HEALTHWATCH MANCHESTER

England & Wales · Charity number 1179089

Details

Status	Registered
Legal form	Charitable company
Company number	08465025
Registered	2018-07-05
Register	View on the Charity Commission register

Contact

Address	First Floor Railway Cottage 33 Collier Street Manchester
Phone	01612281344
Email	info@healthwatchmanchester.co.uk
Website	www.healthwatchmanchester.co.uk

Activities

Objects: 4. THE CHARITY'S OBJECTS ('OBJECTS') ARE SPECIFICALLY RESTRICTED TO THE FOLLOWING:THE ADVANCEMENT OF HEALTH AND THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY OR FINANCIAL HARDSHIP BY:(A) PROVIDING INFORMATION AND ADVICE TO THE GENERAL PUBLIC ABOUT LOCAL HEALTH AND SOCIAL CARE SERVICES;(B) MAKING THE VIEWS AND EXPERIENCES OF MEMBERS OF THE GENERAL PUBLIC KNOWN TO HEALTH AND SOCIAL CARE PROVIDERS;(C) ENABLING LOCAL PEOPLE TO HAVE A VOICE IN THE DEVELOPMENT, DELIVERY AND EQUALITY OF ACCESS TO LOCAL HEALTH AND CARE SERVICES AND FACILITIES AND;COMPANY REGISTERED IN ENGLAND NO. 08465025(D) PROVIDING TRAINING ENABLING THE DEVELOPMENT OF SKILLS FOR VOLUNTEERS AND THE WIDER COMMUNITY IN UNDERSTANDING, SCRUTINIZING, REVIEWING AND MONITORING LOCAL HEALTH AND CARE SERVICES AND FACILITIES

Activities: Consumer champion to users of Manchester's health and care services, with a statutory role under the Health and Care Act 2012. We gather service user experience information and use it to represent the views and priorities of local people to service commissioners and providers, we also have a signposting function and are one of the city's safeguarding reporting centres.

Classification

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

Geography

- Manchester City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£152,059	£167,886	-	-
2024-03-31	£148,345	£168,542	-	-
2023-03-31	£155,199	£157,062	-	-
2022-03-31	£154,608	£159,765	-	-
2021-03-31	£150,000	£133,000	-	-

Trustees

Name	Role	Appointed
Anita Kanji		2020-11-17
Charles Kwaku-Odoi		2020-11-17
Circle Steele		2018-05-24
Dr Mina Desai		2017-12-01
Fergal McCullough		2017-12-01
JULIE RIGBY		2017-12-01

Accounts

Healthwatch Manchester

Charity No. 1179089

Company No. 08465025

Trustees' Report and Unaudited Accounts

31 March 2025

Contents

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 March 2025.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. 08465025

Charity No. 1179089

Principal Office

1st Floor Railway Cottage
33 Collier Street
Manchester
M3 4NA
Registered Office

1st Floor
Railway Cottage
33 Collier Street
Manchester
M3 4NS

Directors and Trustees
The Directors of the charitable company are its Trustees for the purposes of charity law.
The following Directors and Trustees served during the year:

M. Desai	(Resigned 13 June 2024)
P. Hughes	
A. Kanji	(Resigned 13 June 2024)
C. Kwaku-Odoi	
F. McCullough	(Resigned 1 April 2024)
A. Sarson	
C. Steele	

Accountants

Powell & Powell Limited
Suite F38 & F39
Cheadle Place
Stockport Road
Cheadle
SK8 2GL

OBJECTIVES AND ACTIVITIES

Healthwatch is an independent champion for people using local health and social care services.

The main activities undertaken in relation to those purposes are the gathering of peoples views about services and what could be improved and sharing those views with those in power to make positive changes happen. We also provide information services to people about health and social care services available locally.

