

Registered number: 09461422

**THE WHAT WORKS CENTRE FOR WELLBEING CIC**  
(A company limited by guarantee)

**UNAUDITED**

**ANNUAL REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2020**



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**THE WHAT WORKS CENTRE FOR WELLBEING CIC**  
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**COMPANY INFORMATION**

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<b>Directors</b>	Iain Gregor Henderson , (resigned 24 March 2020) Andrew Peter Hudson , (resigned 24 March 2020) Dr Paul Litchfield Daniel Richard Corry Camilla Rosan (appointed 26 March 2020) Anuschka Muller (appointed 24 March 2020) Nikolaos Adamidis (appointed 16 June 2020) Paul John Najsarek Eleanor Budden , resigned 21 January 2020) Sarah Jane Blunn Deborah Jane Potts Helen Mary Baker
<b>Company secretary</b>	Nancy Hey
<b>Registered number</b>	09461422
<b>Registered office</b>	Albany House Petty France London SW1H 9EA
<b>Accountants</b>	HW Fisher Chartered Accountants Acre House 11-15 William Road London NW1 3ER
<b>Bankers</b>	Unity Trust Bank Nine Brindley place Birmingham B1 2HB

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**CHAIRMAN'S STATEMENT  
FOR THE YEAR ENDED 31 MARCH 2020**

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The chairman presents his statement for the year..

Much has changed in the five years since the Centre was first established and wellbeing has entered the national consciousness as a (and perhaps the) critical determinant of how we are doing as a society. Few now dismiss the concept as a superficial fad and even the more cynical media outlets report the topic in a serious way. Some of that shift reflects positive drivers such as the exponential growth in wellbeing research in which the Centre has played a part. However, some of it is the result of growing inequality in many countries with consequential poor health, social breakdown and political instability. The coronavirus pandemic has brought those inequalities into even sharper focus with the most deprived bearing a disproportionate load in terms of a broad range of adverse consequences.

We have been committed since the outset to improving wellbeing for all but also to reducing inequalities. We have concentrated in our early years on building a robust evidence base, drawing learning from a wide range of disciplines that employ different approaches to demonstrating validity. As we have matured, we have shifted from looking just at "what works" to understanding "how" and "why" some interventions are successful and others are not. The foundations for this branch of science are now more secure than they were even a few years ago and that has allowed us to reprioritise our efforts to engage more with those who can make a difference on the ground to improve the wellbeing of those in their communities.

Bridging the gap between academic research and front-line practice is a neglected area but one which is critical if real change is to be achieved. Influencing policy at national level remains important but much of the progress we see in improving wellbeing and inequalities is achieved by people engaging through their local institutions. Consequently, as well as publishing our landmark report Wellbeing at the Heart of Policy this year, we have invested in strengthening our ties with local government, education, business and civil society.

In a relatively short time the Centre has established itself as the "go to" place for high quality information on wellbeing, presented in a way which is impartial, practical and straightforward. We will continue to press for interventions to be evidence based and evaluated appropriately with an open dissemination of findings so that knowledge can be shared widely to the benefit of all in our society.



Name Dr Paul Litchfield  
Chairman

Date 3 November 2020

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**THE WHAT WORKS CENTRE FOR WELLBEING CIC**  
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**DIRECTORS' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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The directors present their report and the financial statements for the year ended 31 March 2020.

**Directors' responsibilities statement**

The directors are responsible for preparing the Directors' report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'. Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of the profit or loss of the Company for that period.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies for the Company's financial statements and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Statement of Community Benefit**

The objects of the Company are to carry on activities which benefit the community and in particular (without limitation) to improve the wellbeing of individuals and groups including but not limited to the generation of systematic assessment of research on, and interventions to improve, wellbeing and to enable policymakers and practitioners to consider wellbeing at the heart of their work. The following report demonstrates how we have delivered our mission, and thus benefitting the community.

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**DIRECTORS' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**Principal Activities**

**VISION AND MISSION**

**Our Vision Mission and Approach**

We aim to improve wellbeing in the UK year on year and reduce wellbeing inequalities. We do this through understanding what governments, business, communities and people can do to improve wellbeing.

We are building an evidence system for wellbeing.

We believe that improving people's wellbeing is the ultimate goal of effective policy and of community action. Our role is to establish the global evidence base, to get that knowledge to people and organisations who can and do use it, to identify evidence gaps and work with partners to fill them. We are successful when:

1. Wellbeing is recognised as a meaningful and measurable goal for decision makers
2. Wellbeing evidence is generated that is robust, meaningful and useful
3. Knowledge of what works, and what doesn't, reaches people and organisations who can and want to use it
4. More evidence informed action is taken and more trials and studies are done which feed back into the evidence base.

We are an independent collaborating Centre, and knowledge broker, our approach is to be:

**Independent:** we act as an impartial convener of people with different views and perspectives, and speak up about our findings - both when they confirm accepted wisdom and when they challenge it.

**Evidence Based:** we believe that decision making should be informed by the best possible evidence. We bring together the best evidence from wellbeing research to help guide actions that improve people's lives. We believe that evidence is a journey, and that everyone has a role in contributing their findings on what works. We aim to be evidence based in what we do.

**Collaborative:** we work with others to keep improving the evidence and try out ideas. We work in partnership where possible, building on and using the best work in the field wherever it is done. We add value by connecting academics, organisations, decision makers and individuals in meaningful ways and productive conversation and action.

**Practical:** we are focused on what organisations can do to improve wellbeing, producing evidence that is actively useful and valuing learning from practice. We listen to a wide range of people and share evidence in ways that are accessible, relevant and useful.

**Open:** we encourage new ideas and approaches to help us fulfil our mission. We recognise that there are different views about wellbeing, and that the discipline is evolving - and we welcome this diversity. We are open to what we can learn from a range of approaches and findings. We aim to be as open and transparent as possible about what we do, so that others can do it too.

**Iterative:** We learn from experience, and encourage others to do the same by investing in new approaches to understanding and improving wellbeing. We believe that creating robust evidence is a journey and that each step is worthwhile. We support others on their journey so we can build better evidence of wellbeing together.

