutory financial statements.

DETAILED STATEMENT OF FINANCIAL ACTIVITIES for the Year Ended 31 March 2020 (continued)

EXPENDITURE

	31.3.2020	31.3.2019
	£	£
Charitable activities		
Wages	91,921	90,000
Social security	7,039	7,095
Pensions	13,296	13,296
Travel and subsistence	1,380	1,860
Training, Events and Groups	7,398	7,850
Staff training	50	-
	<u>121,084</u>	<u>120,101</u>
Support costs		
Management		
Depreciation of Fixtures and fittings	59	59
Depreciation of Computer equipment	426	376
Premises	884	675
Printing and stationery	72	144
Travel and subsistence	531	760
Sundries	1,166	1,064
	<u>3,138</u>	<u>3,078</u>
Finance		
Bank charges	147	143
Information technology		
Communications and IT	1,357	1,745
Governance costs		
Trustees' expenses	288	844
Professional fees	1,984	-
Auditors' remuneration	947	1,974
Accountancy and legal fees	213	172
	<u>3,432</u>	<u>2,990</u>
Total resources expended	<u>129,158</u>	<u>128,057</u>
Net income/(expenditure)	<u><u>2,863</u></u>	<u><u>1,937</u></u>

This page does not form part of the statutory financial statements.