

VOICE: LOCAL

England & Wales · Charity number 1157070

Details

Other names	HEALTHWATCH BOLTON
Status	Registered
Legal form	CIO
Registered	2014-05-15
Register	View on the Charity Commission register

Contact

Address	Healthwatch Bolton PO Box 822 Wigan WN1 9XF
Phone	01204394603
Email	info@healthwatchbolton.co.uk
Website	www.healthwatchbolton.co.uk

Activities

Objects: THE ADVANCEMENT OF HEALTH AND THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL HEALTH, DISABILITY OR FINANCIAL HARDSHIP BY; A) ENCOURAGING AND SUPPORTING LOCAL PEOPLE TO SHARE THEIR EXPERIENCES OF HEALTH AND SOCIAL CARE.B) ENSURING THE INVOLVEMENT OF LOCAL PEOPLE IN THE COMMISSIONING, DESIGN AND SCRUTINIZING, REVIEWING AND MONITORING OF HEALTH AND SOCIAL CARE SERVICES.C) THE PROMOTION OF TRANSPARENCY AND ACCOUNTABILITY WITHIN THE HEALTH ECONOMY.D) THE PROVISION OF INFORMATION AND ADVICE TO THE GENERAL PUBLIC ABOUT HEALTH AND SOCIAL CARE SERVICES.

Activities: Collect evidence on the experiences of members of the public in relation to social care services, involving the public in a dialogue about health and social care services and encouraging them to participate in activities that inform and influence the commissioning and delivery of care. Provide information, advice and guidance to the public on issues related to health and care.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Other Charitable Purposes
- **Who:** The General Public/mankind

Geography

- Bolton

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£148,686	£137,108	-	-
2024-03-31	£127,027	£136,811	-	-
2023-03-31	£151,523	£142,941	-	-
2022-03-31	£135,250	£120,797	-	-
2021-03-31	£152,150	£118,951	-	-

Trustees

Name	Role	Appointed
Ann Schenk		2014-03-10
James Fawcett		2019-07-17
Kiran Syeda		2020-08-19
Mary Stubbs		2024-09-30
Shashikant Merchant		2015-07-21
Umair Badat		2017-07-13

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England & Wales - Charity number 1157070

Accounts

Charity registration number 1157070 (England and Wales)

VOICE: LOCAL

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

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LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	A Schenk J Fawcett S Merchant U Badat K Syeda M Stubbs H Osman	(Appointed 30 September 2024)
Chief Officer	Julie Darbyshire	
Charity number	1157070	
Registered office	PO Box 822 WIGAN WN1 9XF	
Independent examiner	Mr D A Kay FCA Barlow Andrews LLP Carlyle House 78 Chorley New Road Bolton	
Bankers	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Maling Kent	

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TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their annual report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Charities Act 2011 and "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 2019)".

Objectives and activities

The charity's objectives are:

The advancement of health and the relief of those in need by reason of youth, age, ill health, disability or financial hardship by;

- a. encouraging and supporting local people to share their experiences of health and social care;
- b. ensuring the involvement of local people in the commissioning, design and scrutinising, reviewing and monitoring of health and social care services;
- c. the promotion of transparency and accountability within the health economy;
- d. the provision of information and advice to the general public about health and social care services.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake and are of the opinion that the charity continues to provide public benefit through its activities, of which more detail is provided in the achievements and performance section.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance

Priorities for the year 2024-25

Our priorities are set by the public via a public engagement process. In 2024/25 our priorities were: Primary Care, Mental Health - Focus on dementia and Patient Choice. This year, we have also concentrated on ensuring that our previous work has shown impact and recommendations have been acted upon.

Previous work

Experiences on Menopause

The Menopause and Me report made a series of recommendations to improve information and support to people experiencing menopause. Recommendations were widely discussed in the Women's Health Network that was set up in Bolton in 2024 as part of the national Women's Health Strategy. We have continually monitored the recommendations, and a comprehensive action plan was developed and implemented. A summary of the outcome of this work is as follows:

The summary of the Menopause and Me report recommendations ask for support across primary care, pharmacies, public engagement, and education. Key messages stress the need for better menopause training for GPs, nurses, and receptionists, improved communication about Prescription Prepayment Certificates (PPC), and culturally sensitive care. Training is now embedded in GP education, PPC messaging is standardised via text messages, and menopause guidance is shared at forums. Pharmacy staff are being trained to explain PPCs, and a menopause information booklet has been launched. For women, clearer Hormone Replacement Therapy (HRT) information and guidance on private hormone testing are being addressed, with partial progress on communication and digital resource expansion. Public engagement includes integrating menopause into Blossoms education and training community champions, while the education sector is looking at incorporating menopause awareness into school curricula and staff sessions. Most actions are either completed or in progress, showing a multi-sector effort to enhance menopause care and understanding.

The work on menopause continues to make progress in Bolton and has also fed into a Greater Manchester Healthwatch network report. Healthwatch Bolton was also shortlisted for a Healthwatch England Impact Award.

Unheard Voices Report - Looked at the experiences of those D/deaf and heard hearing when using health care services

This report explored the experiences of people who are D/deaf and hard of hearing whilst using health and care services in Bolton. The report highlighted the barriers faced by this group regarding accessibility of services, interpretation difficulties (booking and availability) and others. The report has fed into the Interpretations and Translation Group in Greater Manchester Integrated Care partnership, where they are looking to provide a harmonised single provision across Greater Manchester, to enable greater equity of access to the Interpretation and Translation Services for all patients accessing all Primary Care Services. This should commence in April 2025.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Experiences of using Maternity Services in Bolton

This work looked at the experiences of people using maternity services in Bolton from ante-natal care to post-natal. Again, a report was produced together with a series of recommendations for change.

The report highlighted several areas of concern within maternity services, including communication barriers, emergency responsiveness, labour and postnatal care, mental health support, and service user engagement. Key issues included difficulty contacting staff, lack of emergency clarity, inconsistent labour care, and insufficient postnatal and trauma support. In response to the recommendations: actions such as clearer contact details, enhanced triage messages, improved labour handovers, daily wellbeing checks, and access to trauma clinics were implemented. Birthing partners are now kept informed during emergencies, and feedback systems have been strengthened through visible information and user involvement via the Maternity Voices Partnership. All identified actions have been completed and embedded into routine practice, ensuring improved accessibility, communication, and patient-centred care.

Our work continues to make impact and we have had some feedback from senior research practitioners who are using the intelligence in the report in their work.

Here is a quote:

'I found the report incredibly insightful and easy to follow. It captured the authentic voices and raw experiences of birthing people using the service, which made it both engaging and impactful. The inclusion of visual aids, particularly the pie chart, was very helpful in presenting key information clearly and concisely. The case study stood out to me the most. It offered a glimpse into what an individual's journey through the service might look like. As someone who will be based in the antenatal diabetes clinic, the description of the waiting room experience — where "everyone there had some concerns with their pregnancy" — really resonated with me. It highlighted how overwhelming and emotionally heavy that space can feel for many.

Reading this helped me reflect on how I approach the women attending the clinic. I'm now more conscious of the atmosphere and emotional state they might be in, and it's encouraged me to ensure that participation in our research feels informative, supportive, and even a welcome distraction from any anxiety they may be experiencing"

For our work on **Primary Care**, we have been working together with Greater Manchester Integrated Care Partnership on a piece of commissioned work – Choosing Your Healthcare. This work was done in 2 phases. In phase 1 this work explored what people knew about their different health care options such as GPs, NHS 111, pharmacies, GP Out of Hours services, Urgent Treatment Centres and the Urgent Dental Care Service. This work was done in partnership with Bolton Community and Voluntary Services (CVS) who assisted with setting up and carrying out engagement sessions with the public. The reason for doing this piece of work was twofold – to educate the public about getting to know where to go for their healthcare and also to try to reduce the number of inappropriate attendances at Accident and Emergency (A & E) departments. A full report was produced which highlighted some of the issues that people face, the reason why they may attend A & E inappropriately and the gaps in knowledge of the healthcare options available. The report has been well received and is being used in a variety of forums such as Primary Care Commissioning, Quality and Patient Experience Forums, System Urgent Care Board, System Quality Board.

Phase II of the work is taking place in Spring of 2025. This phase is more about taking information out to the areas of Bolton where people use A & E most frequently. There will again be engagement sessions in targeted areas of Bolton to share information about the different healthcare options, and to ensure that information is readily available and accessible. A full report will be available in Summer 2025.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

For our **Mental Health priority** – we have been researching the issue of dementia and what the major concerns are that people have in Bolton. From our research with many stakeholders, we found that there is a demand for post-diagnostic support in the community. We have worked with service user groups and the Local Authority to ensure that our work lines up appropriately. In Spring 2025 we will be launching a survey for people living with dementia and their carers. We are co-producing the survey questions with stakeholders, professionals and service users. We are also undertaking some case study work. From the feedback we have had already, there is immense interest in this work and we will be taking time to ensure we get as much feedback as we can so that we can recommend some improvements to service user and carer experiences.

For our **Patient Choice priority** – we worked with Greater Manchester Integrated Care Partnership and asked people whether they had been given a choice of care providers when referred for secondary care by their GP. 65 people responded to our survey and out of these, 23 people said they had been offered a choice of secondary care provider. People also shared feedback on what would have helped them make decisions about choosing a healthcare provider. The report will be shared with commissioners and providers in Spring 2025 for feedback on recommendations.

Intelligence Reports

We produce quarterly intelligence reports for commissioners and providers. We include all the feedback from community engagement and Information Advice and Guidance. These reports are shared with NHS Bolton, Bolton Hospitals NHS Trust, Bolton Local Authority, Greater Manchester Mental Health Trust, North West Ambulance Service. As well as sharing intelligence and what actions we have taken, we also ask for commissioners and providers to reply to the intelligence, to tell us what action, if any, they are going to take on the particular areas of concern. These reports are always very well received and contain a wealth of information about service user experience. They are shared at patient experience forums, and patient experience teams. All our intelligence is also shared with Healthwatch England and feeds into the national picture.

Greater Manchester Healthwatch Network

The network continues to evolve and this year embarked on a piece of work looking at the pathways to Child and Adolescent Mental Health services. This work was shared with commissioners and providers. The full impact of this work is being analysed. The network has also produced a report on experiences of menopause and information and support. Our work on menopause has contributed to this joint piece of work. The report will be shared with commissioners and providers. The network continues to work with the Greater Manchester Integrated Care Board (GMICB) and our local intelligence is shared with GMICB via the network. This year the network is considering a piece of commissioned work - CQC Experts by Experience.

Community Engagement

One of our greatest strengths is our community engagement. We strive to connect with communities we have not worked with before. We gather a lot of feedback on our workplan priorities at engagement events. We do get asked to attend many other events and meetings where we pick up lots of feedback on a range of health and care themes. Our engagement officer has picked up a wealth of knowledge about what is going on in Bolton and she is highly valued and provides many voluntary sector organisations with information and introduces organisations to others who can enhance their service. During 2024-25 we have been working with neighbourhoods to attend events and to gather feedback. In 2024-25 we gathered the views of 1341 members of the public who we engaged with at events. Engagement via surveys and focus groups was 570. We attended 83 community events. For our newsletter subscribers and social media followers we have 5414.

We have continued to attend many events, meetings and groups to promote our work and to encourage people to share their feedback. We have helped groups to forge links with health and care professionals and this has encouraged people to hold their own events. We have also assisted people to look for funding opportunities and to signpost to organisations who can help. We were successful in helping two organisations to access funding to improve the health and wellbeing of their communities.

We are still involved in our Integrated Care Partnership Voice and Influence Group where we discuss engagement activities, utilise our expertise and share our intelligence.

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TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Here are some quotes:

"The relationship between yourself and our engagement team has been invaluable and has hopefully enhanced both parties to effectively engage with a wider community audience. There is definitely more to be had in sharing information and working more collaboratively, especially when we are working towards the same goal and resources are sometimes limited"

"I just wanted to write an email to thank you all for being a part of our partnership event yesterday. Your presence and the incredible work you showcased made the event truly valuable. It was inspiring to see the fantastic services and assets we have in our community, and we couldn't have done it without your participation. Conversations and connections began happening from the outset and will undoubtedly have a lasting impact. - I hope you found it beneficial too. - Neighbourhood Lead"

"Our community engagement team has been able to share valuable public health messages and campaigns with local communities and residents at events and workshops thanks to working collaboratively with you. You seem to be extremely well connected and every meeting we have you always know of another event that is coming up soon. It is also really nice to work with someone who is open and willing to share information".

Volunteer Involvement

We have not recruited any new volunteers this year. It can be difficult to manage volunteers with the absence of a physical office. We are grateful for the assistance that our existing volunteers give to us that greatly enhances our work.

Information and Advice

During 2024-25, Healthwatch Bolton Information, Advice and Guidance (IAG) service continued to provide an effective and valuable service to the people of Bolton. During the period, we had 370 pieces of intelligence via IAG and community engagement activity. Much of the intelligence related to GP issues – difficulties accessing appointments, staff attitudes, accessing medical records, waiting times and digital difficulties. There were also difficulties with communication between health and care services, NHS complaints issues, and access to NHS dentistry.