**Our work April 2019 to end March 2020**

This year we published a landmark report, *Wellbeing at the Heart of Policy*, an update to the Commission on Wellbeing in Policy five years before that led to the establishment of the Centre. The report, and the five year anniversary event in February, marked the end of our initial evidence programme, and partnership with the four

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**DIRECTORS' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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founding evidence consortia, and introduced the four new academic partnership projects. The overlapping of the quality assurance, translation and dissemination of the 17 final outputs from the academic programme with setting up the new teams has been a significant organisational change and delivery challenge.

The partnership with the National Lottery Community Fund supported the major update to the Centre's website knowledge platform to improve user pathways and analytics and we now reach 12,000 people a month through the site alone. This funding has also enabled us to establish a new evaluation function, an evaluation of the measures microsite to be implemented in 2020 and deliver workshops for the Civil Society Sector. Through a new partnership with The Health Foundation, we have a new implementation lead for the Local Government & Health Sectors based in North East England which sits alongside our investment in a Business Sector Implementation Lead based in the North West of England.

Alongside the flagship Wellbeing at Heart of Policy report our major products this year have been:

- 1) Student Mental Health Review of Reviews
- 2) Loneliness measurement Guidance
- 3) Loneliness Conceptual review
- 4) Workplace wellbeing guidance
- 5) APPG Report on A Spending Review to Increase Wellbeing

#### **Leadership & Collaboration**

Wellbeing is not one person or one organisation's job, all sectors and types of organisation have a role to play. With our work in this area we aim to make sense of the wellbeing evidence as it applies in different contexts, to put the needs and interests of evidence users at the heart of what we do and to partner to use evidence and fill evidence gaps.

The Centre partners with professions as a strong, evidence informed, driver of knowledge use. As part of this we continued to provide the secretariat to the government analysts' Social Impacts Taskforce, SITF, a cross government analyst group and supported the development of wellbeing cost effectiveness methodology as supplementary guidance to government appraisal and the HM Treasury Green Book as well as refreshed guidance on Multi-Criteria Decision Analysis (MCDA).

The Centre provides secretariat support to the APPG Wellbeing Economics to support dissemination of evidence to parliamentarians. This year we have supported the group on a Report on A Spending Review to Increase Wellbeing and meetings on 1) Implementing wellbeing in Scotland, Wales, Northern Ireland and New Zealand and 2) Wellbeing, work and business.

Whilst our work is primarily UK focused, because our evidence summaries are of the global evidence base and the UK has many leading policy and practice examples, we are able to collaborate internationally on wellbeing to learn and share our learning. This has included participation in the World Government Summit, Global Happiness Policy Council and the UAE working group on wellbeing and the Sustainable Development Goals with a paper presented at the UN.

As a small organisation that is part of a wider network working on evidence and on wellbeing we have always co-located with partner organisations. This year we moved out of The Childrens' Society, as they have relocated, and moved to new temporary premises before a planned move to the new Evidence Quarter in April 2020. We retain our partnership working with The Childrens' Society research team and their work on the wellbeing of children & young people including their flagship Good Childhood Report.

#### **Evidence & Analysis**

In our evidence work we aim to bring together the global knowledge base so that we are able to say what's known and what's not in a way organisations can be confident about the level of risk in the action they take. This also helps us to identify gaps in the evidence base so that we can work with partners to fill them.

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**DIRECTORS' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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This year the Centre has led and commissioned more evidence products than in previous years as the commissioning relationship with the research councils changes. This has included the 1) Thriving Communities analysis project with Centre for Thriving Places for National Lottery Community Fund and 2) the Student Mental Health Review of Reviews delivered by Liverpool University. The Centre has also Commissioned two new Rapid Evidence Assessments: 1) Evaluations using ONS4 subjective wellbeing measures being delivered by NHS Solutions for Public Health 2) Volunteering & Wellbeing being delivered by University of East Anglia in a new partnership with Spirit 2012 Trust.

The evidence team has also continued to work with our academic teams, advisory panel and consultation groups to quality assure and translate the outstanding products from the first academic Evidence Programme and the new project from the Transition Year programme.

**Evidence Programme 1 final outputs**

- a) Secondary data analysis on social fragmentation and deprivation Local area determinants of wellbeing with University of Durham
- b) Evaluations of the How To Thrive Healthy Minds Curriculum and Action for Happiness course published,

**Evidence Transition Year**

We have four main projects with our initial academic consortium partners that continued this year. They are:

1. A Methods & Measures partnership with Central government departments and the Welsh Government delivered with the Centre for Economic Performance at the London School of Economics, led by Prof Paul Frijters. In this project we worked with Government analysts, through a series of workshops and case studies, to develop step by step guidance on applying wellbeing cost effectiveness analysis.
2. Loneliness, Culture and Sport programme consortia led by Prof Louise Mansfield at Brunel University London that included a conceptual review of loneliness and three qualitative evidence synthesis projects looking at places and spaces, intangible cultural assets and volunteering and how they relate to loneliness, wellbeing, culture and sporting activities.
3. Community wellbeing consortium led by Prof Rhiannon Cororan at Liverpool University including a systematic review on community businesses and wellbeing co funded by Power to Change and a pioneering new approach to synthesis of case studies - a type of evidence commonly used in the community and business sectors - that will bring together case studies around community hubs and wellbeing.
4. Wellbeing at work evidence programme led by Prof Kevin Daniels at the University of East Anglia that included a systematic review of implementing workplace wellbeing interventions, from which five principles to improve workplace wellbeing and case studies were developed and a cost effectiveness calculator for workplace wellbeing interventions.

This year we also launched two new academic funding calls with the Economic & Social Research Council and the Arts & Humanities Research Council. We launched a joint Highlight Call for Secondary Data Analysis projects to follow on from the initial four year evidence programme teams. We received over 150 inquiries for this call and shortlisted 16 proposals co-developed with consultation groups of users and funders. Three were appointed:

- Dr Fancourt, D. UCL - Wellbeing & Community Engagement (WELLCOMM): evidence from observational studies & impact for social prescribing
- Dr Patalay, P. UCL - Understanding social isolation and subjective wellbeing across the life course: a project using five British birth cohort studies
- Dr Long, E. Glasgow University - WWCW Loneliness and Wellbeing Among Adolescents and Young Adults

We had an additional joint funding call on Methods and Measure announced with ESRC in March and Prof Diane Coyle's team at the Bennet Institute for Public Policy at Cambridge University were appointed starting formally in November. The research will:

use expert interviews to test how relevant our current wellbeing indicators are across different groups or people.