My second year as Chair of Healthwatch Manchester sees us enter our twelfth year as a statutory organisation, providing an independent voice for the people of Manchester who use our health and social care services.
We continue to see transformation within the health and care landscape with the abolition of NHS England,as the government changes how our NHS is run. Additionally, we will see restructure within the Integrated Care Boards, as the Secretary of State describes this reform as being "the biggest decentralisation of power in the history of the NHS".

What remains consistent is the work undertaken by Healthwatch Manchester as we continue to work to our six statutory functions, representing the voice of our citizens. Working both independently and collaboratively with our Healthwatch network across Grater Manchester, we continue to use our dedicated locality knowledge. This ensures that our yearly work plan, and areas of focus, represent what Manchester citizens and our board , feel are the key areas of concern. We engage, investigate,evaluate and feedback through our reports and engagement, with commissioners, providers, organisations and key stakeholders across Manchester.

Highlights for me this year included the successful launch event of our Men's and Women's Health and Care Forums at Manchester Art Gallery, and then publicising this further with a stand manned by the Healthwatch Manchester Team on a busy Saturday at Piccadilly Gardens.

It was a pleasure to welcome Sally Dervan, Chief Executive Officer of Age UK Manchester, onto the Healthwatch Manchester Board. Our board continues to grow, ensuring that we too are representative of our communities, enabling us to reach out and listen to your experiences of service access, to see what works well and what can be improved.

Our staff team,volunteers and our board are proud of what we achieve on your behalf. Our digital and social engagement continues to increase , but the outreach work we undertake is vital , to enable a visible and tangible presence for engagement.

Our ongoing core activities have included a highly resourced information and engagement hub office based in Castlefield in the heart of Manchester. From here we provide our statutory information and signposting service through our dedicated staff team which assist the citizens of Manchester into health, care and their related complaints and advocacy services.

Our 2024-2025 workplan included the following:
- New Ways to access Primary Care.
- A mystery shopper as well as a website review of the GP Enhanced Access (Out of hours) Service.
- A review of defibrillator locations across the city.
- Launch of our Men's and Women's Health Forums.
- Investigation of the Neurodiversity Care Pathway.
- Aids and Adaptations 6 months review of people's experiences
- Children and Families Forum setup.
- Hospital Passports review.
- Enter and view results to mental health inpatient services.

The areas of focus often included the review of services and where and when this is the case were followed by reports detailing the associated findings, conclusions and recommendations. Our organisation is represented at key bodies such as boards, steering groups and committees by the chair and management staff which is crucial in ensuring the placement of Healthwatch Manchester as an integral part of the Health & Social Care economy in Manchester.

As you can imagine from reading this summary, our most precious resource is our staff team and the commitment and enthusiasm of our Chief Executive Officer and his team is regularly commended by our board.

FINANCIAL REVIEW

The income of the charity increased to £152,059 (2024: £148,345) as a result of increased grants to support specific projects and activities. A deficit of £18,172 was incurred in the year (2024: Deficit £20,197) as a result of essential increases in salary costs that have not been funded by the core grant funding which has remained unchanged since 1st April 2023 despite nationwide increases in salary levels . As a result of the deficit for the year the charity has a net deficit of assets of £2,487 which the directors are working to eliminate in the financial year to 31st March 2026.

The trustees have considered the current and future activities of the charity and known levels of income and expenditure and are satisfied that the charity is a going concern.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The charity is controlled by its governing document, the memorandum and articles of association and is constituted as a limited company, limited by guarantee, as defined by the Companies Act 2006. healthwatch manchester is also greatly influenced by Healthwatch England which is the national umbrella organisation and we are subject to checks for our compliance with its duties to maintain the brand licence.

