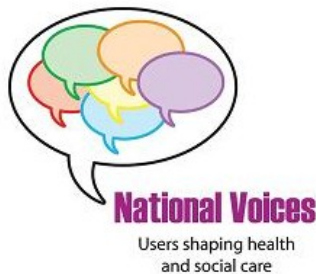


Outsourcing' the finance operation, allowed the charity to free up time to focus on service delivery



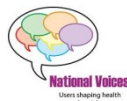
“Outsourcing arrangements always need to be kept under review and carefully managed. Nonetheless, we have found our partnership with Charity Business works well. It is a cost-effective and pragmatic solution that allows our relatively small organization to limit overheads and focus our resources on helping our beneficiaries”

Jeremy Taylor, Chief Executive

National Voices is a coalition of more than 200 national health and care charities in England which champions the user perspective. It works to ensure that the diversity of patients' and carers' voices are heard and that they influence policy and decision makers. National Voices pushes for people to have more say and more control in the way they receive health and care services. In the words of Chief Executive Jeremy Taylor “Our vision is of a world in which services are designed in partnership with patients and carers. The evidence is that this results in better care, greater satisfaction and in the long run better value for money”.

To provide a cost efficient and flexible solution to the day to day financial administration, National Voices opted to run the financial back office operations through the use of shared services. Building on the success of previous collaborations with Charity Business, the sector's leading provider of financial shared services to the charity sector, new systems and procedures were put into place. These centred on sharing Charity Business' financial infrastructure and finance office with other charities in order to benefit from economies of scale and therefore lower day to day costs. Alongside this shared approach, procedures, accounting data and accounts structure were also carefully tailored to meet National Voices' detailed requirements. There was a particular focus on ensuring that the reporting systems were fit for purpose to aid decision making for the management and Trustees.

Outsourcing' the finance operation, allowed the charity to free up time to focus on service delivery, rather than day to day processing, and to eliminate recruitment fees and financial IT costs. A structured monthly financial process has been put in place with regular meetings with the Chief Executive to ensure that potential risks are identified early to allow mitigation. A Virtual Finance Director ('VFD') works closely with the Chief Executive and Treasurer. Strategic financial management remains the responsibility of National Voices management and its Trustees



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