Our IAG service continues to be in demand and we find that people's issues are becoming more complex and take more time to deal with. We are very pleased to say we receive a lot of very positive and humbling feedback from clients who say how we have made a difference in helping them with their query. Sometimes people tell us that it is the time we spend and the fact that we listen to people and give them time to talk about their issue. On the whole, most clients are extremely grateful and although we cannot solve every problem, we do strive to offer the best service we can with the best solutions available to us.

Here are some quotes from some of our clients:

"I feel quite emotional to be honest as it actually feels like I am finally getting somewhere and can see a tiny bit of light at the end of that tunnel. I would reiterate my heartfelt appreciation for all your help and understanding".

"I'd love to leave message for Leah [HWB IAG Officer]. I really want to put out my thank you to you - so much. It's like a miracle has happened. My mum has got up and she is eating soup, and I can't believe it. The doctors have called, and they have given her... medication. It's happened just like that; I am just so grateful to you. Thank you so much. I will put you in my prayers and tell God to give you a little bonus. Thank you so so much Leah. You have done so much for me. I am so grateful to you. Have a lovely evening."

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Partnership Working, Engagement, Co-production, Co-design

We recognise the value of working in partnership with others and this year has shown that it is now more important than ever to do this. We understand the need to utilise the skills and expertise of other organisations to help us achieve our goals of ensuring we are as accessible as we can be to all sectors of our community. We have worked with Bolton CVS, NHS Bolton, Bolton Local Authority, Bolton Hospital, Greater Manchester University and Neighbourhood leads and many voluntary sector leaders.

In Bolton we continued to represent people's views in a wide variety of strategic and decision-making forums, at local level as well as to send representatives on behalf of Healthwatch in Greater Manchester to groups working in the Greater Manchester Integrated Health and Social Care Partnership.

We provide representation on many Boards and Groups, including a number within the Greater Manchester Integrated Care Partnership (GMICP), Bolton Council, Bolton Hospital, Greater Manchester Health Trust and others.

Financial review

The organisation continues to hold the Healthwatch contract for Bolton until the end of March 2026, with annual income of £125,000. It is possible that there will be a tendering process for the contract beyond that date.

The financial performance for the year and financial position at year end are shown in the Statement of Financial Activities on page 10 and the Balance Sheet on page 11, respectively. Performance this year was satisfactory.

Reserves policy

Our reserves policy aims to ensure that the organisation can cover its liabilities and maintain free reserves equivalent to at least 3 months' operating costs. At the end of the 2024/25 financial year our free reserves of £88,180 satisfies these measures. This is reassuring, as funding remains tight for the foreseeable future.

Risk review

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to those risks.

Plans for future periods

We will continue to complete our priorities for this year and ensure that recommendations that we make are responded to in due course. We will continue to produce our intelligence reports. We will work more closely with our neighbourhood teams regarding our engagement activities.

From our intelligence the top three areas of concern that the public wish us to focus our work for 2025-26 are again primary care and mental health support. We may work in partnership again with NHS Bolton on primary care. People have told us that they want better and timely access to GPs and primary care services, so we will continue our work on informing the public of their healthcare options which should help people access faster and more appropriate care. We will also explore patient experience.

For mental health priority, we will continue with our piece of work on dementia.

We will also consider work from the Greater Manchester Healthwatch network.

Our current grant agreement is due to expire on 31st March 2026. We are having conversations with our Local Authority commissioners this year to discuss if anything is changing. We are also mindful of the DASH review into patient safety organisations, of which Healthwatch England and Local Healthwatch are included. The report is due out in Spring 2025. The report may announce some changes to the way that we work. We will also be reviewing our strategic plan this coming year.

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TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management

Trustee Appointment, Training and Development

Voice: Local is a registered Charity Incorporated Organisation. This means it has a board of trustees who oversee the governance and leadership of the organisation. The organisation continued to support active volunteers, with a total of 6 trustees and 5 volunteers. Where there is a vacancy for a trustee position, this role and skills specialty is advertised with CVS and through our own media channels. Anyone showing an interest is invited to come in and speak to the chair and other trustees and staff. New trustees complete an application form and if they meet the required skills needed for the role, they are co-opted into the organisation. They are formally appointed at the next Annual General Meeting.

This year Hassan Osman left his trustee role and we welcomed Mary Stubbs as a new trustee.

When new trustees are appointed, they undergo an induction session that covers the following: Introduction to Healthwatch Bolton/VOICE Local

Charity Commission guide The Essential Trustee Annual reports/finance reports

Strategic Plan

Copies of board minutes

Copies of policies and procedures Data protection processes, Training opportunities

Trustees also undertake development sessions in partnership with Bolton CVS. They are invited to attend the regular TGI Friday trustee sessions that are run by Bolton CVS to discuss any issues around trusteeship etc. Trustees are also invited to attend webinars and sessions run by Healthwatch England, Hempsons Solicitors and Peninsula HR.

Trustees have also taken part in the Healthwatch England Quality Framework review.

In addition to Hassan Osman, the trustees who served during the year and up to the date of signature of the financial statements were:

A Schenk

J Fawcett

S Merchant

U Badat

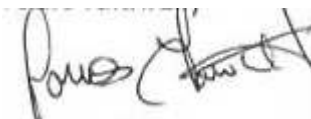
K Syeda

M Stubbs

H Osman

(Appointed 30 September 2024)

The trustees' report was approved by the Board of Trustees.



J Fawcett

Trustee

Dated: 23 June 2025

VOICE: LOCAL

STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR THE YEAR ENDED 31 MARCH 2025

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

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF VOICE: LOCAL

I report to the trustees on my examination of the financial statements of VOICE: Local (the charity) for the year ended 31 March 2025.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011.

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable 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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 130 of the Charities Act 2011.
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the applicable requirements concerning the form and content of financial statements set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the financial statements give a true and fair view, which is not a matter considered as part of an independent examination.

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 financial statements to be reached.

David Kay, FCA
Barlow Andrews LLP
Chartered Accountants
Carlyle House
78 Chorley New Road
Bolton

Dated: 23 June 2025

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STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2025

		Unrestricted funds 2025 £	Unrestricted funds 2024 £
<u>Income from:</u>	Notes		
Income from charitable activities	2	148,686	127,027
		<hr/>	<hr/>
<u>Expenditure on:</u>			
Expenditure on charitable activities	3	137,108	136,811
		<hr/>	<hr/>
Net income/(expenditure) for the year/ Net movement in funds		11,578	(9,784)
Fund balances at 1 April 2024		78,295	88,079
		<hr/>	<hr/>
Fund balances at 31 March 2025		<u>89,873</u>	<u>78,295</u>

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

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BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	9		1,693		3,483
Current assets					
Debtors	10	16,231		554	
Cash at bank and in hand		86,281		79,348	
		<u>102,512</u>		<u>79,902</u>	
Creditors: amounts falling due within one year	11	<u>(14,332)</u>		<u>(5,090)</u>	
Net current assets			<u>88,180</u>		<u>74,812</u>
Total assets less current liabilities			<u>89,873</u>		<u>78,295</u>
Income funds					
Unrestricted funds			<u>89,873</u>		<u>78,295</u>
			<u>89,873</u>		<u>78,295</u>

The financial statements were approved by the Trustees on 23 June 2025

J Fawcett
Trustee



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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

VOICE: Local is a CIO constituted in its own right and registered with the Charity Commissioner. The registered charity number is 1157070. The charity was previously called Healthwatch Bolton.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's trust deed, the Charities Act 2011 and "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 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

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

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be directly allocated to such activities and those costs of an indirect nature necessary to support them. It also includes costs associated with meeting the constitutional and statutory requirements of the charity, the professional fees and costs linked to the strategic management of the charity and costs associated with the staffing and the general running of the charity.

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies (Continued)

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computers	25% straight line
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1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash at bank and in hand.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Impairment of financial assets

Financial assets, other than those held at fair value through income and expenditure, are assessed for indicators of impairment at each reporting date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Income from charitable activities

	2025 £	2024 £
Bolton MBC	125,000	125,000
Other income	23,686	2,027
	<u>148,686</u>	<u>127,027</u>

3 Expenditure on charitable activities

	2025 £	2024 £
Staff costs and benefits	115,908	107,401
Travel and accommodation	2,102	1,834
Telephone and internet	1,382	3,092
IT support and other computer costs	6,573	5,203
Equipment lease and maintenance	-	1,334
Legal and professional fees	2,334	3,520
Property rents, running costs and repairs	1,161	3,744
Advertising, photocopying, postage and stationery	2,616	6,178
Sundry running costs	873	408
Staff training	65	45
	<u>133,014</u>	<u>132,759</u>
Share of support costs (see note 4)	1,790	1,790
Share of governance costs (see note 4)	2,304	2,262
	<u>137,108</u>	<u>136,811</u>
Analysis by fund		
Unrestricted funds	<u>137,108</u>	<u>136,811</u>

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

4 Support and governance costs

	Support costs	Governance costs	2025	2024	Basis of allocation
	£	£	£	£	
Depreciation	1,790	-	1,790	1,790	Usage
Accounts/examination	-	2,304	2,304	2,262	Governance
	<u>1,790</u>	<u>2,304</u>	<u>4,094</u>	<u>4,052</u>	
Analysed between Charitable activities	<u>1,790</u>	<u>2,304</u>	<u>4,094</u>	<u>4,052</u>	

5 Net movement in funds

	2025	2024
	£	£
The net movement in funds is stated after charging:		
Fees payable for the independent examination of the charity's financial statements	2,304	2,262
Depreciation of owned tangible fixed assets	1,790	1,790
	<u>4,094</u>	<u>4,052</u>

6 Trustees

None of the trustees (or any persons connected with them) received any remuneration, reimbursed expenses or benefits from the charity during the year. No trustee expenses have been incurred.

7 Employees

The average monthly number of employees during the year was:

	2025	2024
	Number	Number
Management and service	<u>3</u>	<u>3</u>
Employment costs	2025	2024
	£	£
Wages and salaries	106,363	98,594
Social security costs	5,316	4,902
Other pension costs	4,229	3,905
	<u>115,908</u>	<u>107,401</u>

There were no employees paid more than £60,000. The remuneration cost, including employer's national insurance, of key management personnel (comprising the Trustees and the Chief Officer) was £42,929 (2024 £41,120),

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

8 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

9 Tangible fixed assets

	Computers £
Cost	
At 1 April 2024	7,161
At 31 March 2025	7,161
Depreciation and impairment	
At 1 April 2024	3,678
Depreciation charged in the year	1,790
At 31 March 2025	5,468
Carrying amount	
At 31 March 2025	1,693
At 31 March 2024	3,483

10 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Trade debtors	15,380	-
Other debtors	173	-
Prepayments and accrued income	678	554
	16,231	554

11 Creditors: amounts falling due within one year

	2025 £	2024 £
	Notes	
Deferred income	10,220	-
Trade creditors	43	125
Other creditors	465	424
Accruals	3,604	4,541
	14,332	5,090

Deferred income is in relation to income received before the year end for commissioned work not completed until the next financial year.

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

12 Retirement benefit schemes

	2025	2024
Defined contribution schemes	£	£
Charge to profit or loss in respect of defined contribution schemes	4,229	3,905

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

13 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

Current year	At 1 April 2024 £	Incoming resources £	Resources expended £	At 31 March 2025 £
General funds	78,295	148,686	(137,108)	89,873

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	At 31 March 2024 £
General funds	88,079	127,027	(136,811)	78,295

14 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

VOICE: LOCAL

England & Wales - Charity number 1157070

Accounts

Charity registration number 1157070

VOICE: LOCAL
ANNUAL REPORT
AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

VOICE: LOCAL

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	A Schenk J Fawcett S Merchant U Badat H Osman K Syeda
Operations Manager	Julie Darbyshire
Charity number	1157070
Registered office	Scott House 27 Silverwell Street Bolton
Independent examiner	Mr D A Kay FCA Barlow Andrews LLP Carlyle House 78 Chorley New Road Bolton
Bankers	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Maling Kent

VOICE: LOCAL

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VOICE: LOCAL

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their annual report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Charities Act 2011 and "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 2019)".

Objectives and activities

The charity's objectives are:

The advancement of health and the relief of those in need by reason of youth, age, ill health, disability or financial hardship by;

- a. encouraging and supporting local people to share their experiences of health and social care;
- b. ensuring the involvement of local people in the commissioning, design and scrutinising, reviewing and monitoring of health and social care services;
- c. the promotion of transparency and accountability within the health economy;
- d. the provision of information and advice to the general public about health and social care services.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake and are of the opinion that the charity continues to provide public benefit through its activities, of which more detail is provided in the achievements and performance section.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance

Priorities for the year 2023-24

Our priorities are set by the public via a public engagement process. In 2023/24 our priorities were: Primary Care, Mental Health and Community Services. In addition to this we have also continued with our work on dentistry and the impact on health and wellbeing.

Primary Care and Mental Health

For our work on Primary Care, the public told us once again that this was their number one priority, which includes GPs and dentistry. Throughout 2023-24 the public have been continuing to tell us they struggle to see their GP, get timely appointments and sometimes cannot get the type of appointment they request such as face to face. We produced two snapshot reports looking at access to GPs and made recommendations for improvements. We had over 500 people respond to our surveys on GP Access. We also started some work to look at the barriers to accessing care with the D/deaf community. We have also worked with harder to reach groups. Working in partnership with Bolton Deaf Society, we produced a video in British Sign Language that informed people about what Healthwatch is and how people can contact us and share their feedback using BSL. We agreed a programme to gather feedback on a regular basis, agreeing to visit D/deaf groups throughout the year with Bolton Deaf Society, so that we could gather experiences about barriers to health and care and suggest improvements.