Statistical methods will explore how well the current wellbeing metrics reflect these sources of wellbeing



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**DIRECTORS' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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variation across communities.

The researchers will also test methods to produce a manageable set of indicators for policy use.

### **Communication & Dissemination**

We aim to make sense of the evidence from both research and practice and then get it - and the experts - to our audience when they need it. Website redevelopment was the main communications priority this year and we reconfigured the platform to better support knowledge use. This included extensive User Experience (UX) research, use of web and media analytics and information science.

The site has increased functionality to improve accessibility and expand our ability to test the use of evidence. In particular we created clearer pathways for those new to wellbeing, those focused on a specific topic or theme and those more familiar with our work. This is important because 70-80% of web traffic are new visitors even as the audience grows and search terms suggest early stage wellbeing knowledge.

The Centre's site had over 370,000 page views over the year with 290,000 unique page views - 24,000 a month. This is from 115,000 users in 165,000 sessions and 83% new visitors. Our aim is to reach the whole of the UK and the top places our visitors came from this year are London (20%), Birmingham, Bristol, Manchester, Glasgow, Edinburgh, Sheffield, Leeds and Cardiff.

The top pages visited over this period other than the home page are:

1. What is wellbeing
2. Resources
3. Loneliness
4. Microsite on measuring wellbeing for Civil Society
5. About the Centre

The top products have been

1. Workplace wellbeing Questionnaire
2. Guide to Measuring Loneliness
3. Loneliness Conceptual Review
4. Student Mental Health & Wellbeing Review of Reviews
5. Five Principles to Improve Workplace Wellbeing
6. Wellbeing at the Heart of Policy

We publish a weekly blog and email to our growing audience sharing wellbeing research, policy and practice. The blog content becomes knowledge resources - research summaries, practice examples, policy & data releases - and we continue to reflect an equal balance of contributions from each of our audience to create a learning system where all those involved in using and creating wellbeing evidence have mutual trust, respect and freedom of expression. Where we know the audience sector, 56% are from civil society, 24% academia, 14% government and 2% business.

Whilst the Centre is focused on a professional audience the centre and its work have been covered in the Financial Times, WIRED, Personnel Today, Schools Week and in debates on Wellbeing in House of Lords March 2020 and on Music Education in England in Westminster Hall.

### **Implementation & New Evidence Generation**

In our implementation and evidence generation work we aim to use the knowledge we collectively already have, partner to learn more where there are evidence gaps and work out what those in policy and practice need to know to improve wellbeing. We now have leads for all the sectors we work with - Governments, Business and Civil Society. In particular we agreed a new partnership with the Health Foundation to co-fund an implementation lead for Local Government and Health Sectors.

Because of the importance of communities, connection and civil society for national wellbeing the flagship

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**DIRECTORS' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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products remain the measurement guidance microsite and the new loneliness measurement guidance in partnership with the Office for National Statistics and the National Lottery Community Fund. Our implementation work includes communication and dissemination to our audiences, understanding and including their experience in the Centre's workplan and translation of products. The type of activities we do in this area have been:

**Presentations, workshops and training**

Presentations and workshops with all sectors e.g. Streetgames conference session on loneliness, PHE National Conference, COIN Integration conference, Kings Fund Conference, Coventry & Warwickshire year of wellbeing, OECD Putting Wellbeing metrics into policy Action October, Carnegie UK Trust Board, Community Wellbeing with North Yorkshire local Authority, Civil Service Policy Profession workshops June, September, December (London), October (Newcastle), Institute for Workforce & Facilities Management, Action Sustainability and NEC Health and Wellbeing event.

**Advisory roles by formal and informal**

Advised on National Archives wellbeing evaluation toolkit for the sector, Canal & Rivers Trust on their outcomes framework and research programme, Heritage Lottery Fund, National Lottery Community Fund Headstart evaluation, Advice for business and employers on measurement of wellbeing at work; Advice to departments on prevention, measurement of wellbeing of children & young people and evaluation of programmes, cross cutting outcomes and spending, Housing First and Integration Area pilots, Superfast Broadband evaluation, departmental staff wellbeing surveys, Future of High Streets, Towns Fund, Shared Prosperity Funds, Industrial Strategy Success Metrics.

Formal Advisory Roles have included: The National Lottery Community Fund Evidence & Data Advisory Group, Pro Bono Economics Advisory Board, The Department for Education Teacher & Leaders Wellbeing Advisory Group, the Civil Service UK Strategic Framework Expert Advisory Group with specific focus on individuals with low level of wellbeing; Public Health England Every Mind Matters Expert Advisory group; Carnegie Embedding Wellbeing in Northern Ireland Advisory Group; Southwark Child & Adolescent Mental Health & Wellbeing Commission; Mental Health in Higher Education Advisory Group, Judge for RSA Student Design Awards 'Alone Together' category to support innovation in line with the loneliness and social connection evidence findings.

**Partnerships and Projects**

We aim to be practical, iterative and open including in our work to bridge academic and practice use of measures. This year we have worked with civil society organisations with a focus on disability and wellbeing measurement with the aim of improving both robustness and practical use. We also launched our open charity sector workshops and held one basic and one advanced one before the pandemic hit and we paused our remaining programme of face to face workshops in Edinburgh, London and Birmingham. We have been senior Learning partner for Spirit 2012 Carers Music Fund and on the DCMS Building Connections Fund.

An example of a full cycle of all of our activities is where we have initiated and implemented the Student Mental Health & Wellbeing Review of Reviews. This year we completed our partnership project with Universities UK including a practice example database. To follow on from this we had identified a review level evidence gap so commissioned and delivered the Student Mental Health Review of Reviews with University of Liverpool. This overview of the evidence base was able to inform the new StepChange Framework, Office for Student Mental Health Challenge Grants and Student Mental Health Research Network funding. To support this work we partnered with the University of East Anglia to hold a policy roundtable on Postgraduate mental health to share the learning from the specific project.

