

**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

## CONTENTS

---

	<b>Page</b>
Trustees' report	1 - 5
Trustees' declaration	6
Independent examiner's report	7
Statement of financial activities	8
Balance sheet	9
Notes to the financial statements	10 - 16

---

# 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

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

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 £	£
<b>Fixed assets</b>					
Tangible assets	7		4,472		3,401
<b>Current assets</b>					
Debtors	9	32,175		2,038	
Cash at bank and in hand		106,084		67,714	
		<u>138,259</u>		<u>69,752</u>	
<b>Creditors: amounts falling due within one year</b>	10	<u>(63,234)</u>		<u>(8,109)</u>	
Net current assets			75,025		61,643
<b>Total assets less current liabilities</b>			<u>79,497</u>		<u>65,044</u>
<b>Income funds</b>					
Unrestricted funds			79,497		65,044
			<u>79,497</u>		<u>65,044</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>
<b>Analysis by fund</b>				
Unrestricted funds	120,797	-	120,797	
	<u>120,797</u>	<u>-</u>	<u>120,797</u>	
<b>For the year ended 31 March 2021</b>				
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>
<b>Employment costs</b>	<b>2022 £</b>	<b>2021 £</b>
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 £
<b>Cost</b>	
At 1 April 2021	3,669
Additions	1,184
	<hr/>
At 31 March 2022	4,853
	<hr/>
<b>Depreciation and impairment</b>	
At 1 April 2021	268
Depreciation charged in the year	113
	<hr/>
At 31 March 2022	381
	<hr/>
<b>Carrying amount</b>	
At 31 March 2022	4,472
	<hr/> <hr/>
At 31 March 2021	3,401
	<hr/> <hr/>

8 Financial instruments	2022 £	2021 £
<b>Carrying amount of financial assets</b>		
Debt instruments measured at amortised cost	106,084	67,714
	<hr/>	<hr/>
<b>Carrying amount of financial liabilities</b>		
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 £
<b>Amounts falling due within one year:</b>		
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 Incoming resources £	Balance at 31 March 2022 £
GM Locality and Transformation	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.

#### 12 Related party transactions

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