For our Mental Health priority – we continued with our work on accessing NHS dentistry and how this affects both physical and mental health. We also linked mental health with our work on information and support on peri/menopause. From our community engagement activity we were finding there was a lack of good information and support for peri/menopause and particularly in ethnic minority communities. We undertook a survey lasting 6 months and extensive community engagement. We had nearly 150 respondents to our survey and we included 3 case studies in the final report. The work has fed into the implementation of women's health hubs that are being introduced as part of the women's health strategy. Our recommendations have been taken forward and acted on. Commissioners told us that they will work with the newly established women's health network to ensure they take forward a comprehensive action plan to address our recommendations. This will include launching the new women's health hub and expanding this to deliver group consultations on menopause, a comprehensive communications plan for both primary care clinicians, the wider workforce, and the people of Bolton, and a new training package around menopause. In addition to this, Bolton Talking Therapies Service will be offering CBT sessions on managing menopause.

Community Services

For our Community Services priority – we looked at experiences of maternity care in Bolton, from ante-natal to post-natal and community support. The survey had over 50 responses and will also have case studies. The work on this project has been delayed due to the work involved in the closure of the physical office. The work will be analysed and reported on in Summer 2024.

Intelligence Reports

We have started to produce quarterly intelligence reports for commissioners and providers. We include all the feedback from community engagement and IAG. We theme the intelligence and we have also invested in a new Information Management System of Patient Experiences (IMP). This handles all of our data and helps us to formulate reports. These reports are also discussed with the Place Based Quality groups, with Greater Manchester Quality and Performance committees and health and care providers, Greater Manchester Mental Health Trust, Bolton Local Authority and Bolton Hospitals Quality and Patient Experience forum. All our intelligence is shared with Healthwatch England and feeds into the national picture.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Impact and Building on Previous Work

Dentistry

From the work we did on NHS dentistry and the impact on health and wellbeing, we worked with NHS Bolton and the Greater Manchester Integrated Care Partnership (GMICP). Our report was acknowledged, and recommendations responded to. A series of proposed improvements were outlined to try to improve access to NHS dentists. We identified there were some serious impacts on people's health by not having access to an NHS dentist. One of these was that some people were unable to commence life-saving chemotherapy treatment for certain types of cancers. This was because for this particular type of chemotherapy, people were advised to have a dental check-up and any remedial work done first. We worked closely with the GMICP dental advisor who worked with us to assist patients to access the necessary dental treatment. This is an ongoing issue as we are still receiving these types of enquiries.

We were also invited to attend a British Dental Association round table event at the Conservative Party Conference, to provide our evidence and feedback. Our feedback was also presented to the Health and Social Care Select Committee.

Greater Manchester Healthwatch Network

The network continues to evolve, and this year embarked on its first piece of engagement activity. In line with the priorities of the Greater Manchester Integrated Care Board for children's mental health, the network embarked on a piece of work looking at the pathways to Child and Adolescent Mental Health services. Due to the late allocation of funding, this work only commenced in January 2024, so the results and impact will be reported on in the next annual report.

Community Engagement

One of our greatest strengths is our community engagement. We strive to connect with communities we have not worked with before. As our remit is so huge – we are expected to cover the whole of Bolton, it is impossible to do this without planning a programme of engagement. Engagement ties in with our workplan, but we do get asked to attend many other events and meetings where we pick up lots of feedback on a range of health and care themes. During 2023/24 we gathered the views from 1,586 members of the public through surveys and social media feedback. We attended 69 events/meetings regarding engagement activities. Our social media following continued to grow and at the end of the year we had 4,433 followers on social media (Twitter 2,800 Facebook 831, Instagram 772, LinkedIn 30). We have 726 people signed up to receive our mailing list.

We have continued to attend many events, meetings and groups to promote our work and to encourage people to share their feedback. We have helped groups to forge links with health and care professionals and this has encouraged people to hold their own events. We have also assisted people to look for funding opportunities and to signpost to organisations who can help. We were successful in helping two organisations to access funding to improve the health and wellbeing of their communities.

We are also involved in our ICP Voice and Influence Group where we discuss engagement activities, utilise our expertise and share our intelligence.

Volunteer involvement

We have recruited 3 new volunteers this year, and supported a Health and Social care student from Bolton University on a placement with us. The placement has been supporting our community engagement and research and copy for our website.

Information, Advice and Guidance (IAG)

During 2023/24, Healthwatch Bolton Information, Advice and Guidance service continued to provide an effective and valuable service to the people of Bolton. During the period, the information and advice service dealt with 223 enquiries. Again we dealt with many enquiries around people unable to access an NHS dentist.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Our IAG service continues to be in demand, and we find that people's issues are becoming more complex and take more time to deal with. It is very much more than just advising people on matters of health and care. A lot of time and research goes into some of the complex cases that we receive. We are very pleased to say we receive a lot of very positive and humbling feedback from clients who say how we have made a difference in helping them with their enquiry. Sometimes people tell us that it is the time we spend, and the fact that we listen to people and give them time to talk about their issue. On the whole, most clients are extremely grateful and although we cannot solve every problem, we do strive to offer the best service we can with the best solutions available to us. Because of our small staff team and the increasing amount of enquiries we continue to receive, we are now working smarter to empower people more and make better use of the support in our community and voluntary sector. This is also to protect staff wellbeing and morale.

Trustee Appointment, Training and Development

Voice: Local is a registered Charity Incorporated Organisation. This means it has a board of trustees who oversee the governance and leadership of the organisation. The organisation continued to support active volunteers, with a total of 8 trustees and 5 volunteers. Where there is a vacancy for a trustee position, this role and skills speciality is advertised with CVS and through our own media channels. Anyone showing an interest is invited to come in and speak to the chair and other trustees and staff. New trustees complete an application form and if they meet the required skills needed for the role, they are co-opted into the organisation. They are formally appointed at the next Annual General Meeting. This year we lost our trustee Jim Sherrington who sadly died in June 2023. Another trustee - Tracy Boylin, resigned in August 2023.

When new trustees are appointed, they undergo an induction session that covers the following:

Introduction to Healthwatch Bolton/VOICE Local

Charity Commission guide

The Essential Trustee Annual reports/finance reports

Strategic Plan

Copies of board minutes

Copies of policies and procedures

Data protection processes

Training opportunities

Trustees also undertake development sessions in partnership with Bolton CVS. They are invited to attend the regular TGI Friday trustee sessions that are run by Bolton CVS to discuss any issues around trusteeship etc. Trustees are also invited to attend webinars and sessions run by Healthwatch England, Hempsons Solicitors and Peninsula HR.

Trustees have also taken part in the Healthwatch England Quality Framework review.

Partnership Working, Engagement, Co-production, Co-design

We recognise the value of working in partnership with others and this year has shown that it is now more important than ever to do this. We understand the need to utilise the skills and expertise of other organisations to help us achieve our goals of ensuring we are as accessible as we can be to all sectors of our community. We have worked with Bolton Deaf Society, Bolton University, Bolton Prostate Cancer Awareness Group, local Mosques, Bolton GP Federation, Answer Cancer, Bolton local Authority Public Health, Bolton CVS and Bolton Hospital.

In Bolton we continued to represent people's views in a wide variety of strategic and decision-making forums at local level as well as to send representatives on behalf of Healthwatch in Greater Manchester to groups working in the Greater Manchester Integrated Health and Social Care Partnership.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED) ***FOR THE YEAR ENDED 31 MARCH 2024***

Representation

We have representatives who attend various meetings and sit on the following:

Active, Connected and Prosperous Board (Health and Wellbeing Board)

Bolton ICP Locality Board

Bolton ICP Strategy Planning and Delivery Group

Bolton ICP Place Based Quality Committee

Bolton ICP Primary Care Commissioning Committee

Bolton ICP Voice and Influence Group

Bolton Adult Health and Social Care Overview and Scrutiny Committee

Bolton Adult Safeguarding Board

Bolton Hospitals Patient Experience Forum

Bolton Health Inequalities Enabling Group

Bolton Hospital Governors Committee

Women's Health Strategy Group

Carers Strategy Group

Greater Manchester ICP – Equality Impact Assessment Panel

Continuing Health Care Panel

Unlocking Wellbeing Partnership Group

Bolton Oral Health Task Group

Working with Healthwatch England

We continue to be supported by Healthwatch England who provide our website support, training and governance support. We share all our intelligence with Healthwatch England and they in turn escalate national feedback direct to Westminster.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Financial review

In 2023/24 the organisation continued to hold the Healthwatch contract for Bolton. We have been informed that we are to be contracted to provide a Healthwatch function until the end of March 2026, with annual income of £125k, and there will be no tendering process.

The financial performance of the organisation is shown in the Statement of Financial Activities on page 10 and its financial position at year end is outlined in the balance sheet on page 11.

Reserves policy

The charity ended the 2023/24 financial year with free reserves of £74,812. A review of our reserves policy concluded that we should aim to:

- (a) ensure that the organisation can cover its liabilities and
- (b) work towards maintaining free reserves equivalent to at least 3 months' operating costs.

At the end of the 2023/24 financial year our free reserves of £74,812 enable us to more than satisfy both these measures. However, as explained earlier in the Plans for 2024-25, our funding for the next 3 years will be extremely tight. We will need to operate with just 3 staff members and no physical office, and it is likely that we will need to utilise our free reserves to sustain us through the next 3 years.

Risk review

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to those risks.

Operational Changes

Trustees agreed that the physical office at 27 Silverwell St should be dispensed with. This is due to budget restraints, small staff team and staff working remotely. Staff have work stations set up in their own homes since the Covid 19 pandemic. This was fully discussed with Local Authority commissioners and an impact assessment exercise was undertaken. Therefore, the office was closed on 31st July 2023. Costings were done to look at the financial impact of closing the office. It was agreed that as the charity was still under contract with the company providing the printer/photocopier – that this contract be bought out.

Advice was taken on the disposal of confidential paper files and old computer equipment/telephones etc. A security company was appointed to securely shred and dispose of these materials and a certificate of destruction was obtained.

A cloud based telephone system was commissioned to allow staff to make telephone calls whilst working at home. The current telephone number was also ported over so no change to this was needed. A P.O. Box Number was also set up to ensure post could be received. All insurers, HMRC, Charity Commission and suppliers were notified of the changes.

Regarding the public having access to face to face meetings with staff, arrangements were made to use an office in the Bolton CVS building as and when necessary. Staff also utilise Bolton CVS printing and photocopying facilities.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management

Voice: Local was set up under the name Healthwatch Bolton by statute in April 2013 with a 'Shadow Board' and a parent company (The BHA for Equality) appointed by the Local Authority. In May 2014 Healthwatch Bolton became constituted in its own right and registered with the Charity Commission. The registered charity number is 1157070. Healthwatch Bolton became fully independent in July 2015.

In 2017 the charity changed its name to Voice: Local, retaining its original charity status and charity number. Voice: Local is used as a contractual name and the organisation continues to operate under the Healthwatch Bolton name in terms of its day-to-day activities and public awareness of it.

The trustees who served during the year and up to the date of signature of the financial statements were:

A Schenk

J Sherrington (Deceased 30 June 2023)

J Fawcett

S Merchant

T Boylin (Resigned 31 August 2023)

U Badat

H Osman

K Syeda

The current Board of Trustees remains as the governing body. The Board continued to consider matters of risk and to support the staff to develop and pursue new avenues for obtaining funding and developing services relevant to the charities overall mandate and to provide active and effective support to the Operations Manager.

The trustees' report was approved by the Board of Trustees.

Jim Fawcett

J Fawcett

Trustee

Dated: 24 June 2024

VOICE: LOCAL

STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR THE YEAR ENDED 31 MARCH 2024

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

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

VOICE: LOCAL

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF VOICE: LOCAL

I report to the trustees on my examination of the financial statements of VOICE: Local (the charity) for the year ended 31 March 2024.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable 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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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 financial statements to be reached.

David Kay, FCA
Barlow Andrews LLP
Chartered Accountants
Carlyle House
78 Chorley New Road
Bolton

Dated: 24 June 2024

VOICE: LOCAL

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds 2024 £	Unrestricted funds 2023 £
<u>Income from:</u>	Notes		
Income from charitable activities	2	127,027	151,523
		<hr/>	<hr/>
<u>Expenditure on:</u>			
Expenditure on charitable activities	3	136,811	142,941
		<hr/>	<hr/>
Net (expenditure)/income for the year/ Net movement in funds		(9,784)	8,582
Fund balances at 1 April 2023		88,079	79,497
		<hr/>	<hr/>
Fund balances at 31 March 2024		78,295	88,079
		<hr/> <hr/>	<hr/> <hr/>

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

VOICE: LOCAL

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Tangible assets	9		3,483		5,273
Current assets					
Debtors	10	554		1,049	
Cash at bank and in hand		79,348		90,685	
		<u>79,902</u>		<u>91,734</u>	
Creditors: amounts falling due within one year	11	(5,090)		(8,928)	
Net current assets			74,812		82,806
Total assets less current liabilities			<u>78,295</u>		<u>88,079</u>
Income funds					
Unrestricted funds			78,295		88,079
			<u>78,295</u>		<u>88,079</u>

The financial statements were approved by the Trustees on 24 June 2024

Jim Fawcett

J Fawcett
Trustee

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

VOICE: Local is a CIO constituted in its own right and registered with the Charity Commissioner. The registered charity number is 1157070. The charity was previously called Healthwatch Bolton.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's trust deed, the Charities Act 2011 and "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 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

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

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be directly allocated to such activities and those costs of an indirect nature necessary to support them. It also includes costs associated with meeting the constitutional and statutory requirements of the charity, the professional fees and costs linked to the strategic management of the charity and costs associated with the staffing and the general running of the charity.