The Trustee board is derived from the membership of Healthwatch Manchester. Full member organisations can request board membership. Member organisations reflect the diversity of the Manchester population and its communities. The board seeks to reflect this diversity through its profile and enable members to champion those communities. Currently the board has representatives from organisations which support young, disabled, disadvantaged and BAME people and each enriches the board with their skills , local knowledge and experience. There is a robust application process with a clear audit trail.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Signed on behalf of the board

A. Sarson
Trustee
08 September 2025

Independent Examiner's Report to the trustees of Healthwatch Manchester

I report to the charity trustees on my examination of the financial statements of Healthwatch Manchester for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act.

Having satisfied myself that the financial statements of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act 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; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Stephen Hennessey FCCA
Powell & Powell Limited
Suite F38 & F39
Cheadle Place
Stockport Road
Cheadle
SK8 2GL
08 September 2025

Healthwatch Manchester
Statement of Financial Activities

for the year ended 31 March 2025

	Notes	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income and endowments from:				
Charitable activities	4	152,059	152,059	148,345
Total		152,059	152,059	148,345
Expenditure on:				
Charitable activities	5	167,886	167,886	166,140
Other	6	2,345	2,345	2,402
Total		170,231	170,231	168,542
Net gains on investments		-	-	-
Net expenditure	7	(18,172)	(18,172)	(20,197)
Transfers between funds		-	-	-
Net expenditure before other gains/(losses)		(18,172)	(18,172)	(20,197)
Other gains and losses				
Net movement in funds		(18,172)	(18,172)	(20,197)
Reconciliation of funds:				
Total funds brought forward		15,685	15,685	35,882
Total funds carried forward		(2,487)	(2,487)	15,685

Summary Income and Expenditure Account

for the year ended 31 March 2025

	2025	2024
	£	£
Income	152,059	148,345
Gross income for the year	152,059	148,345
Expenditure	167,886	166,140
Depreciation and charges for impairment of fixed assets	2,345	2,402
Total expenditure for the year	170,231	168,542
Net expenditure before tax for the year	(18,172)	(20,197)
Net expenditure for the year	(18,172)	(20,197)

Healthwatch Manchester
Balance Sheet

at 31 March 2025

Company No. 08465025	Notes	2025	2024
		£	£
Fixed assets			
Tangible assets	9	7,034	7,205
		7,034	7,205
Current assets			
Cash at bank and in hand		32,637	12,949
		32,637	12,949
Creditors: Amount falling due within one year	10	(42,158)	(4,469)
Net current (liabilities)/assets		(9,521)	8,480
Total assets less current liabilities		(2,487)	15,685
Net (liabilities)/assets excluding pension asset or liability		(2,487)	15,685
Total net (liabilities)/assets		(2,487)	15,685
The funds of the charity			
Restricted funds	11		
Unrestricted funds	11		
General funds		(2,487)	15,685
		(2,487)	15,685
Reserves	11		
Total funds		(2,487)	15,685

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.
For the year ended 31 March 2025 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.
The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.
The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the board on 08 September 2025

And signed on its behalf by:

A. Sarson
Trustee
08 September 2025

1 Accounting policies

Basis of preparation
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Change in basis of accounting or to previous accounts
There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Revaluation funds	These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is included in the accounts when receivable.
Gains/(losses) on revaluation of fixed assets	This includes any gain or loss resulting from revaluing investments to market value at the end of the year.
Gains/(losses) on investment assets	This includes any gain or loss on the sale of investments.

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Tangible fixed assets and depreciation

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Computer equipment	33.3% Straight line

Stocks

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.
Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.
Assets held under finance leases are initially recognised as assets of the charity at their fair value at the inception of the lease or, if lower, at the present value of the minimum lease payments. The corresponding liability to the lessor is included in the balance sheet date as a finance lease obligation. Lease payments are apportioned between finance expenses and reduction of the lease obligation so as to achieve a constant rate of interest on the remaining balance of the liability. Finance expenses are recognised immediately, unless they are directly attributable to qualifying assets, in which case they are capitalised in accordance with the charity's policy on borrowing costs.
Assets held under finance leases are depreciated in the same way as owned assets.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.
In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

Receipt of donated goods, facilities and services

All donated goods, facilities and services received are recognised within incoming resources and expenditure at an estimate of the value to the charity.