**Contributing to the evidence and implementation fields**

We have been part of two cross What Works Networks projects where we aim to work together across the Centres to test and learn how to improve dissemination and implementation of evidence. This year that has included participation in 1) the UK wide What Works Summits in Wales, Northern Ireland and Scotland, led by the Wales Centre for Public Policy, with a final roundtable in collaboration with the Network 2) The Disadvantaged Places project with wider What Works Network, led by What Works Local Economic Growth, working with Grimsby and Wakefield. Internationally, we attended the What Works Global Summit in Mexico City and won the prize for best poster for our work on Wellbeing at the Heart of Policy.

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**DIRECTORS' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**Statement on Covid19 and its implications for the work and operations of the Centre**

The worldwide outbreak of the coronavirus pandemic (covid-19) has caused extensive disruptions to organisations globally with major implications for both operations and finances for many organisations. However, the Centre's delivery has always been digital first and, with remote flexible working as standard, has been well placed to respond quickly and positively to the changes to operational working with little impact on delivery. The two main implications have been a) pausing our charity sector workshops because face to face delivery was no longer appropriate and was no longer appropriate for the audience and b) some slowing of projects by a few weeks, due to childcare commitments across some teams.

**Directors**

The directors who served during the year were:

Iain Gregor Henderson , (resigned 24 March 2020)

Andrew Peter Hudson , (resigned 24 March 2020)

Dr Paul Litchfield

Daniel Richard Corry

Camilla Rosan (appointed 26 March 2020)

Anuschka Muller (appointed 24 March 2020)

Paul John Najsarek

Eleanor Budden (resigned 21 January 2020)

Sarah Jane Blunn

Deborah Jane Potts

Helen Mary Baker

During the year the directors did not earn any remuneration from the company. (2019 - £Nil)

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**DIRECTORS' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**Governance**

The Centre builds in its main audiences into the governance to ensure we put the needs and interest at the heart of what we do. This is a core requirement for a What Works Centre and essential for effective knowledge use. We have a Board of Directors as the main decision making body, an advisory panel to ensure that the Centre's work is quality assured to be robust, relevant and accessible. The original management group of the Centre has been composed of the Principle Investigators of the Centre's evidence programmes consortia teams lead delivery but came to an end this year as the nature of the academic evidence partnerships changed at the end of the Transition Year.

**Board**

The What Works Centre for Wellbeing is led by a board of voluntary Directors. The Board is the ultimate decision maker, as outlined in the Articles of Association. The Board is responsible for working closely with the Executive Director and the senior management team to develop and agree strategic direction for the organisation, and ensure that a) any activities and executive decisions are made in the best interest of the organisation, its stakeholders and the wider public b) any activities and executive decisions contribute to achieving the organisational purpose and aims, and c) that these are delivered effectively and sustainably.

**Advisory Panel**

The Centre has an advisory panel that, along with a wider consultation group for each project, ensures quality assurance and suitability of the products and research outputs that are being produced. Quality assurance is to ensure robustness and improve relevance and accessibility - all core success factors for effective knowledge broker organisations. The Advisory Panel is composed of voluntary members who represent the key sectors and audiences the Centre engages with. These include evidence and/or wellbeing experts, researchers and academics, some members of the original commissioning panel with the ESRC, practitioners and decision makers. The main purpose of this panel is to ensure high quality, transparency, relevance and accessibility of all the Centre's products and research strategies. This group also serves to mitigate risks and manage disagreements or disputes around methodology, measures or theoretical approaches used during the evidence synthesis and translation.

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**DIRECTORS' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**Future developments**

In 2019/20 the Centre has continued to build on our strategy with thematic focus on a) working age and business b) community, connection and civil society c) wellbeing measures and methodology. Organisationally we have focused on delivery, continuing to build communications & implementation, on transitioning across to four new academic partnerships and building internal capacity to bid and commission as well as our evidence analytical and evaluation capacity.

For 20/21 and beyond our strategic direction is to continue to support the themes and to focus on making wellbeing evidence as relevant as possible and continue to build our sustainability as an organisation. In addition, we aim to be louder including playing a greater role with our expertise on evidence and implementation and continue to improve our impact.

The worldwide outbreak of the coronavirus pandemic (COVID-19) has caused extensive disruptions to organisations globally with major implications for both its operations and finances. The directors acknowledge and recognise the potential impact of the COVID-19 pandemic on the future operations of the Centre, its staff, partners, stakeholders and on the wider society. Key areas of the company's operations that have been impacted include:

- Following the advice issued by the UK Government in March 2020 regarding employees working from home and other social distancing measures, staff are not permitted to work at the Centre's offices, however we have enacted procedures to facilitate remote working and have taken detailed action that enables effective operation of the Centre to continue, whilst employees are not physically present in the office.

The directors are satisfied with the alternative plans that have been put in place to ensure that disruption to the Centre's operations arising from COVID-19 is minimised as reasonably practicable. The directors acknowledge and recognise the potential impact of the pandemic on the future operations of the Centre, its staff, partners, stakeholders and on wider society and will take necessary actions to adapt to any changes in the Centre's environment.

The directors are of the opinion that despite the impact of COVID-19, the Centre remains a going concern over the next twelve months from the signing of the financial statements.

**Small companies note**

In preparing this report, the directors have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the board and signed on its behalf.



Dr Paul Litchfield  
Director

Date: 24 November 2020

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**STATEMENT OF COMPREHENSIVE INCOME**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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	Note	2020 £	2019 £
Turnover		673,675	673,972
		<u>673,675</u>	<u>673,972</u>
Administrative expenses		(664,856)	(505,675)
		<u>8,819</u>	<u>168,297</u>
<b>Profit before taxation</b>		<b>8,819</b>	<b>168,297</b>
Taxation on profit		(2,887)	(15,092)
		<u>5,932</u>	<u>153,205</u>
<b>Profit for the financial financial year</b>		<b>5,932</b>	<b>153,205</b>
<b>Other comprehensive income for the year</b>			
		<u>5,932</u>	<u>153,205</u>
<b>Total comprehensive income for the year</b>		<b>5,932</b>	<b>153,205</b>

The notes on pages 14 to 18 form part of these financial statements.