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies (Continued)

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computers	25% straight line
-----------	-------------------

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash at bank and in hand.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Impairment of financial assets

Financial assets, other than those held at fair value through income and expenditure, are assessed for indicators of impairment at each reporting date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies (Continued)

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Income from charitable activities

	2024	2023
	£	£
Bolton MBC	125,000	149,000
Other income	2,027	2,523
	<u>127,027</u>	<u>151,523</u>

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

3 Expenditure on charitable activities

	2024 £	2023 £
Staff costs and benefits	107,401	113,957
Travel and accommodation	1,834	197
Books and subscriptions	-	1,613
Telephone and internet	3,092	2,811
IT support and other computer costs	5,203	3,069
Equipment lease and maintenance	1,334	2,348
Legal and professional fees	3,520	2,378
Property rents, running costs and repairs	3,744	8,527
Advertising, photocopying, postage and stationery	6,178	1,782
Sundry running costs	408	1,925
Staff training	45	607
	<u>132,759</u>	<u>139,214</u>
Share of support costs (see note 4)	1,790	1,507
Share of governance costs (see note 4)	2,262	2,220
	<u>136,811</u>	<u>142,941</u>
Analysis by fund		
Unrestricted funds	<u>136,811</u>	<u>142,941</u>

4 Support and governance costs

	Support costs £	Governance costs £	2024 £	2023 £	Basis of allocation
Depreciation	1,790	-	1,790	1,507	Usage
Accounts/examination	-	2,262	2,262	2,220	Governance
	<u>1,790</u>	<u>2,262</u>	<u>4,052</u>	<u>3,727</u>	
Analysed between					
Charitable activities	<u>1,790</u>	<u>2,262</u>	<u>4,052</u>	<u>3,727</u>	

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

5	Net movement in funds	2024	2023
		£	£

The net movement in funds is stated after charging:

Fees payable for the independent examination of the charity's financial statements	2,262	2,220
Depreciation of owned tangible fixed assets	1,790	1,507
	<u> </u>	<u> </u>

6 Trustees

None of the trustees (or any persons connected with them) received any remuneration, reimbursed expenses or benefits from the charity during the year. No trustee expenses have been incurred.

7 Employees

The average monthly number of employees during the year was:

	2024	2023
	Number	Number
Management and service	3	4
	<u> </u>	<u> </u>

Employment costs	2024	2023
	£	£
Wages and salaries	98,594	107,761
Social security costs	4,902	2,385
Other pension costs	3,905	3,811
	<u> </u>	<u> </u>
	107,401	113,957
	<u> </u>	<u> </u>

There were no employees whose annual remuneration was more than £60,000.

The remuneration of key management personnel was as follows:

	2024	2023
	£	£
Aggregate compensation	38,692	36,652
	<u> </u>	<u> </u>

8 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

9 Tangible fixed assets		
		Computers
		£
Cost		
At 1 April 2023		7,161
At 31 March 2024		7,161
Depreciation and impairment		
At 1 April 2023		1,888
Depreciation charged in the year		1,790
At 31 March 2024		3,678
Carrying amount		
At 31 March 2024		3,483
At 31 March 2023		5,273
10 Debtors		
	2024	2023
	£	£
Amounts falling due within one year:		
Prepayments and accrued income	554	1,049
	<u>554</u>	<u>1,049</u>
11 Creditors: amounts falling due within one year		
	2024	2023
	£	£
Other taxation and social security	-	3,356
Trade creditors	125	530
Other creditors	424	543
Accruals and deferred income	4,541	4,499
	<u>5,090</u>	<u>8,928</u>
12 Retirement benefit schemes		
	2024	2023
	£	£
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	3,905	3,811
	<u>3,905</u>	<u>3,811</u>

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

13 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2023	Incoming resources	Resources expended	At 31 March 2024
	£	£	£	£
General funds	88,079	127,027	(136,811)	78,295
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Previous year:	At 1 April 2022	Incoming resources	Resources expended	At 31 March 2023
	£	£	£	£
General funds	79,497	151,523	(142,941)	88,079
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

14 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

VOICE: LOCAL

England & Wales - Charity number 1157070

Accounts

Charity registration number 1157070

VOICE: LOCAL

ANNUAL REPORT
AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

VOICE: LOCAL

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

A Schenk
J Sherrington
J Fawcett
S Merchant
T Boylin
U Badat
H Osman
K Syeda

Operations Manager

Julie Darbyshire

Charity number

1157070

Registered office

Scott House
27 Silverwell Street
Bolton

Independent examiner

Mr D A Kay FCA
Barlow Andrews LLP
Carlyle House
78 Chorley New Road
Bolton

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Maling
Kent

VOICE: LOCAL

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Balance sheet	9
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VOICE: LOCAL

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their annual report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Charities Act 2011 and "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 2019)".

Objectives and activities

The charity's objectives are:

The advancement of health and the relief of those in need by reason of youth, age, ill health, disability or financial hardship by;

- a. encouraging and supporting local people to share their experiences of health and social care;
- b. ensuring the involvement of local people in the commissioning, design and scrutinising, reviewing and monitoring of health and social care services;
- c. the promotion of transparency and accountability within the health economy;
- d. the provision of information and advice to the general public about health and social care services.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake and are of the opinion that the charity continues to provide public benefit through its activities, of which more detail is provided in the achievements and performance section.

Achievements and performance

Priorities for the year 2022-23

Our priorities are set by the public via a public engagement process and analysing intelligence from our Information, Advice and Guidance service and our community engagement.activity. In 2022/23 our priorities were:

Primary Care and Mental Health. In addition to this we have also continued to support ongoing work on cervical screening awareness and the carers strategy.

For our work on **Primary Care**, the public told us once again that this was their number one priority, which includes GPs and dentistry. Throughout 2022-23 the public have been continuing to tell us they struggle to see their GP, get timely appointments, and sometimes cannot get the type of appointment they request' such as face to face. We decided to do some work in partnership with Bolton GP Federation to gain some public feedback about the initiative that will look to offer an extended primary care service to patients. We consulted with the public to find out their views about accessing primary care professionals at weekends and in the evenings. From this work the Bolton GP Federation responded to the recommendations we formulated from the feedback and assured us that they would be implementing these from October 2022.

We also worked in partnership with Bolton Hospitals NHS Trust to do some work on virtual health care appointments. As part of the NHS forward plan, all health care establishments need to be offering more digital or virtual appointments to people over the next few years. We wanted to find out people's thoughts about this and about their experiences of having virtual health care appointments. We then formulated recommendations based on what people told us – mainly that virtual appointments should not be the default option for people. We received assurance that virtual appointments will only be offered with full consultation with the patient.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

For our **Mental Health priority** – we looked at the impact of difficulties accessing NHS dentistry and how this affects both physical and mental health. Many people are unable to access NHS dentistry because of a shortage of availability due to various factors such as dentists leaving the NHS, and the current NHS dental contract not paying enough for dentists to run a viable business. This has led to some dentists only offering a service for people who can pay privately. Many people are simply unable to afford private fees and are therefore left with nowhere to turn. We have worked with our colleagues across the Greater Manchester Healthwatch network on dentistry and Healthwatch England. We submitted some intelligence to the Health Select Committee for Health and Care for their enquiry into dentistry and Healthwatch representatives gave evidence at this enquiry. We also looked at how the cost of living has been affecting people's wellbeing. This work has fed into the work undertaken by Bolton Local Authority and is currently being analysed to provide some practical support for people who are struggling with the cost of living in Bolton.

Impact and Building on Previous Work

Carers

From the work we did on unpaid carers in 2021/22, we continue to participate in the carers strategy meetings with the Local Authority. Our work has contributed to the strategy and we have helped to produce videos showcasing the experiences of carers. The strategy is being implemented in 2023 and there is still much work to be done to which we will be involved in where we can.

Cervical Cancer Screening – Smears Means Years project

We have continued to support the outreach screening sessions in the community with Bolton GP Federation. The project has been taken into community settings including a mosque and a homeless hostel. We have helped to raise awareness of the project and have also helped to build connections with different agencies who have been able to reach out to more people. It is unclear if the project will continue in 2023.

Greater Manchester Healthwatch Network (GMHW) and the Integrated Care Partnership (ICP)

In July 2022 the new Greater Manchester Integrated Care Partnership became live. We have been working closely with the ICP in Bolton to ensure we are sat in the right meetings to ensure our reports are presented to commissioners and responses received. We have seats on the Bolton Locality Board, the Strategy, Planning and Delivery Committee and the Voice of the Public Enabling committee. We have also contributed to the discussions setting the 3 priority areas for the ICP, using our feedback and intelligence. The GMHW network has also been continuing to work towards working with the GM ICP, funding for the network is expected some time in 2023 so we can start to do some meaningful work with the GMICP. We did undertake some public engagement across GM – The Big Conversation consulted members of the public all across GM to find out what people are happy or not happy with their health and care. Our feedback contributed to the GM ICP strategy priority areas

Community Engagement

During 2022/23 we gathered the views of 887 members of the public through surveys and social media feedback. Our social media following continued to grow and at the end of the year we had 4210 followers on social media (Twitter 2844, Facebook 705, Instagram 661). We have signed up 112 more people to our mailing list.

We have continued to attend many events, meetings and groups to promote our work and to encourage people to share their feedback. We have helped groups to forge links with health and care professionals and this has encouraged people to hold their own events. Deane and Derby college hosted a wellbeing and cancer awareness event with our support. Other group are planning events looking at raising awareness of prostate cancer.

Volunteer involvement

We have not recruited many new volunteers this year, but the ones we have, have been working well with us. One volunteer helps with our IT packages and we have a new volunteer who is studying for a public health masters qualification, and is helping us with community engagement and supporting us at events.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Information and Advice

During 2022/23, Healthwatch Bolton Information, Advice and Guidance (IAG) service continued to provide an effective and valuable service to the people of Bolton. During the period, the information and advice service dealt with 266 enquiries. Again, nearly half of the enquiries we dealt with this year were around people unable to access an NHS dentist. We have repeatedly raised the issue of NHS dentistry and the lack of access to commissioners and providers. We have also submitted our intelligence to the Health and Social Care Select Committee Inquiry into Dentistry. We continue to monitor the situation in Bolton and liaise with Healthwatch England to ensure the issue stays on the agenda.

Our IAG service continues to be in demand and we find that people's issues are becoming more complex and take more time to deal with. We are very pleased to say we receive a lot of very positive and humbling feedback from clients who say how we have made a difference in helping them with their query. Sometimes people tell us that it is the time we spend and the fact that we listen to people and give them time to talk about their issue. On the whole, most clients are extremely grateful and although we cannot solve every problem, we do strive to offer the best service we can with the best solutions available to us.

Plans for 2023-24

The charity will continue to hold the Healthwatch Bolton contract until 31/3/2026, with the same funding of £125,000. As there will be no uplift to this funding in line with inflation, and currently no other income streams identified, then the charity is only now able to employ three members of staff – two on 100% of full time equivalent and one at 80% of full time equivalent. In order to ensure the charity is on track with its duty to hold the required monies in reserves, the charity will not be able to provide any increases in salary for staff for the duration of the current contract. That is unless extra income can be identified. The workplan has been set for 2023-24 priority areas identified from feedback from the community. In addition, there will also be work undertaken with the Greater Manchester Integrated Care Partnership. There is a small amount of income expected from this work which will be approximately £1,800.

It has also been agreed to dispose of the physical office to save money. Staff have been mainly working from home since the Covid 19 pandemic and have all the necessary equipment needed to do this effectively. The Local Authority asked for a risk analysis and gave their agreement to close the office permanently in July 2023. Members of the public can still access Healthwatch Bolton staff online or arrangements can be made in person at locations in Bolton. The charity has now set up a PO box address for post, it has a cloud-based telephone system and all other online communications will stay the same. Arrangements for room hire and printing can be made with Bolton CVS which the charity will need to pay for.

Trustee Appointment, Training and Development

Voice: Local is a registered Charitable Incorporated Organisation (CIO). This means it has a board of trustees which oversees the governance and leadership of the organisation. It is also a membership organisation with 223 members. The organisation continues to support active volunteers, with a total of 12 active volunteers this year, including trustees. Where there is a vacancy for a trustee position, this role and skills specialty is advertised with CVS and through our own media channels. Anyone showing an interest is invited to come in and speak to the chair and other trustees and staff. New trustees complete an application form and if they meet the required skills needed for the role, they are co-opted into the organisation. They are formally appointed at the next Annual General Meeting. This year we lost our trustee Anne Bain who sadly died in April 2022.