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital.

3 Statement of Financial Activities - prior year

	Unrestricted funds 2024	Total funds 2024
	£	£
Income and endowments from:		
Charitable activities	148,345	148,345
Total	148,345	148,345
Expenditure on:		
Charitable activities	166,140	166,140
Other	2,402	2,402
Total	168,542	168,542
Net income	(20,197)	(20,197)
Net income before other gains/(losses)	(20,197)	(20,197)
Other gains and losses:		
Net movement in funds	(20,197)	(20,197)
Reconciliation of funds:		
Total funds brought forward	35,882	35,882
Total funds carried forward	15,685	15,685

4 Income from charitable activities

	Unrestricted	Total 2025	Total 2024
	£	£	£
Grant funding	152,059	152,059	148,345
	152,059	152,059	148,345

5 Expenditure on charitable activities

	Unrestricted	Total 2025	Total 2024
	£	£	£
Expenditure on charitable activities			
Grant funding	165,966	165,966	164,040
Governance costs			
Independent examiners fee	1,920	1,920	2,100
	167,886	167,886	166,140

6 Other expenditure

	Unrestricted	Total 2025	Total 2024
	£	£	£
Amortisation, depreciation, impairment, profit/loss on disposal of fixed assets	2,345	2,345	2,402
	2,345	2,345	2,402

7 Net expenditure before transfers

	2025	2024
This is stated after charging:	£	£
Depreciation of owned fixed assets	2,345	2,402

8 Staff costs

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

9 Tangible fixed assets

	Computer equipment	Total
	£	£
Cost or revaluation		
At 1 April 2024	15,248	15,248
Additions	2,174	2,174
At 31 March 2025	17,422	17,422
Depreciation and impairment		
At 1 April 2024	8,043	8,043
Depreciation charge for the year	2,345	2,345
At 31 March 2025	10,388	10,388
Net book values		
At 31 March 2025	7,034	7,034
At 31 March 2024	7,205	7,205

10 Creditors:
amounts falling due within one year

	2025	2024
	£	£
Trade creditors	66	-
Other taxes and social security	2,310	2,248
Other creditors	964	764
Accruals	38,818	1,457
	42,158	4,469

11 Movement in funds

	At 1 April 2024	Incoming resources (including other gains/losses)	Resources expended	At 31 March 2025
		£	£	£
Restricted funds:				
Unrestricted funds:				
General funds	15,685	152,059	(170,231)	(2,487)
Total funds	15,685	152,059	(170,231)	(2,487)

12 Analysis of net assets between funds

	Unrestricted funds	Total
	£	£
Fixed assets	7,034	7,034
Net current assets	(9,521)	(9,521)
	(2,487)	(2,487)

13 Reconciliation of net debt

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash and cash equivalents	12,949	19,688	32,637
	12,949	19,688	32,637
Net debt	12,949	19,688	32,637

14 Related party disclosures

Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

Healthwatch Manchester
Detailed Statement of Financial Activities

for the year ended 31 March 2025

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income and endowments from:			
Charitable activities			
Grant funding	152,059	152,059	148,345
	152,059	152,059	148,345
Total income and endowments	152,059	152,059	148,345
Expenditure on:			
Charitable activities			
Grant funding	165,966	165,966	164,040
	165,966	165,966	164,040
Governance costs			
Independent examiners fee	1,920	1,920	2,100
	1,920	1,920	2,100
Total of expenditure on charitable activities	167,886	167,886	166,140
General administrative costs, including depreciation and amortisation			
Depreciation of Computer equipment	2,345	2,345	2,402
	2,345	2,345	2,402
Total of expenditure of other costs	2,345	2,345	2,402
Total expenditure	170,231	170,231	168,542
Net gains on investments	-	-	-
Net expenditure	(18,172)	(18,172)	(20,197)
Net expenditure before other gains/(losses)	(18,172)	(18,172)	(20,197)
Other Gains	-	-	-
Net movement in funds	(18,172)	(18,172)	(20,197)
Reconciliation of funds:			
Total funds brought forward	15,685	15,685	35,882
Total funds carried forward	(2,487)	(2,487)	15,685