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**REGISTERED NUMBER: 09461422**

**BALANCE SHEET**  
**AS AT 31 MARCH 2020**

	Note	2020 £	2019 £
<b>Fixed assets</b>			
Tangible assets	4	-	158
		-	158
<b>Current assets</b>			
Debtors: amounts falling due within one year	5	55,685	50,737
Cash at bank and in hand	6	300,490	299,855
		356,175	350,592
Creditors: amounts falling due within one year	7	(91,732)	(92,239)
<b>Net current assets</b>		<b>264,443</b>	<b>258,353</b>
<b>Total assets less current liabilities</b>		<b>264,443</b>	<b>258,511</b>
<b>Net assets</b>		<b>264,443</b>	<b>258,511</b>
<b>Capital and reserves</b>			
Profit and loss account		264,443	258,511
		<b>264,443</b>	<b>258,511</b>

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**BALANCE SHEET (CONTINUED)**  
**AS AT 31 MARCH 2020**

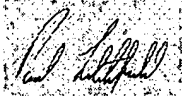
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The directors consider that the Company is entitled to exemption from audit under section 477 of the Companies Act 2006 and members have not required the Company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 Section 1A - small entities.

The financial statements were approved and authorised for issue by the board and were signed on its behalf on 24 November 2020.



**Dr Paul Litchfield**  
Director

The notes on pages 14 to 18 form part of these financial statements.



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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**1. General information**

The Centre is constituted as a Community Interest Company limited by guarantee registered in (England and Wales) with no share capital. Other general information about the Centre is shown in the Directors' Report. The Centre's registered office is Albany House, Petty France, London, England, SW1H 9EA, The Centre considers itself to be a Public Benefit Entity.

**2. Accounting policies**

**2.1 Basis of preparation of financial statements**

The financial statements have been prepared under the historical cost convention unless otherwise specified within these accounting policies and in accordance with Section 1A of Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and the Republic of Ireland and the Companies Act 2006. The accounts have been prepared on a going concern basis.

The following principal accounting policies have been applied:

**2.2 Going concern**

The Centre's forecasts and projections, taking account of reasonably possible changes in trading performance, show that the Centre can meet its liabilities as they fall due. In making this decision, the directors have taken into consideration the risks and uncertainties arising from the COVID-19 pandemic.

On this basis, the directors consider that the Centre will continue in operational existence for the foreseeable future and accordingly the directors consider it appropriate to prepare the financial statements on a going concern basis.

**2.3 Revenue**

Turnover is recognised to the extent that it is probable that the economic benefits will flow to the Company and the turnover can be reliably measured. Turnover is measured as the fair value of the consideration received or receivable, excluding discounts, rebates, value added tax and other sales taxes. The following criteria must also be met before turnover is recognised:

**Rendering of services**

Turnover from a contract to provide services is recognised in the period in which the services are provided in accordance with the stage of completion of the contract when all of the following conditions are satisfied:

- the amount of turnover can be measured reliably;
- it is probable that the Company will receive the consideration due under the contract;
- the stage of completion of the contract at the end of the reporting period can be measured reliably; and
- the costs incurred and the costs to complete the contract can be measured reliably.

Voluntary grant income is included on a receivable basis.

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**THE WHAT WORKS CENTRE FOR WELLBEING CIC**  
(A company limited by guarantee)

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2020**

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**2. Accounting policies (continued)**

**2.4 Pensions**

**Defined contribution pension plan**

The Company operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the Company pays fixed contributions into a separate entity. Once the contributions have been paid the Company has no further payment obligations.

The contributions are recognised as an expense in the Statement of comprehensive income when they fall due. Amounts not paid are shown in accruals as a liability in the Balance sheet. The assets of the plan are held separately from the Company in independently administered funds.

**2.5 Taxation**

Tax is recognised in the Statement of comprehensive income, except that a charge attributable to an item of income and expense recognised as other comprehensive income or to an item recognised directly in equity is also recognised in other comprehensive income or directly in equity respectively.

The current income tax charge is calculated on the basis of tax rates and laws that have been enacted or substantively enacted by the balance sheet date in the countries where the Company operates and generates income. Grant income (and expenditure) which does not meet the definition of trading income (and expenditure) is not taxable.

**2.6 Tangible fixed assets**

Tangible fixed assets under the cost model are stated at historical cost less accumulated depreciation and any accumulated impairment losses. Historical cost includes expenditure that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management.

Depreciation is charged so as to allocate the cost of assets less their residual value over their estimated useful lives, using the straight-line method.

The estimated useful lives range as follows:

Computer equipment                      -    3 years

The assets' residual values, useful lives and depreciation methods are reviewed, and adjusted prospectively if appropriate, or if there is an indication of a significant change since the last reporting date.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in the Statement of comprehensive income.

**2.7 Debtors**

Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

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**THE WHAT WORKS CENTRE FOR WELLBEING CIC**  
(A company limited by guarantee)

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**2. Accounting policies (continued)**

**2.8 Cash and cash equivalents**

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

**2.9 Creditors**

Short term creditors are measured at the transaction price. Other financial liabilities, including bank loans, are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

**3. Directors & Employees**

The average monthly number of employees, including directors, during the year was 11 (2019 - 7).