When new trustees are appointed, they undergo an induction session that covers the following:

- Introduction to Healthwatch Bolton/VOICE Local
- Charity Commission Guide: The Essential Trustee
- Annual reports and finance reports
- Strategic Plan
- Copies of board minutes
- Copies of policies and procedures
- Data protection processes
- Training opportunities

Trustees also undertake development sessions in partnership with Bolton CVS. They are invited to attend the regular TGI Friday trustee sessions that are run by Bolton CVS to discuss any issues around trusteeship etc. Trustees are also invited to attend webinars and sessions run by Healthwatch England, Hempsons Solicitors and Peninsula HR.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Partnership Working, Engagement, Co-production, Co-design

Working in partnership is extremely important to us and to getting the best outcomes for people. This year we have worked with Bolton GP Federation, Bolton Hospital, Bolton Local Authority, Answer Cancer, Bolton Health Information Partnership, Caribbean Health Network, Youth Leads, to name a few. Our engagement team work to forge links and bring together other agencies to network and share information. From this work other organisations have been encouraged to hold their own health events. We have been forging better links with schools and have supported health and wellbeing clinics on school premises.

Working with Healthwatch England

We continue to be supported by Healthwatch England who provide our website support, training and governance support. We share all our intelligence with Healthwatch England and they in turn escalate national feedback direct to Westminster.

Financial review

In 2022/23 the organisation continued to hold the Healthwatch contract for Bolton. The contract with Bolton MBC ended on 31 March 2023. We have been informed that we are to be contracted to provide a Healthwatch function until the end of March 2026, with annual income of £125k, and there will be no tendering process.

The financial performance of the organisation is shown in the Statement of Financial Activities on page 8 and its financial position at year end is outlined in the balance sheet on page 9.

Reserves policy

The charity ended the 2021/22 financial year with free reserves of £75,025. A review of our reserves policy concluded that we should aim to:

- (a) ensure that the organisation can cover its liabilities and
- (b) work towards maintaining free reserves equivalent to at least 3 months' operating costs.

At the end of the 2022/23 financial year our free reserves of £82,806 enable us to more than satisfy both these measures. However, as explained earlier in the Plans for 2023-24, our funding for the next 3 years will be extremely tight. We will need to operate with just 3 staff members and no physical office, and it is likely that we will need to utilise our free reserves to sustain us through the next 3 years.

Risk review

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to those risks.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Structure, governance and management

Voice: Local was set up under the name Healthwatch Bolton by statute in April 2013 with a 'Shadow Board' and a parent company (The BHA for Equality) appointed by the Local Authority. In May 2014 Healthwatch Bolton became constituted in its own right and registered with the Charity Commission. The registered charity number is 1157070. Healthwatch Bolton became fully independent in July 2015.

In 2017 the charity changed its name to Voice: Local, retaining its original charity status and charity number, Voice: Local is used as a contractual name and the organisation continues to operate under the Healthwatch Bolton name in terms of its day-to-day activities and public awareness of it.

The trustees who served during the year and up to the date of signature of the financial statements were:

A Schenk

J Sherrington

J Fawcett

S Merchant

A Bain

(Deceased 20 April 2022)

T Boylin

U Badat

H Osman

K Syeda

The current Board of Trustees remains as the governing body. The Board continued to consider matters of risk and to support the staff to develop and pursue new avenues for obtaining funding and developing services relevant to the charities overall mandate and to provide active and effective support to the Operations Manager.

The trustees' report was approved by the Board of Trustees.

Jim Fawcett

J Fawcett

Trustee

Dated: 5 July 2023

VOICE: LOCAL

STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR THE YEAR ENDED 31 MARCH 2023

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

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

VOICE: LOCAL

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF VOICE: LOCAL

I report to the trustees on my examination of the financial statements of VOICE: Local (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable 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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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 financial statements to be reached.

David Kay, FCA
Barlow Andrews LLP
Chartered Accountants
Carlyle House
78 Chorley New Road
Bolton

Dated: 5 July 2023

VOICE: LOCAL

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds 2023 £	Unrestricted funds 2022 £
<u>Income from:</u>			
Income from charitable activities	2	151,523	135,250
		<hr/>	<hr/>
<u>Expenditure on:</u>			
Expenditure on charitable activities	3	142,941	120,797
		<hr/>	<hr/>
Net income for the year/ Net movement in funds		8,582	14,453
Fund balances at 1 April 2022		79,497	65,044
		<hr/>	<hr/>
Fund balances at 31 March 2023		<u>88,079</u>	<u>79,497</u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

VOICE: LOCAL

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	8		5,273		4,472
Current assets					
Debtors	10	1,049		32,175	
Cash at bank and in hand		90,685		106,084	
		<u>91,734</u>		<u>138,259</u>	
Creditors: amounts falling due within one year	11	(8,928)		(63,234)	
Net current assets			<u>82,806</u>		<u>75,025</u>
Total assets less current liabilities			<u><u>88,079</u></u>		<u><u>79,497</u></u>
Income funds					
Unrestricted funds			<u>88,079</u>		<u>79,497</u>
			<u><u>88,079</u></u>		<u><u>79,497</u></u>

The financial statements were approved by the Trustees on 5 July 2023

Jim Fawcett

J Fawcett
Trustee

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

VOICE: Local is a CIO constituted in its own right and registered with the Charity Commissioner. The registered charity number is 1157070. The charity was previously called Healthwatch Bolton.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's trust deed, the Charities Act 2011 and "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 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

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

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be directly allocated to such activities and those costs of an indirect nature necessary to support them. It also includes costs associated with meeting the constitutional and statutory requirements of the charity, the professional fees and costs linked to the strategic management of the charity and costs associated with the staffing and the general running of the charity.

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies (Continued)

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computers	25% straight line
-----------	-------------------

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Impairment of financial assets

Financial assets, other than those held at fair value through income and expenditure, are assessed for indicators of impairment at each reporting date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies (Continued)

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Income from charitable activities

	2023 £	2022 £
Bolton MBC	149,000	135,250
Other income	2,523	-
	<u>151,523</u>	<u>135,250</u>

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

3 Expenditure on charitable activities

	2023 £	2022 £
Staff costs and benefits	113,957	94,832
Travel and accommodation	197	57
Books and subscriptions	1,613	384
Telephone and internet	2,811	3,197
IT support and other computer costs	3,069	3,127
Equipment lease and maintenance	2,348	3,137
Legal and professional fees	2,378	2,966
Property rents, running costs and repairs	8,527	5,907
Advertising, photocopying, postage and stationery	1,782	801
Sundry running costs	1,925	3,045
Staff training	607	1,131
	<u>139,214</u>	<u>118,584</u>
Share of support costs (see note 4)	1,507	113
Share of governance costs (see note 4)	2,220	2,100
	<u>142,941</u>	<u>120,797</u>
Analysis by fund		
Unrestricted funds	<u>142,941</u>	<u>120,797</u>

4 Support and governance costs

	Support costs £	Governance costs £	2023 £	2022 £	Basis of allocation
Depreciation	1,507	-	1,507	113	Usage
Accounts/examination	-	2,220	2,220	2,100	Governance
	<u>1,507</u>	<u>2,220</u>	<u>3,727</u>	<u>2,213</u>	
Analysed between					
Charitable activities	<u>1,507</u>	<u>2,220</u>	<u>3,727</u>	<u>2,213</u>	

5 Trustees

None of the trustees (or any persons connected with them) received any remuneration, reimbursed expenses or benefits from the charity during the year.

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

6 Employees

The average monthly number of employees during the year was:

	2023	2022
	Number	Number
Management and service	4	3

Employment costs

	2023	2022
	£	£
Wages and salaries	107,761	83,869
Social security costs	2,385	7,761
Other pension costs	3,811	3,202
	<u>113,957</u>	<u>94,832</u>

There were no employees whose annual remuneration was more than £60,000.

7 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

8 Tangible fixed assets

	Computers
	£
Cost	
At 1 April 2022	4,853
Additions	2,308
	<u>7,161</u>
At 31 March 2023	7,161
Depreciation and impairment	
At 1 April 2022	381
Depreciation charged in the year	1,507
	<u>1,888</u>
At 31 March 2023	1,888
Carrying amount	
At 31 March 2023	<u>5,273</u>
At 31 March 2022	<u>4,472</u>

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

9 Financial instruments	2023	2022
	£	£
Carrying amount of financial assets		
Debt instruments measured at amortised cost	90,685	106,084
	<u> </u>	<u> </u>
Carrying amount of financial liabilities		
Measured at amortised cost	(8,928)	(63,234)
	<u> </u>	<u> </u>

The trustees consider that the carrying amounts of financial assets carried at amortised cost in the financial statements approximate to their fair values.

The trustees consider that the carrying amounts of financial liabilities carried at amortised cost in the financial statements approximate to their fair values.

10 Debtors	2023	2022
	£	£
Amounts falling due within one year:		
Trade debtors	-	31,250
Prepayments and accrued income	1,049	925
	<u> </u>	<u> </u>
	<u>1,049</u>	<u>32,175</u>

11 Creditors: amounts falling due within one year	2023	2022
	£	£
Other taxation and social security	3,356	3,490
Trade creditors	530	643
Other creditors	543	1,691
Accruals and deferred income	4,499	57,410
	<u> </u>	<u> </u>
	<u>8,928</u>	<u>63,234</u>

Included within the year end balance for accruals and deferred income is £nil in relation to deferred income (2022: £55,250).

12 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

VOICE: LOCAL

England & Wales - Charity number 1157070

Accounts

Charity Registration No. 1157070

VOICE: LOCAL
ANNUAL REPORT
AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

VOICE: LOCAL

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

A Schenk
J Sherrington
J Fawcett
S Merchant
A Bain
T Boylin
U Badat
H Osman
K Syeda

Operations Manager

Julie Darbyshire

Charity number

1157070

Registered office

Scott House
27 Silverwell Street
Bolton

Independent examiner

Mr D A Kay FCA
Barlow Andrews LLP
Carlyle House
78 Chorley New Road
Bolton

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Maling
Kent

VOICE: LOCAL

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VOICE: LOCAL

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their annual report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Charities Act 2011 and "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 2019)".

Objectives and activities

The charity's objectives are:

The advancement of health and the relief of those in need by the relief of those in need by reason of youth, age, ill health, disability or financial hardship by;

- a) encouraging and supporting local people to share their experiences of health and social care;
- b) ensuring the involvement of local people in the commissioning, design and scrutinizing, reviewing and monitoring of health and social care services;
- c) the promotion of transparency and accountability within the health economy;
- d) the provision of information and advice to the general public about health and social care services.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

Priorities for the year

Our priorities are set by the public via a public engagement process. In 2021/22 our priorities were: **Primary Care, Secondary Care and Mental Health**. In addition to this we have also continued to work on priorities from the previous year. This is because we could see some real impact emerging as a result of the work we did and we wanted to continue to build on this.

For our work on **Primary Care**, the public told us that was their number one priority. Due to the Covid pandemic, the way that people access their GP changed dramatically with many practices moving to digital or on-line appointment systems. Face to face appointments did not take place unless in very exceptional circumstances. Many practices have continued to use digital apps to encourage their patients to interact with them and previous GP accessibility has not returned to how it used to be. Our work found that people were struggling to use technology, struggling to get through to their GP on the phone, and many people found they could not see their GP face to face. We therefore made a series of recommendations to the CCG to improve accessibility for people. The CCG responded to all our recommendations and we look forward to some major changes taking shape in the coming year to improve accessibility. In addition to this we involved our volunteers in reviewing GP practice websites to look at functionality, information and accessibility. We have also made a number of recommendations for improvement on certain websites.

For our **Secondary Care** priority, we worked with Healthwatch England sharing a national survey about hospital waiting times. This piece of work looked at how long people are waiting to receive treatment in hospital, communication and support whilst people wait. We found that our Bolton residents raised the same concerns that were found nationally. Greater Manchester Health and Social Care Partnership launched a new website to help people find support whilst they are waiting for treatment. We helped to publicise the While You Wait website and we also helped to shape some of the information contained within it.

For our **Mental Health** priority – our priorities survey with the public told us that people wanted some work being done to combat isolation and loneliness. We were also asked to be involved with the refresh of the Bolton Carers Strategy. So, as a result of this, we decided to do a piece of work, with the support of Bolton Carers Support, with unpaid carers. The result of this piece of work will feed into the carers strategy and will hopefully improve services and support for unpaid carers.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Impact and Building on Previous Work

In 2020 we released a report on cervical cancer screening which looked at some of the reasons why people do not access this service. Take up rates in Bolton were showing to be lower than many other areas in the country. Many recommendations were contained in this report which highlighted the many barriers that some communities face when accessing services. Bolton GP Federation asked us to work with them on trying to improve access rates in Bolton and, in particular, focusing on women from ethnically diverse communities. The project set out to bring screening closer to where people are and to remove some of the barriers that people face that can include religion, culture, fear and lack of appropriate accessibility. The first outreach screening session took place in a clinic in a deprived area of Bolton and the second one took place in Bolton Council of Mosques which proved really successful with women taking up the offer of screening on the day. The project will continue to move around Bolton bringing screening closer to where people can access it more easily. We did a lot of work to help Bolton GP Federation to identify the best places to hold the screening sessions, liaising with different people in different communities and making links for GP Federation to work with. We also provided some language support and made further links with Answer Cancer engagement initiative who also got involved.