HEALTHWATCH MANCHESTER

England & Wales - Charity number 1179089

Accounts

Healthwatch Manchester

Charity No. 1179089

Company No. 08465025

Trustees' Report and Unaudited Accounts

31 March 2024

Contents

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 March 2024.

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Charity No. 1179089

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Registered Office

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Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law.
The following Directors and Trustees served during the year:

M. Desai	(Resigned 13 June 2024)
A. Kanji	(Resigned 13 June 2024)
C. Kwaku-Odoi	
F. McCullough	(Resigned 1 April 2024)
A. Sarson	
C. Steele	
D.V. Szulist	(Resigned 30 September 2023)

Accountants

Powell & Powell Limited
Suite F38 & F39
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Stockport Road
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SK8 2GL

OBJECTIVES AND ACTIVITIES

Healthwatch is an independent champion for people using local health and social care services.

The main activities undertaken in relation to those purposes are the gathering of peoples views about services and what could be improved and sharing those views with those in power to make positive changes happen. We also provide information services to people about health and social care services available locally.

This year has been one of consolidation and strength as we grew our board membership and,as incoming chair,I completed my first year of service. We increased our staff team to four full time posts and I continue to provide strategic leadership and organisational support in my remunerated position.

Our ongoing core activities have included a highly resourced information and engagement hub at our office based in Castlefield in the heart of Manchester. From here we provide our statutory information and signposting service through our dedicated staff team which assist the citizens of Manchester into health,care and their related complaints and advocacy services.

Our expenditure this year has been focused on improving and strengthening this service through the purchase of a new Customer Relations Management Service platform which enables the citizens of Manchester to directly contact the providers of health and care services. We are proud to boast holding the most up to date directory of health and care services for our citizens. This is achieved through the statutory duty of NHS England to notify the incumbent Healthwatch of any changes to local services, such as pharmacy or GP, resulting in the immediate update of this information in our directory.

We operate an Outreach service where our team make regular visits to community venues, drop-ins, lunch clubs and so on in order to deliver on our other statutory function of engagement with Manchester citizens. This is also a resource intensive service with printed materials such as our annual calendar being distributed in order to grow our brand and promote our information and signposting service. The organisation priority areas of focus in the year were as follows:

Engaging with Manchester Foundation Trust and Jain Samaj to help facilitate the implementation of Jain friendly food options in Manchester Hospitals.

Carried out a review of 81 individual GP Practice Websites from practices across the city and combined them into an overall report about ready access to information.

Designed and created an online Women's Health Forum for women in the city known as Manchester Women Together.

Reviewing wheelchair access in Wythenshawe Hospital and combining it with reviews of the other two major hospitals in Manchester.

We talked to Manchester's student population to discuss their knowledge and experience of Mental Health Support Services.

We conducted multiple focus groups and telephone interviews with minority groups to review different National Health Campaigns.

Visited the A&E waiting area at Manchester Royal Infirmary to talk to patients about their experience of using the service.

Designed and produced an information leaflet regarding advocacy and accessing the IMCA & IMHA services whilst in hospital.

The areas of focus often included the review of services and where this is the case were followed by reports detailing the associated key findings ,conclusions and recommendations. Our organisation is represented at Key bodies such as boards , steering groups and committees by the Chair and management staff which is crucial in ensuring the placement of Healthwatch Manchester as an integral part of the Health & Social Care economy in Manchester.

As you can imagine from reading this summary, our most precious resource is our staff team and the commitment and enthusiasm of our Chief Executive Officer and his team is regularly commended by our board.