**4. Tangible fixed assets**

	Computer equipment £
<b>Cost or valuation</b>	
At 1 April 2019	8,802
At 31 March 2020	<u>8,802</u>
<b>Depreciation</b>	
At 1 April 2019	8,644
Charge for the year on owned assets	158
At 31 March 2020	<u>8,802</u>
<b>Net book value</b>	
At 31 March 2020	-
At 31 March 2019	<u>158</u>

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**THE WHAT WORKS CENTRE FOR WELLBEING CIC**  
(A company limited by guarantee)

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2020**

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**5. Debtors**

	2020 £	2019 £
Trade debtors	24,962	46,947
Other debtors	10,267	3,470
Prepayments and accrued income	20,456	320
	<u>55,685</u>	<u>50,737</u>

**6. Cash and cash equivalents**

	2020 £	2019 £
Cash at bank and in hand	300,490	299,855
	<u>300,490</u>	<u>299,855</u>

**7. Creditors: Amounts falling due within one year**

	2020 £	2019 £
Trade creditors	4,217	9,799
Corporation tax	2,254	15,092
Other taxation and social security	16,099	8,456
Other creditors	4,710	18,040
Accruals and deferred income	64,452	40,852
	<u>91,732</u>	<u>92,239</u>

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**THE WHAT WORKS CENTRE FOR WELLBEING CIC**  
(A company limited by guarantee)

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**8. Financial instruments**

	2020 £	2019 £
<b>Financial assets</b>		
Cash at bank	300,490	299,855
Financial assets that are debt instruments measured at amortised cost	35,229	46,947
Financial assets that are equity instruments measured at cost less impairment	-	-
	<u>335,719</u>	<u>346,802</u>

Financial assets measured at fair value through the profit and loss account comprise bank and credit card balances.

**9. Company status**

The company is a community interest company by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £9 towards the assets of the company in the event of liquidation.

**10. Pension commitments**

The Company operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the Company in an independently administered fund. The pension cost charge represents contributions payable by the Company to the fund and amounted to £28,941 (2019 - £19,874). Contributions totalling £4,490 (2019 - £4,005) were payable to the fund at the balance sheet date.

**11. Related party transactions**

There are no related parties in the year

**12. Post balance sheet events**

Since the year end, the worldwide outbreak of the coronavirus pandemic (COVID-19) has caused extensive disruptions to organisations globally with major implications for operations as well finances. The directors acknowledge and recognise the impact of the COVID-19 pandemic on the operations of the Centre, its, partners, stakeholders and on the wider society, and through the staff Management Team, they have ensured that both resources and processes are in place to mitigate any disruption to the Centre. As a result the impact of COVID-19 pandemic does not warrant any adjustments to these financial statements.

102004/15

# CIC 34

## Community Interest Company Report

**For official use**  
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capitals.*

**Company Name in  
full**

The What Works Centre for Wellbeing Community  
Interest Company

**Company Number**

09461422

**Year Ending**

31 March 2020

**Please ensure the company name is consistent with the company name entered on the accounts.**

This template illustrates what the Regulator of Community Interest Companies considers to be best practice for completing a simplified community interest company report. All such reports must be delivered in accordance with section 34 of the Companies (Audit, Investigations and Community Enterprise) Act 2004 and contain the information required by Part 7 of the Community Interest Company Regulations 2005. For further guidance see chapter 8 of the Regulator's guidance notes and the alternate example provided for a more complex company with more detailed notes.

**(N.B. A Filing Fee of £15 is payable on this document. Please enclose a cheque or postal order payable to Companies House)**

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## **PART 1 - GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITIES AND IMPACT**

In the space provided below, please insert a general account of the company's activities in the financial year to which the report relates, including a description of how they have benefited the community.

The objects of the Company are to carry on activities which benefit the community and in particular (without limitation) to improve the wellbeing of individuals and groups including but not limited to the generation of systematic assessment of research on, and interventions to improve, wellbeing and to enable policymakers and practitioners to consider wellbeing at the heart of their work.

This year we published a landmark report, Wellbeing at the Heart of Policy, an update to the Commission on Wellbeing in Policy five years before that led to the establishment of the Centre. The report, and five year anniversary event in February, marked the end of our initial evidence programme, and partnership with the four founding evidence consortia, and introduced the four new academic partnership projects.

Furthermore, the partnership with the National Lottery Community Fund supported the major update to the Centre's website knowledge platform to improve user pathways and analytics. This funding has also enabled us to establish a new evaluation function, an evaluation of the measures microsite to be implemented in 2020 and deliver workshops for the Civil Society Sector. Through a new partnership with The Health Foundation, have a new implementation lead for the Local Government & Health Sectors based in North East England which sits alongside our investment in a Business Sector Implementation Lead based in the North West of England.

Alongside the flagship Wellbeing at Heart of Policy report our major products this year have been:

1. Student Mental Health Review of Reviews
2. Loneliness measurement Guidance
3. Loneliness Conceptual review
4. Workplace wellbeing guidance
5. APPG Report on A Spending Review to Increase Wellbeing

The Centre's work and activities to improve wellbeing can be divided into the following areas:

1. Leadership and Collaboration
2. Evidence and Analysis
3. Communication and Dissemination

### **Leadership and Collaboration**

With our work in this area we aim to make sense of the wellbeing evidence as it applies in different contexts, to put the needs and interests of evidence users at the heart of what we do and to partner to use evidence and fill evidence gaps.

The Centre partners with professions as a strong, evidence informed, driver of knowledge use. As part of this we continued to provide the secretariat to the government analysts' Social Impacts Taskforce, SITF, a cross government analyst group and supported the development of wellbeing cost effectiveness methodology as supplementary guidance to government appraisal and the HM Treasury Green Book as well as refreshed guidance on Multi-Criteria Decision Analysis (MCDA).

The Centre provides secretariat support to the APPG Wellbeing Economics to support dissemination of evidence to parliamentarians. This year we have supported the group on a Report on A Spending Review to Increase Wellbeing and meetings on 1) Implementing wellbeing in Scotland, Wales, Northern Ireland and New Zealand and 2) Wellbeing, work and business.

*(If applicable, please just state "A social audit report covering these points is attached").*



***(Please continue on separate continuation sheet if necessary.)***

World Government Summit, Global Happiness Policy Council and the UAE working group on wellbeing and the Sustainable Development Goals with paper presented at the UN.

As a small organisation that is part of a wider network working on evidence and on wellbeing we have always co-located with partner organisations. This year we moved out of The Childrens' Society, as they have relocated, and moved to new temporary premises before a planned move to the new Evidence Quarter in April 2020. We retain our partnership working with The Childrens' Society research team and their work on the wellbeing of children & young people including their flagship Good Childhood Report.