In 2021 we did some work looking at the impact of bereavement during Covid 19 on ethnically diverse communities. We worked in partnership with The Flowhession Foundation to undertake this work. One of the recommendations was to provide appropriate counselling and support services and make them accessible to people from ethnically diverse communities. As a result, Bolton Local Authority commissioned The Flowhession Foundation to provide a series of counselling sessions and to hold 4 mental health conferences in deprived areas of Bolton. Bolton Hospital has also met with us to ensure their information and literature around bereavement support is accessible to people and in particular that it includes different language translations.

Greater Manchester Healthwatch Network and the Integrated Care Partnership (ICP)

In July 2022 the new Greater Manchester Integrated Care Partnership will become live. This means that the CCG in Bolton (and across England) will no longer exist. We have been working together as a network of the 10 Healthwatch across Greater Manchester, to produce a 3 year all-age strategy and collaborative agreement as to how the 10 Healthwatch will be ready to work with the new ICP. We have also met with our local ICP in Bolton to discuss how we can be part of this partnership locally. In 2022, we will be doing a lot of work on building up new relationships and ensuring that our work and the voices of the public are fed into the new system to influence commissioning.

Community Engagement

During 2021/22 we gathered the views of 820 members of the public through surveys and social media feedback. Our social media following continued to grow and at the end of the year we had 3,758 followers on social media (Twitter 2,656, Facebook 535, Instagram 567). We have signed up 60 more people to our mailing list.

A lot of work has been undertaken this year to forge new networks and relationships and to start to engage again after Covid 19. Our engagement officer has worked tirelessly to seek out new opportunities and in particular, to seek out the voices of those we don't often hear from. In particular, people from ethnically diverse communities. We have been looking for ways to engage less traditionally and more about going to where people are rather than expecting people to come to us. This has been proving very successful and we find that there is often a 'snowball' effect leading to further engagement opportunities. We have engaged with 2323 people at engagement events, workshops, outreach and newsletter sign-ups.

Volunteer involvement

We have engaged our volunteers in pieces of work this year. We have undertaken a review of GP websites and the volunteers have helped to gather this information to feed into our primary care priority. Volunteers have also helped with IT support and assisting Bolton Hospitals NHS Trust in reviewing their new website and suggesting areas of improvement.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Quality Framework Assessment

This year Healthwatch England asked us to undertake the quality framework assessment. This is a self-assessment tool which ultimately leads to a vibrant and fully-functioning Healthwatch. The result of this exercise showed that we were compliant in the majority of areas but we do lack a strategic plan which the board of trustees will work on in the coming year. There will also be some board development. We will also look at our demographic information and ensure we continue to gather this and do further analysis on this to identify any gaps in our research.

Information and Advice

During 2021/22, Healthwatch Bolton Information, Advice and Guidance service continued to provide an effective and valuable service to the people of Bolton. During the period, the information and advice service dealt with 343 enquiries. Again, nearly half of the enquiries we dealt with this year were around people unable to access an NHS dentist. The Covid 19 pandemic meant that services such as dentists could not carry out the same services to the same level because of the need to be Covid safe. This meant that people who were registered with an NHS dentist could not get routine appointments, but could only be seen as an urgent case if they met certain criteria. It also meant that people who were not registered with an NHS dentist have found it virtually impossible to do so or have been offered an option to go private which is unaffordable to a lot of people. We worked with the Greater Manchester Healthwatch network to produce a joint report of the picture of dentistry across Greater Manchester and shared this with Healthwatch England, NHS England, Local Dental Committees, CCGs, Local Authorities etc. The issue of dentistry is still very much on the agenda and we continue to monitor the situation and collect patient experience.

Because of the increase in numbers of enquiries and the complexity, we have raised this with our commissioners. Our Local Authority commissioners recognised that a great deal of our time is spent dealing with enquiries and to help with this we were awarded £28k from the Covid Recovery Fund. The plan is to recruit a part-time IAG and Communications officer in April 2022 to enhance the service.

We are very proud of our IAG service and the dedication and professionalism of our staff members in delivering this service. We receive a lot of very positive and humbling feedback from clients who say how we have made a difference in helping them with their query. Sometimes people tell us that it is the time we spend and the fact that we listen to people and give them time to talk about their issue. On the whole, most clients are extremely grateful and although we cannot solve every problem, we do strive to offer the best service we can with the best solutions available to us.

Trustee Appointment, Training and Development

Voice: Local is a registered Charity Incorporated Organisation. This means it has a board of trustees who oversee the governance and leadership of the organisation. It is also a membership organisation with 223 members. The organisation continued to support active volunteers, with a total of 12 active volunteers this year including trustees. Where there is a vacancy for a trustee position, this role and skills specialty is advertised with CVS and through our own media channels. Anyone showing an interest is invited to come in and speak to the chair and other trustees and staff. New trustees complete an application form and if they meet the required skills needed for the role, they are co-opted into the organisation. They are formally appointed at the next Annual General Meeting.

When new trustees are appointed, they undergo an induction session that covers the following:

- Introduction to Healthwatch Bolton/VOICE Local
- Charity Commission guide
- The Essential Trustee Annual reports/finance reports
- Strategic Plan (to be arranged)
- Copies of board minutes
- Copies of policies and procedures
- Data protection processes
- Training opportunities

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Trustees also undertake development sessions in partnership with Bolton CVS. They are invited to attend the regular TGI Friday trustee sessions that are run by Bolton CVS to discuss any issues around trusteeship etc. Trustees are also invited to attend webinars and sessions run by Healthwatch England, Hempsons Solicitors and Peninsula HR.

Trustees have also taken part in the Healthwatch England Quality Framework exercise.

Partnership Working, Engagement, Co-production, Co-design

We recognise the value of working in partnership with others and this year has shown that it is now more important than ever to do this. We worked closely with the Bolton GP Federation on the Cervical Cancer Screening work (Rumworth Project). We understand the need to utilise the skills and expertise of other organisations to help us achieve our goals of ensuring we are as accessible as we can be to all sectors of our community. We have worked with Bolton Carers Support to draft the unpaid carers piece of work to ensure we get the best feedback we can. We have also worked with Bolton Council on gathering the views of people around substance misuse and support. We support the Bolton People's Network which brings together people with an interest in mental health where we share information and initiatives. We continue to work with Bolton University to talk to lecturers and students about our work and look for opportunities to work together.

In Bolton we continued to represent people's views in a wide variety of strategic and decision-making forums at local level as well as to send representatives on behalf of Healthwatch in Greater Manchester to groups working in the Greater Manchester Integrated Health and Social Care Partnership.

Working with Healthwatch England

We continue to be supported by Healthwatch England who provide our website support, training and governance support. We share all our intelligence with Healthwatch England and they in turn escalate national feedback direct to Westminster.

Financial review

In 2021/22 the organisation continued to hold the Healthwatch contract for Bolton. In November 2020 we were informed by Bolton Council that our budget for the following year will be reduced to £125k from 1st July 2021.

The contract with Bolton MBC ended on 31st March 2020. Since then we have been informed that we are to be contracted to provide a Healthwatch function until the end of March 2023 and there will be no tendering exercise.

The financial performance of the organisation is shown in the Statement of Financial Activities on page 8 and its financial position at year end is outlined in the balance sheet on page 9.

Reserves policy

The charity ended the previous financial year with free reserves of £61,643. A review of our reserves policy concluded that we should aim to:

- (a) ensure that the organisation can cover its liabilities and
- (b) work towards having free reserves equivalent to at least 3 months' operating costs.

At year end our free reserves of £75,025 enable us to satisfy both measures set out above.

Risk review

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to those risks.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Structure, governance and management

Healthwatch Bolton was set up by statute in April 2013 with a 'Shadow Board' and a parent company (The BHA for Equality) appointed by the Local Authority. In May 2014 Healthwatch Bolton became constituted in its own right and registered with the Charity Commissioner under the name Healthwatch Bolton. The registered charity number is 1157070. Healthwatch Bolton became fully independent in July 2015.

During 2016 Healthwatch Bolton was successful in winning the contract to run Healthwatch Wigan and Leigh and as a result of this development it was necessary to review the governance arrangements.

Consequently, Healthwatch Bolton became Voice: Local. It retained its original charity status (as a Charitable Incorporated Organisation (by Association)) and charity number, 1157070. However, since Healthwatch England Guidance says that there cannot be more than one Healthwatch branded organisation in any locality, the charity changed its name to Voice: Local. (This name change request was submitted to the Charities Commission in April 2017 and approved in June 2017). Voice: Local is used as a contractual name and the organisation continues to trade under the Healthwatch Bolton. It no longer holds the contract for Healthwatch Wigan and Leigh.

The trustees who served during the year and up to the date of signature of the financial statements were:

A Schenk
J Sherrington
J Fawcett
S Merchant
A Bain
T Boylin
U Badat
H Osman
K Syeda

The current Board of Trustees remains as the governing body. The Board continued to consider matters of risk and to support the staff to develop and pursue new avenues for obtaining funding and developing services relevant to the charities overall mandate and to provide active and effective support to the Operations Manager.

The trustees' report was approved by the Board of Trustees.

J Fawcett

Trustee

Dated: 27 June 2022

VOICE: LOCAL

TRUSTEES' DECLARATION ON UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

In relation to the financial statements which comprise the statement of financial activities, the balance sheet and the related notes:

- The trustees approve these financial statements and confirm that they are responsible for them, including selecting the appropriate accounting policies, applying them consistently and making, on a reasonable and prudent basis, the judgments underlying them. They have been prepared on the going concern basis on the grounds that the charity will continue in operation.
- The trustees confirm that they have made available to Barlow Andrews LLP, all the charity's accounting records and provided all the information necessary for the compilation of the financial statements.
- The trustees confirm that to the best of their knowledge and belief, the accounting records reflect all transactions of the charity for the year ended 31 March 2022.

On behalf of the board

J Fawcett
Director

27 June 2022

VOICE: LOCAL

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF VOICE: LOCAL

I report to the trustees on my examination of the financial statements of VOICE: Local (the charity) for the year ended 31 March 2022.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable 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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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 financial statements to be reached.

David Kay, FCA
Barlow Andrews LLP
Chartered Accountants
Carlyle House
78 Chorley New Road
Bolton

Dated: 27 June 2022

VOICE: LOCAL

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

		Unrestricted funds 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
	Notes				
Income from:					
Income from charitable activities	2	135,250	152,150	-	152,150
		<hr/>	<hr/>	<hr/>	<hr/>
Expenditure on:					
Expenditure on charitable activities	3	120,797	111,951	13,206	125,157
		<hr/>	<hr/>	<hr/>	<hr/>
Gross transfers between funds		-	(6,034)	6,034	-
Net income for the year/ Net movement in funds		14,453	34,165	(7,172)	26,993
Fund balances at 1 April 2021		65,044	30,879	7,172	38,051
		<hr/>	<hr/>	<hr/>	<hr/>
Fund balances at 31 March 2022		79,497	65,044	-	65,044
		<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

VOICE: LOCAL

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Fixed assets					
Tangible assets	7		4,472		3,401
Current assets					
Debtors	9	32,175		2,038	
Cash at bank and in hand		106,084		67,714	
		<u>138,259</u>		<u>69,752</u>	
Creditors: amounts falling due within one year	10	<u>(63,234)</u>		<u>(8,109)</u>	
Net current assets			<u>75,025</u>		<u>61,643</u>
Total assets less current liabilities			<u><u>79,497</u></u>		<u><u>65,044</u></u>
Income funds					
Unrestricted funds			<u>79,497</u>		<u>65,044</u>
			<u><u>79,497</u></u>		<u><u>65,044</u></u>

The financial statements were approved by the Trustees on 27 June 2022

J Fawcett
Trustee

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity information

VOICE: Local is a CIO constituted in its own right and registered with the Charity Commissioner. The registered charity number is 1157070. The charity was previously called Healthwatch Bolton.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's trust deed, the Charities Act 2011 and "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 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

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

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Turnover is measured at the fair value of the consideration received or receivable and represents amounts receivable for services provided in the normal course of business.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

All expenditure is accounted for on an accrued basis and has been classified under headings that aggregate all costs related to that category.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be directly allocated to such activities and those costs of an indirect nature necessary to support them. It also includes costs associated with meeting the constitutional and statutory requirements of the charity, the professional fees and costs linked to the strategic management of the charity and costs associated with the staffing and the general running of the charity.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computers	25% straight line
-----------	-------------------

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Impairment of financial assets

Financial assets, other than those held at fair value through income and expenditure, are assessed for indicators of impairment at each reporting date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected.