FINANCIAL REVIEW

The income of the charity decreased to £148,345 (2023: £155,199) as a result of a reduction in grants to support specific projects and activities. A deficit of £20,197 was incurred in the year (2023: Deficit £1,863). The deficit includes exceptional one off costs for the acquisition of a new CRM system and website totalling £8,514 .Despite the deficit for the year the net assets of the charity at £15,685 are at a suitable level for a charity of our size.

Our reserves policy is to have three months of budgeted operating costs in free reserves which equates to approximately £38,000. The actual reserves at the balance sheet date were £15,685 and the trustees will continue to monitor efforts to increase the free reserves in line with expected costs.

The trustees have considered the current and future activities of the charity and known levels of income and expenditure and are satisfied that the charity is a going concern.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The charity is controlled by its governing document, the memorandum and articles of association and is constituted as a limited company, limited by guarantee, as defined by the Companies Act 2006. healthwatch manchester is also greatly influenced by Healthwatch England which is the national umbrella organisation and we are subject to checks for our compliance with its duties to maintain the brand licence.

The Trustee board is derived from the membership of Healthwatch Manchester. Full member organisations can request board membership. Member organisations reflect the diversity of the Manchester population and its communities. The board seeks to reflect this diversity through its profile and enable members to champion those communities. Currently the board has representatives from organisations which support young, disabled, disadvantaged and BAME people and each enriches the board with their skills , local knowledge and experience. There is a robust application process with a clear audit trail.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Signed on behalf of the board

A. Sarson
Trustee
25 November 2024

Independent Examiner's Report to the trustees of Healthwatch Manchester

I report to the charity trustees on my examination of the financial statements of Healthwatch Manchester for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act.

Having satisfied myself that the financial statements of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act 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; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Stephen L Hennessey FCCA
Powell & Powell Limited
Suite F38 & F39
Cheadle Place
Stockport Road
Cheadle
SK8 2GL
25 November 2024

Healthwatch Manchester
Statement of Financial Activities

for the year ended 31 March 2024

	Notes	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income and endowments from:				
Charitable activities	4	148,345	148,345	155,199
Total		148,345	148,345	155,199
Expenditure on:				
Charitable activities	5	166,140	166,140	154,618
Other	6	2,402	2,402	2,444
Total		168,542	168,542	157,062
Net gains on investments		-	-	-
Net expenditure	7	(20,197)	(20,197)	(1,863)
Transfers between funds		-	-	-
Net expenditure before other gains/(losses)		(20,197)	(20,197)	(1,863)
Other gains and losses				
Net movement in funds		(20,197)	(20,197)	(1,863)
Reconciliation of funds:				
Total funds brought forward		35,882	35,882	37,745
Total funds carried forward		15,685	15,685	35,882

Healthwatch Manchester
Summary Income and Expenditure Account

for the year ended 31 March 2024

	2024	2023
	£	£
Income	148,345	155,199
Gross income for the year	148,345	155,199
Expenditure	166,140	154,618
Depreciation and charges for impairment of fixed assets	2,402	2,444
Total expenditure for the year	168,542	157,062
Net expenditure before tax for the year	(20,197)	(1,863)
Net expenditure for the year	(20,197)	(1,863)

Healthwatch Manchester
Balance Sheet

at 31 March 2024

Company No. 08465025	Notes	2024	2023
		£	£
Fixed assets			
Tangible assets	9	7,205	7,433
		7,205	7,433
Current assets			
Debtors	10	-	232
Cash at bank and in hand		12,949	33,451
		12,949	33,683
Creditors: Amount falling due within one year	11	(4,469)	(5,234)
Net current assets		8,480	28,449
Total assets less current liabilities		15,685	35,882
Net assets excluding pension asset or liability		15,685	35,882
Total net assets		15,685	35,882
The funds of the charity			
Unrestricted funds	12		
General funds		15,685	35,882
Total funds		15,685	35,882

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.
For the year ended 31 March 2024 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.
The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.
The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the board on 25 November 2024

And signed on its behalf by:

A. Sarson
Trustee
25 November 2024

1 **Accounting policies**

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Revaluation funds	These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is included in the accounts when receivable.
Gains/(losses) on revaluation of fixed assets	This includes any gain or loss resulting from revaluing investments to market value at the end of the year.
Gains/(losses) on investment assets	This includes any gain or loss on the sale of investments.