### **Evidence and Analysis**

In our evidence work we aim to bring together the global knowledge base so that we are able to say what's known and what's not in a way organisations can be confident about the level of risk in the action they take. This also helps us to identify gaps in the evidence base so that we can work with partners to fill them.

This year the Centre has led and commissioned more evidence products than in previous years as the commissioning relationship with the research councils changes. This has included the 1) Thriving Communities analysis project with Centre for Thriving Places for National Lottery Community Fund and 2) the Student Mental Health Review of Reviews delivered by Liverpool University. The Centre has also Commissioned two new Rapid Evidence Assessments: 1) Evaluations using ONS4 subjective wellbeing measures being delivered by NHS Solutions for Public Health 2) Volunteering & Wellbeing being delivered by University of East Anglia in a new partnership with Spirit 2012 Trust.

The evidence team has also continued to work with our academic teams, advisory panel and consultation groups to quality assure and translate the outstanding products from the first academic Evidence Programme and the new project from the Transition Year programme.

Evidence Programme 1 final outputs

- Secondary data analysis on social fragmentation and deprivation Local area determinants of wellbeing with University of Durham
- Evaluations of the How To Thrive Healthy Minds Curriculum and Action for Happiness course published

Evidence Transition Year

We have four main projects with our initial academic consortium partners that continued this year. They are:

1. A Methods & Measures partnership with Central government departments and the Welsh Government delivered with the Centre for Economic Performance at the London School of Economics, led by Prof Paul Frijters
2. Loneliness, Culture and Sport programme consortia led by Prof Louise Mansfield at Brunel University London
3. Community wellbeing consortium led by Prof Rhiannon Cororan at Liverpool University
4. Wellbeing at work evidence programme led by Prof Kevin Daniels at the University of East Anglia

This year we also launched two new academic funding calls with the Economic & Social Research Council and the Arts & Humanities Research Council. We launched a joint Highlight Call for Secondary Data Analysis projects to follow on from the initial four year evidence programme teams. We received over 150 inquiries for this call and shortlisted 16 proposals co-developed with consultation groups of users and funders. Three were appointed:

- Dr Fancourt, D. UCL - Wellbeing & Community Engagement (WELLCOMM): evidence from observational studies & impact for social prescribing
- Dr Patalay, P. UCL - Understanding social isolation and subjective wellbeing across the life course: a project using five British birth cohort studies
- Dr Long, E. Glasgow University - WWCW Loneliness and Wellbeing Among Adolescents and Young Adults

We had an additional joint funding call on Methods and Measure announced with ESRC in March and Prof Diane Coyle's team at the Bennet Institute for Public Policy at Cambridge University were appointed starting formally in November.

**(If applicable, please just state "A social audit report covering these points is attached").**

## Communication & Dissemination

We aim to make sense of the evidence from both research and practice and then get it - and the experts - to our audience when they need it. Website redevelopment was the main communications priority this year and we reconfigured the platform to better support knowledge use. This included extensive User Experience (UX) research, use of web and media analytics and information science.

The site has increased functionality to improve accessibility and expand our ability to test the use of evidence. In particular we created clearer pathways for those new to wellbeing, those focused on a specific topic or theme and those more familiar with our work. This is important because 70-80% of web traffic are new visitors even as the audience grows and search terms suggest early stage wellbeing knowledge.

The Centre's site had over 370,000 page views over the year with 290,000 unique page views - 24,000 a month. This is from 115,000 users in 165,000 sessions and 83% new visitors. Our aim is to reach the whole of the UK and the top places our visitors came from this year are London (20%), Birmingham, Bristol, Manchester, Glasgow, Edinburgh, Sheffield, Leeds and Cardiff.

We publish a weekly blog and email to our growing audience sharing wellbeing research, policy and practice. The blog content becomes knowledge resources - research summaries, practice examples, policy & data releases - and we continue to reflect an equal balance of contributions from each of our audience to create a learning system where all those involved in using and creating wellbeing evidence have mutual trust, respect and freedom of expression. Where we know the audience sector, 56% are from civil society, 24% academia, 14% government and 2% business.

Whilst the Centre is focused on a professional audience the centre and its work have been covered in the Financial Times, WIRED, Personnel Today, Schools Week and in debates on Wellbeing in House of Lords March 2020 and on Music Education in England in Westminster Hall.

## Implementation & New Evidence Generation

In our implementation and evidence generation work we aim to use the knowledge we collectively already have, partner to learn more where there are evidence gaps and work out what those in policy and practice need to know to improve wellbeing. We now have leads for all the sectors we work with - Governments, Business and Civil Society. In particular we agreed a new partnership with the Health Foundation to co-fund an implementation lead for Local Government and Health Sectors.

Because of the importance of communities, connection and civil society for national wellbeing the flagship products remain the measurement guidance microsite and the new loneliness measurement guidance in partnership with the Office for National Statistics and the National Lottery Community Fund. Our implementation work includes communication and dissemination to our audiences, understanding and including their experience in the Centre's workplan and translation of products. The type of activities we do in this area have been:

- Presentations, workshops and training
- Advisory roles by formal and informal
- Partnerships and Projects
- Contributing to the evidence and implementation fields

**PART 2 – CONSULTATION WITH STAKEHOLDERS** – Please indicate who the company's stakeholders are; how the stakeholders have been consulted and what action, if any, has the company taken in response to feedback from its consultations? If there has been no consultation, this should be made clear.

We aim to improve wellbeing in the UK year on year and reduce wellbeing inequalities. We do this through understanding what governments, business, communities and people can do to improve wellbeing.

We are a bridge between knowledge and informed action for decision-makers across all sectors. Consultation with stakeholders and collaboration and is a founding principle of our Theory of Change. Our stakeholders

- VCSE sector
- Local Government and Public Health
- Central Government
- Business sector
- Wellbeing organisations
- Evaluation and knowledge mobilisation organisations
- Academics

We are an independent collaborating Centre, and knowledge broker, our approach is to be: Independent, Evidence Based, Collaborative, Practical and Open.