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Income from charitable activities

	2022	2021
	£	£
Bolton MBC	135,250	150,000
Healthwatch England	-	2,000
Other income	-	150
	<u>135,250</u>	<u>152,150</u>

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

3 Expenditure on charitable activities

	Bolton £	GM Locality and Transformation £	Total 2022 £	Total 2021 £
Staff costs and benefits	94,832	-	94,832	85,170
Travel and accommodation	57	-	57	47
Books and subscriptions	384	-	384	2,184
Telephone and internet	3,197	-	3,197	1,618
IT support and other computer costs	3,127	-	3,127	3,082
Equipment lease and maintenance	3,137	-	3,137	2,580
Legal and professional fees	2,966	-	2,966	2,655
Property rents, running costs and repairs	5,907	-	5,907	6,719
Advertising, photocopying, postage and stationery	801	-	801	958
Sundry running costs	3,045	-	3,045	3,700
Staff training	1,131	-	1,131	852
Partnership project expenditure	-	-	-	13,206
	<u>118,584</u>	<u>-</u>	<u>118,584</u>	<u>122,771</u>
Share of support costs (see note 4)	113	-	113	268
Share of governance costs (see note 4)	2,100	-	2,100	2,118
	<u>120,797</u>	<u>-</u>	<u>120,797</u>	<u>125,157</u>
Analysis by fund				
Unrestricted funds	120,797	-	120,797	
	<u>120,797</u>	<u>-</u>	<u>120,797</u>	
For the year ended 31 March 2021				
Unrestricted funds	111,951	-		111,951
Restricted funds	-	13,206		13,206
	<u>111,951</u>	<u>13,206</u>		<u>125,157</u>

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

4 Support and governance costs

	Support costs	Governance costs	2022	2021	Basis of allocation
	£	£	£	£	
Depreciation	113	-	113	268	Usage
Accounts/examination	-	2,100	2,100	2,118	Governance
	<u>113</u>	<u>2,100</u>	<u>2,213</u>	<u>2,386</u>	
Analysed between Charitable activities	<u>113</u>	<u>2,100</u>	<u>2,213</u>	<u>2,386</u>	

5 Trustees

None of the trustees (or any persons connected with them) received any remuneration, reimbursed expenses or benefits from the charity during the year.

6 Employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
Management and service	<u>3</u>	<u>3</u>
Employment costs	2022	2021
	£	£
Wages and salaries	83,869	75,855
Social security costs	7,761	6,867
Other pension costs	3,202	2,448
	<u>94,832</u>	<u>85,170</u>

There were no employees whose annual remuneration was more than £60,000.

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

7	Tangible fixed assets		Computers
			£
	Cost		
	At 1 April 2021		3,669
	Additions		1,184
			<hr/>
	At 31 March 2022		4,853
			<hr/>
	Depreciation and impairment		
	At 1 April 2021		268
	Depreciation charged in the year		113
			<hr/>
	At 31 March 2022		381
			<hr/>
	Carrying amount		
	At 31 March 2022		4,472
			<hr/> <hr/>
	At 31 March 2021		3,401
			<hr/> <hr/>
8	Financial instruments	2022	2021
		£	£
	Carrying amount of financial assets		
	Debt instruments measured at amortised cost	106,084	67,714
		<hr/>	<hr/>
	Carrying amount of financial liabilities		
	Measured at amortised cost	(63,234)	(8,109)
		<hr/>	<hr/>
	The trustees consider that the carrying amounts of financial liabilities carried at amortised cost in the financial statements approximate to their fair values.		
	The trustees consider that the carrying amounts of financial liabilities carried at amortised cost in the financial statements approximate to their fair values.		
9	Debtors	2022	2021
		£	£
	Amounts falling due within one year:		
	Trade debtors	31,250	-
	Prepayments and accrued income	925	2,038
		<hr/>	<hr/>
		32,175	2,038
		<hr/> <hr/>	<hr/> <hr/>

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

10 Creditors: amounts falling due within one year

	2022	2021
	£	£
Other taxation and social security	3,490	2,987
Trade creditors	643	1,356
Other creditors	1,691	1,606
Accruals and deferred income	57,410	2,160
	<u>63,234</u>	<u>8,109</u>

Included within the year end balance for accruals and deferred income is £55,250 in relation to deferred income (2021: none).

11 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2020	Resources expended	Transfers	Balance at 1 April 2021	Movement in funds	Balance at 31 March 2022
	£	£	£	£	Incoming resources	£
GM Locality and Transformation	7,172	(13,206)	6,034	-	-	-
	<u>7,172</u>	<u>(13,206)</u>	<u>6,034</u>	<u>-</u>	<u>-</u>	<u>-</u>

Description of restricted funds

GM Locality and Transformation - This was funding received from bodies including Healthwatch England and Greater Manchester Health and Social Care Partnership to enable the development and delivery of locality plans, transformation themes and cost-cutting programmes. The dispersal of funds was managed by Voice: Local on behalf of Healthwatch in the GM network. Resources expended during the year related to the distribution of remaining funds to each Healthwatch in the GM network equally, to be spent on work relating to Covid-19. A transfer from unrestricted funds has been made to cover the overspend on the restricted fund.

12 Related party transactions

There were no disclosable related party transactions during the year (2021 - none).

VOICE: LOCAL

England & Wales - Charity number 1157070

Accounts

Charity Registration No. 1157070

VOICE: LOCAL
ANNUAL REPORT
AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

VOICE: LOCAL

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	A Schenk J Sherrington J Fawcett S Merchant A Bain T Boylin U Badat H Osman K Syeda	(Appointed 19 August 2020)
Operations Manager	Julie Darbyshire	
Charity number	1157070	
Registered office	Scott House 27 Silverwell Street Bolton	
Independent examiner	Mr D A Kay FCA Barlow Andrews LLP Carlyle House 78 Chorley New Road Bolton	
Bankers	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Maling Kent	

VOICE: LOCAL

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VOICE: LOCAL

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Charities Act 2011 and "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 2019)".

Objectives and activities

The charity's objectives are:

The advancement of health and the relief of those in need by the relief of those in need by reason of youth, age, ill health, disability or financial hardship by;

- a) encouraging and supporting local people to share their experiences of health and social care;
- b) ensuring the involvement of local people in the commissioning, design and scrutinizing, reviewing and monitoring of health and social care services;
- c) the promotion of transparency and accountability within the health economy;
- d) the provision of information and advice to the general public about health and social care services.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

Priorities for the year

Our priorities are set by the public via a public engagement process. In 2020/2021 our priorities were: Mental Health, Hospital Discharge and Social Care. In March 2020 the Covid-19 pandemic started to make an impact and, as a result of the advice from government, we were forced to work differently. Because of the impact of the crisis we did not receive much feedback regarding our work for the previous year 2019/2020, but we are continuing to follow this up and we are gathering feedback and information particularly around our cervical cancer screening work. We are still hearing how far this work has reached and we have been contacted several times by people who are wishing to replicate it in other areas.

Regarding the priorities for 2020/21, we worked in partnership with colleagues at Healthwatch England on a national piece of work on Hospital Discharge. The remit of this work was to gather feedback on how the new Covid 19 hospital discharge process was working both nationally and locally. We received a small payment of £2,000 for our role in this work. The work involved interviewing NHS and social care staff to gain their perspective which fed into the project.

For our Mental Health priority we worked in partnership with The Flowhession Foundation and produced a report on the Impact of Bereavement during Covid 19 in BAMER Communities. We know that Bolton Council have found this work extremely useful and are using the intelligence to improve bereavement services in Bolton and to assist in bidding for future funding for this essential service. We hope the report will help to show the need for bi-lingual counselling services to be available in Bolton and more understanding of the religious and cultural issues.

For our Social Care priority – because of the pandemic we were unable to utilise our authorised representatives to undertake any Enter and View visits this year. So instead our volunteers embarked on a project looking at care home websites. With the absence of face-to-face interaction due to the Coronavirus, more than ever, there has been (and will continue to be), a strong reliance on virtual access and engagement. In the light of this, it is important that relevant and up-to-date information can be found on websites so people are aware of their available option which will enable them to make informed decisions about theirs or their loved ones' care. Our volunteers reviewed 57 adult care homes contracted to Bolton Council, to ascertain whether, in the context of the Coronavirus pandemic, their online information was both relevant and up to date.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Living with Covid 19 - the Covid 19 pandemic presented everyone with challenges. For us we had to re-evaluate the way we collect information and feedback from the public. We had to ensure staff could work at home and had the right equipment and software to have an online presence. We also took on two second-year Health and Social Care student volunteers to do a placement with us. The students looked at social media sites relevant to Bolton to gain a picture of how the Covid 19 pandemic was affecting people. Together with this intelligence, we also ran a series of digital surveys looking at themes such as information accessibility, access to health and care services, and Covid 19 testing. We worked in partnership with Bolton Council and Bolton Public Health to provide them with timely intelligence and feedback from the public so they could shape their information and messaging accordingly. They have told us many times how useful this information has been. We also fed our intelligence into the Covid work for Greater Manchester Healthwatch.

Information and Advice

During 2020/21, Healthwatch Bolton Information, Advice and Guidance service continued to provide an effective and valuable service to the people of Bolton. During the period, the information and advice service dealt with 215 enquiries. Nearly half of the enquiries we dealt with this year were around people unable to access an NHS dentist. The Covid 19 pandemic meant that services such as dentists could not carry out the same services to the same level because of the need to be Covid safe. This meant that people who were registered with an NHS dentist could not get routine appointments but could only be seen as an urgent case if they met certain criteria. But it also meant that people who were not registered with an NHS dentist have found it virtually impossible to do so or have been offered an option to go private which is unaffordable to a lot of people. In light of this we found that this was becoming a national problem and we got together with colleagues from Greater Manchester Healthwatch's and Healthwatch England to work on a joint report to highlight the issues people have faced and continue to face. This work will be completed in 2021.

We are very proud of our IAG service and the dedication and professionalism of our staff members in delivering this service. We receive a lot of very positive and humbling feedback from clients who say how we have made a difference in helping them with their query. Sometimes people tell us that it is the time we spend and the fact that we listen to people and give them time to talk about their issue. On the whole, most clients are extremely grateful and although we cannot solve every problem, we do strive to offer the best service we can with the best solutions available to us.

Trustee Appointment, Training and Development

Voice: Local is a registered Charity Incorporated Organisation. This means it has a board of trustees who oversee the governance and leadership of the organisation. It is also a membership organisation with 223 members. The organisation continued to support a few active volunteers, with a total of 14 active volunteers this year including trustees. Where there is a vacancy for a trustee position, this role and skills specialty is advertised with CVS and through our own media channels. Anyone showing an interest is invited to come in and speak to the chair and other trustees and staff. New trustees complete an application form and if they meet the required skills needed for the role, they are co-opted into the organisation. They are formally appointed at the next Annual General Meeting.

When new trustees are appointed, they undergo an induction session that covers the following:

- Introduction to Healthwatch Bolton/VOICE Local
- Charity Commission guide The Essential Trustee
- Annual reports/finance reports
- Strategic Plan
- Copies of board minutes
- Copies of policies and procedures
- Data protection processes
- Training opportunities

Trustees also undertake development sessions in partnership with Bolton CVS. They are invited to attend the regular TGI Friday trustee sessions that are run by Bolton CVS to discuss any issues around trusteeship etc. Trustees are also invited to attend webinars and sessions run by Healthwatch England, Hempsons Solicitors and Peninsula HR.

Trustees will also take part in the Healthwatch England Quality Framework exercise in 2021.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Engaging with the Public

During 2020/21 we gathered the views of 1,114 members of the public through surveys and social media feedback. We held two digital public events. Our social media following continued to grow and at the end of the year we had 3,502 followers on social media (Twitter 2,548, Facebook 486, Instagram 468).

We were mindful that there are many people who are not using any digital technology. Because of this we wrote articles for various newsletters such as Bolton Carers Support, Bolton at Home, Home Instead, Jigsaw etc. We also recorded articles for Talking News. We had some new leaflets printed up as well as some facemasks bearing our logo. We worked with Urban Outreach in Bolton to put our leaflets and face masks into food parcels being distributed at the Food Hub (food bank) in Bolton.

We know that the way we have traditionally engaged with the public (face to face), may not be possible moving forward, or it will be much scaled down. We are looking for ways to ensure we can engage with as many people as we can using our digital resources. We are also working with Voluntary and Community Sector partners and leaders in looking at ways to share resources as many other organisations face the same issues that we do when trying to engage with people. We are hoping we can offer a mix of both digital and face to face but this will depend on how this next year pans out with the vaccination roll out and the lingering threat of Covid 19 being ever present in our world.

Reconnecting with our Community

We did a review of our databases and the types of organisations and community groups we had links with. We could see that the demographics of Bolton have changed a lot since we first did this and so we looked at how we could ensure that we try to include more diverse and seldom heard groups in all our work. To help us do this we recruited a part-time Community Engagement Officer in January 2021. Her role has been to set up a new internal database of groups/organisations and to seek out new groups and make new connections. The aim of this is to try and ensure we get as many diverse voices having a say in their health and care services. We will also be working to ensure we get the voice of younger people involved in having their say in their health and care. We will explore setting up a YouthWatch to provide a platform for young people to engage with us.

Partnership Working, Engagement, Co-production, Co-design

We recognise the value of working in partnership with others and this year has shown that it is now more important than ever to do this. We worked with the Flowhesion Foundation on our mental health priority and co-produced the report - The Impact of Bereavement During Covid 19, particularly in BAMER Communities. We understand the need to utilise the skills and expertise of other organisations to help us achieve our goals of ensuring we are as accessible as we can be to all sectors of our community.

In Bolton we continued to represent people's views in a wide variety of strategic and decision-making forums at local level as well as to send representatives on behalf of Healthwatch in Greater Manchester to groups working in the Greater Manchester Health and Social Care Partnership.

Working with other Local Healthwatch

The organisation continues to work with Healthwatch colleagues across Greater Manchester. The focus of this year's work has been around the forthcoming changes to the NHS and the development of Integrated Care Systems. The network also reviewed NHS dentistry.