**Independent:** we act as an impartial convener of people with different views and perspectives, and speak up about our findings - both when they confirm accepted wisdom and when they challenge it.

**Evidence Based:** we believe that decision making should be informed by the best possible evidence.

We bring together the best evidence from wellbeing research to help guide actions that improve people's lives. We believe that evidence is a journey, and that everyone has a role in contributing their findings on what works. We aim to be evidence based in what we do.

**Collaborative:** we work with others to keep improving the evidence and try out ideas. We work in partnership where possible, building on and using the best work in the field wherever it is done. We add value by connecting academics, organisations decision makers and individuals in meaningful ways and productive conversation and action.

**Practical:** we are focused on what organisations can do to improve wellbeing, producing evidence that is actively useful and valuing learning from practice. We listen to a wide range of people and share evidence in ways that are accessible, relevant and useful.

**Open:** we encourage new ideas and approaches to help us fulfil our mission. We recognise that there are different views about wellbeing, and that the discipline is evolving - and we welcome this diversity. We are open to what we can learn from a range of approaches and findings. We aim to be as open and transparent as possible about what we do, so that other can do it too.

**Iterative:** We learn from experience, and encourage others to do the same by investing in new approaches to understanding and improving wellbeing. We believe that creating robust evidence is a journey and that each step is worthwhile. We support others on their journey so we can build better evidence of wellbeing together.

Stakeholders partnerships and collaborations' outcome and benefits are described in detail in part one

### **Governance**

The Centre builds in its main audiences into the governance to ensure we put the needs and interest at the heart of what we do. This is a core requirement for a What Works Centre and essential for effective knowledge use. We have a Board of Directors as the main decision making body, an advisory panel to ensure that the Centre's work is quality assured to be robust, relevant and accessible. The original management group of the Centre has been composed of the Principle Investigators of the Centre's evidence programmes consortia teams lead delivery but came to an end this year as the nature of the academic evidence partnerships changed at the end of the Transition Year.

*(If applicable, please just state "A social audit report covering these points is attached").*

#### **Board**

The What Works Centre for Wellbeing is led by a board of voluntary Directors. The Board is the ultimate decision maker, as outlined in the Articles of Association. The Board is responsible for working closely with the Executive Director and the senior management team to develop and agree strategic direction for the organisation, and ensure that a) any activities and executive decisions are made in the best interest of the organisation, its stakeholders and the wider public b) any activities and executive decisions contribute to achieving the organisational purpose and aims, and c) that these are delivered effectively and sustainably.

#### **Advisory Panel**

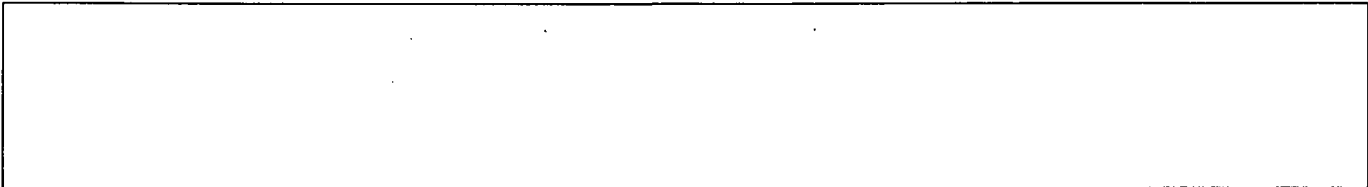
The Centre has an advisory panel that, along with a wider consultation group for each project, ensures quality assurance and suitability of the products and research outputs that are being produced. Quality assurance is to ensure robustness and improve relevance and accessibility - all core success factors for effective knowledge broker organisations. The Advisory Panel is composed of voluntary members who represent the key sectors and audiences the Centre engages with. These include evidence and/or wellbeing experts, researchers and academics, some members of the original commissioning panel with the ESRC, practitioners and decision makers. The main purpose of this panel is to ensure high quality, transparency, relevance and accessibility of all the Centre's products and research strategies. This group also serves to mitigate risks and manage disagreements of disputes around methodology, measures or theoretical approaches used during the evidence synthesis and translation.

**PART 3 – DIRECTORS' REMUNERATION** – if you have provided full details in your accounts you need not reproduce it here. Please clearly identify the information within the accounts and confirm that, "There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director's loss of office, which require to be disclosed" (See example with full notes). If no remuneration was received you must state that "no remuneration was received" below.

No remuneration was received.

**PART 4 – TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION** – Please insert full details of any transfers of assets other than for full consideration e.g. Donations to outside bodies. If this does not apply you must state that "no transfer of assets other than for full consideration has been made" below.

No transfer of assets other than for full consideration has been made.



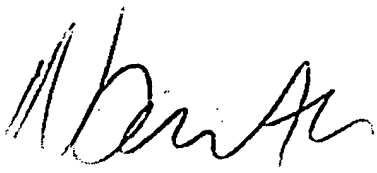
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## PART 5 – SIGNATORY

The original report must be signed by a director or secretary of the company

Signed



Date

17.12.2020

Office held (delete as appropriate) Director/Secretary

You do not have to give any contact information in the box opposite but if you do, it will help the Registrar of Companies to contact you if there is a query on the form. The contact information that you give will be visible to searchers of the public record.

Michael Kyriakides	
What Works Centre for Wellbeing, , Albany House, Petty France, London SW1H 9EA	
Tel 07985 485 634	
DX Number	DX Exchange

**When you have completed and signed the form, please attach it to the accounts and send both forms by post to the Registrar of Companies at:**

*For companies registered in England and Wales:* Companies House, Crown Way, Cardiff, CF14 3UZ  
DX 33050 Cardiff

*For companies registered in Scotland:* Companies House, 4<sup>th</sup> Floor, Edinburgh Quay 2, 139 Fountainbridge, Edinburgh, EH3 9FF DX 235 Edinburgh or LP – 4 Edinburgh 2

*For companies registered in Northern Ireland:* Companies House, 2nd Floor, The Linenhall, 32-38 Linenhall Street, Belfast, BT2 8BG

The accounts and CIC34 **cannot** be filed online

**(N.B. Please enclose a cheque for £15 payable to Companies House)**