Working with Healthwatch England

We continue to be supported by Healthwatch England who provide our website support, training and governance support. We share all our intelligence with Healthwatch England and they in turn escalate national feedback direct to Westminster.

In the coming year we will work with them to look at the quality framework to assess where we are and to ensure we are a well - functioning and successful Healthwatch.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Plans for the Future

We are mindful that our budget will be much reduced in the coming year. This means we have less staff and less resources. The Council understand this and have agreed to alter our contract monitoring and service level agreement to reflect this. Our future plans will be very much centered around recovery after the pandemic and continuing reconnection with communities. We will work closely with our health and care commissioners to plan and shape our work. We will also work to ensure that Healthwatch is involved in local conversations around the forthcoming NHS reforms. We want to ensure Healthwatch has an integral place in the Integrated Care System both in Greater Manchester and locally.

We anticipate our Information, Advice and Guidance service to be as busy as ever. We will continue to deliver a good and worthwhile service and look to improving the information on our website.

Healthwatch England Quality Framework – this is an assessment tool we intend to use in 2021/22. The aim of this is to identify areas to improve if necessary. Here are some of the ways we could use the Framework:

- Preparation for business planning
- Informing annual reports
- Completion of contract monitoring reports
- Informing funding bids and project and partnership proposals

Financial review

In 2020/21 the organisation continued to hold the Healthwatch contract for Bolton. In November 2020 we were informed by Bolton Council that our budget for the following year will be reduced to £125k from 1st July 2021.

The contract with Bolton MBC ended on 31st March 2020. Since then we have been informed that we are to be contracted to provide a Healthwatch function until the end of March 2023 and there will be no tendering exercise.

The financial performance of the organisation is shown in the Statement of Financial Activities on page 8 and its financial position at year end is outlined in the balance sheet on page 9.

Reserves policy

The charity ended the previous financial year with free reserves of £30,879. A review of our reserves policy concluded that we should aim to:

- (a) ensure that the organisation can cover its liabilities and
- (b) work towards having free reserves equivalent to at least 3 months' operating costs.

At year end our free reserves of £61,643 enable us to satisfy both measures set out above.

Risk review

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to those risks.

VOICE: LOCAL

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management

Healthwatch Bolton was set up by statute in April 2013 with a 'Shadow Board' and a parent company (The BHA for Equality) appointed by the Local Authority. In May 2014 Healthwatch Bolton became constituted in its own right and registered with the Charity Commissioner under the name Healthwatch Bolton. The registered charity number is 1157070. Healthwatch Bolton became fully independent in July 2015.

During 2016 Healthwatch Bolton was successful in winning the contract to run Healthwatch Wigan and Leigh and as a result of this development it was necessary to review the governance arrangements.

Consequently, Healthwatch Bolton became Voice: Local. It retained its original charity status (as a Charitable Incorporated Organisation (by Association)) and charity number, 1157070. However, since Healthwatch England Guidance says that there cannot be more than one Healthwatch branded organisation in any locality, the charity changed its name to Voice: Local. (This name change request was submitted to the Charities Commission in April 2017 and approved in June 2017). Voice: Local is used as a contractual name and the organisation continues to trade under the Healthwatch Bolton. It no longer holds the contract for Healthwatch Wigan and Leigh.

The trustees who served during the year and up to the date of signature of the financial statements were:

A Schenk

J Sherrington

J Fawcett

S Merchant

A Bain

T Boylin

U Badat

H Osman

K Syeda

(Appointed 19 August 2020)

The current Board of Trustees remains as the governing body. The Board continued to consider matters of risk and to support the staff to develop and pursue new avenues for obtaining funding and developing services relevant to the charities overall mandate and to provide active and effective support to the Operations Manager.

The trustees' report was approved by the Board of Trustees.

Jim Fawcett

J Fawcett

Chair of Trustees

Dated: 14 June 2021

VOICE: LOCAL

TRUSTEES' DECLARATION ON UN-AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

In relation to the financial statements which comprise, the Balance Sheet and the related notes:

- The trustees approve these financial statements and confirm that they are responsible for them, including selecting the appropriate accounting policies, applying them consistently and making, on a reasonable and prudent basis, the judgments underlying them. They have been prepared on the going concern basis on the grounds that the charity will continue in operation.
- The trustees confirm that they have made available to Barlow Andrews LLP, all the charity's accounting records and provided all the information necessary for the compilation of the financial statements.
- The trustees confirm that to the best of their knowledge and belief, the accounting records reflect all transactions of the charity for the year ended 31 March 2021.

On behalf of the board

Jim Fawcett

J Fawcett
Chair of Trustees
14 June 2021

VOICE: LOCAL

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF VOICE: LOCAL

I report to the trustees on my examination of the financial statements of VOICE: Local (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn.

I understand that this has been done in order for financial statements to provide a true and fair view in accordance with Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act;
or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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 financial statements to be reached.

David Kay, FCA
Barlow Andrews LLP
Chartered Accountants
Carlyle House
78 Chorley New Road
Bolton

Dated: 14 June 2021

VOICE: LOCAL

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

		Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Income from:							
Income from charitable activities	2	152,150	-	152,150	182,809	60,000	242,809
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Expenditure on:							
Expenditure on charitable activities	3	111,951	13,206	125,157	193,039	37,520	230,559
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Net incoming/ (outgoing) resources before transfers		40,199	(13,206)	26,993	(10,230)	22,480	12,250
Gross transfers between funds		(6,034)	6,034	-	8,000	(8,000)	-
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Net income/(expenditure) for the year/ Net movement in funds		34,165	(7,172)	26,993	(2,230)	14,480	12,250
Fund balances at 1 April 2020		30,879	7,172	38,051	33,109	(7,308)	25,801
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Fund balances at 31 March 2021		65,044	-	65,044	30,879	7,172	38,051
		<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

VOICE: LOCAL

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	7		3,401		-
Current assets					
Debtors	9	2,038		1,447	
Cash at bank and in hand		67,714		85,642	
		<u>69,752</u>		<u>87,089</u>	
Creditors: amounts falling due within one year	10	(8,109)		(49,038)	
Net current assets			61,643		38,051
Total assets less current liabilities			<u>65,044</u>		<u>38,051</u>
Income funds					
Restricted funds	11		-		7,172
Unrestricted funds			65,044		30,879
			<u>65,044</u>		<u>38,051</u>

The financial statements were approved by the Trustees on 14 June 2021

J Fawcett
Trustee

VOICE: LOCAL

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

VOICE: Local is a CIO constituted in its own right and registered with the Charity Commissioner. The registered charity number is 1157070. The charity was previously called Healthwatch Bolton.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's trust deed, the Charities Act 2011 and "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 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

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

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Turnover is measured at the fair value of the consideration received or receivable and represents amounts receivable for services provided in the normal course of business.

1.5 Expenditure

All expenditure is accounted for on an accrued basis and has been classified under headings that aggregate all costs related to that category.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be directly allocated to such activities and those costs of an indirect nature necessary to support them. It also includes costs associated with meeting the constitutional and statutory requirements of the charity, the professional fees and costs linked to the strategic management of the charity and costs associated with the staffing and the general running of the charity.

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies (Continued)

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computers	25% straight line
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1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Impairment of financial assets

Financial assets, other than those held at fair value through income and expenditure, are assessed for indicators of impairment at each reporting date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Income from charitable activities

	Bolton £	GM Locality and Transformation £	Total 2021 £	Total 2020 £
Bolton MBC	150,000	-	150,000	150,000
Earned income	-	-	-	23,011
Bolton CVS	-	-	-	1,833
Healthwatch England	2,000	-	2,000	5,885
Other income	150	-	150	2,080
Transformation GM grant	-	-	-	60,000
	<u>152,150</u>	<u>-</u>	<u>152,150</u>	<u>242,809</u>
Analysis by fund				
Unrestricted funds	<u>152,150</u>	<u>-</u>	<u>152,150</u>	
For the year ended 31 March 2020				
Unrestricted funds	182,809	-		182,809
Restricted funds	-	60,000		60,000
	<u>182,809</u>	<u>60,000</u>		<u>242,809</u>

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

3 Expenditure on charitable activities

	Bolton £	GM Locality and Transformation £	Total 2021 £	Total 2020 £
Staff costs and benefits	85,170	-	85,170	145,612
Catering and venue costs	-	-	-	2,624
Travel and accommodation	47	-	47	1,728
Books and subscriptions	2,184	-	2,184	2,519
Bad and doubtful debts	-	-	-	1,364
Telephone and internet	1,618	-	1,618	3,498
IT support and other computer costs	3,082	-	3,082	5,134
Equipment lease and maintenance	2,580	-	2,580	2,278
Legal and professional fees	2,655	-	2,655	4,558
Property rents, running costs and repairs	6,719	-	6,719	13,194
Advertising, photocopying, postage and stationery	958	-	958	3,251
Sundry running costs	3,700	-	3,700	2,170
Staff training	852	-	852	1,317
Partnership project expenditure	-	13,206	13,206	37,520
	<u>109,565</u>	<u>13,206</u>	<u>122,771</u>	<u>226,767</u>
Share of support costs (see note 4)	268	-	268	-
Share of governance costs (see note 4)	2,118	-	2,118	3,792
	<u>111,951</u>	<u>13,206</u>	<u>125,157</u>	<u>230,559</u>
Analysis by fund				
Unrestricted funds	111,951	-	111,951	
Restricted funds	-	13,206	13,206	
	<u>111,951</u>	<u>13,206</u>	<u>125,157</u>	
For the year ended 31 March 2020				
Unrestricted funds	193,039	-		193,039
Restricted funds	-	37,520		37,520
	<u>193,039</u>	<u>37,520</u>		<u>230,559</u>

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

4 Support and governance costs

	Support costs	Governance costs	2021	2020	Basis of allocation
	£	£	£	£	
Depreciation	268	-	268	-	Usage
Accounts/examination	-	2,118	2,118	3,792	Governance
	<u>268</u>	<u>2,118</u>	<u>2,386</u>	<u>3,792</u>	
Analysed between Charitable activities	<u>268</u>	<u>2,118</u>	<u>2,386</u>	<u>3,792</u>	

5 Trustees

None of the trustees (or any persons connected with them) received any remuneration, reimbursed expenses or benefits from the charity during the year.

6 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Management and service	<u>3</u>	<u>5</u>
Employment costs	2021	2020
	£	£
Wages and salaries	75,855	129,749
Social security costs	6,867	11,293
Other pension costs	2,448	4,570
	<u>85,170</u>	<u>145,612</u>

There were no employees whose annual remuneration was £60,000 or more.

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

7 Tangible fixed assets

	Computers £
Cost	
Additions	3,669
At 31 March 2021	<u>3,669</u>
Depreciation and impairment	
Depreciation charged in the year	268
At 31 March 2021	<u>268</u>
Carrying amount	
At 31 March 2021	<u><u>3,401</u></u>

8 Financial instruments

	2021 £	2020 £
Carrying amount of financial assets		
Debt instruments measured at amortised cost	67,714	85,642
	<u>67,714</u>	<u>85,642</u>
Carrying amount of financial liabilities		
Measured at amortised cost	(8,109)	(49,038)
	<u>(8,109)</u>	<u>(49,038)</u>

The trustees consider that the carrying amounts of financial liabilities carried at amortised cost in the financial statements approximate to their fair values.

The trustees consider that the carrying amounts of financial liabilities carried at amortised cost in the financial statements approximate to their fair values.

9 Debtors

	2021 £	2020 £
Amounts falling due within one year:		
Prepayments and accrued income	2,038	1,447
	<u>2,038</u>	<u>1,447</u>

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

10 Creditors: amounts falling due within one year	2021 £	2020 £
Other taxation and social security	2,987	5,828
Trade creditors	1,356	404
Other creditors	1,606	1,586
Accruals and deferred income	2,160	41,220
	<u>8,109</u>	<u>49,038</u>

Included within the figure for accruals and deferred income is £nil in relation to deferred income (2020: £37,500). In the prior year, this was in respect of monies to be recognised as income in the SOFA in the following year, being the point at which it was due to be spent.

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

11 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds							
	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 April 2020 £	Resources expended £	Transfers £	Balance at 31 March 2021 £
GM Locality and Transformation	(7,308)	60,000	(37,520)	(8,000)	7,172	(13,206)	6,034	-

Description of restricted funds

GM Locality and Transformation - This was funding received from bodies including Healthwatch England and Greater Manchester Health and Social Care Partnership to enable the development and delivery of locality plans, transformation themes and cost-cutting programmes. The dispersal of funds was managed by Voice: Local on behalf of Healthwatch in the GM network. Resources expended during the year related to the distribution of remaining funds to each Healthwatch in the GM network equally, to be spent on work relating to Covid-19. A transfer from unrestricted funds has been made to cover the overspend on the restricted fund.

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

12 Analysis of net assets between funds

	Unrestricted 2021 £	Restricted 2021 £	Total 2021 £	Unrestricted 2020 £	Restricted 2020 £	Total 2020 £
Fund balances at 31 March 2021 are represented by:						
Tangible assets	3,401	-	3,401	-	-	-
Current assets/ (liabilities)	61,643	-	61,643	30,879	7,172	38,051
	<u>65,044</u>	<u>-</u>	<u>65,044</u>	<u>30,879</u>	<u>7,172</u>	<u>38,051</u>

13 Related party transactions

There were no disclosable related party transactions during the year (2020 - none).