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Tangible fixed assets and depreciation

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Computer equipment	33.3% Straight line

Freehold investment property

Investment properties are measured initially at cost and subsequently at fair value at each balance sheet date and are not depreciated. All gains or losses are taken to the Statement of Financial Activities as they arise.

Stocks

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Research and development

Expenditure on research and development is written off in the year in which it is incurred.

Foreign currencies

Monetary assets and liabilities denominated in currencies other than the functional currency of the charity are translated at the rates of exchange prevailing at the end of the reporting period.
Transactions in currencies other than the functional currency of the charity are recorded at the rate of exchange on the date that the transaction occurred.
All exchange differences are are taken into account in arriving at net income/expenditure.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.
Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.
Assets held under finance leases are initially recognised as assets of the charity at their fair value at the inception of the lease or, if lower, at the present value of the minimum lease payments. The corresponding liability to the lessor is included in the balance sheet date as a finance lease obligation.
Lease payments are apportioned between finance expenses and reduction of the lease obligation so as to achieve a constant rate of interest on the remaining balance of the liability. Finance expenses are recognised immediately, unless they are directly attributable to qualifying assets, in which case they are capitalised in accordance with the charity's policy on borrowing costs.
Assets held under finance leases are depreciated in the same way as owned assets.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.
In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

Receipt of donated goods, facilities and services

All donated goods, facilities and services received are recognised within incoming resources and expenditure at an estimate of the value to the charity.

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital.

3 Statement of Financial Activities - prior year

	Unrestricted funds 2023	Total funds 2023
	£	£
Income and endowments from:		
Charitable activities	155,199	155,199
Total	155,199	155,199
Expenditure on:		
Charitable activities	154,618	154,618
Other	2,444	2,444
Total	157,062	157,062
Net income	(1,863)	(1,863)
Net income before other gains/(losses)	(1,863)	(1,863)
Other gains and losses:		
Net movement in funds	(1,863)	(1,863)
Reconciliation of funds:		
Total funds brought forward	37,745	37,745
Total funds carried forward	35,882	35,882

4 Income from charitable activities

	Unrestricted	Total 2024	Total 2023
	£	£	£
Grant funding	148,345	148,345	155,199
	148,345	148,345	155,199

5 Expenditure on charitable activities

	Unrestricted	Total 2024	Total 2023
	£	£	£
Expenditure on charitable activities			
Grant funding	164,040	164,040	152,518
Governance costs			
Independent examiners fee	2,100	2,100	2,100
	166,140	166,140	154,618

6 Other expenditure

	Unrestricted	Total 2024	Total 2023
	£	£	£
Amortisation, depreciation, impairment, profit/loss on disposal of fixed assets	2,402	2,402	2,444
	2,402	2,402	2,444

7 Net expenditure before transfers

	2024	2023
This is stated after charging:	£	£
Depreciation of owned fixed assets	2,402	2,444

8 Staff costs

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

9 Tangible fixed assets

	Computer equipment	Total
	£	£
Cost or revaluation		
At 1 April 2023	13,074	13,074
Additions	2,174	2,174
At 31 March 2024	15,248	15,248
Depreciation and impairment		
At 1 April 2023	5,641	5,641
Depreciation charge for the year	2,402	2,402
At 31 March 2024	8,043	8,043
Net book values		
At 31 March 2024	7,205	7,205
At 31 March 2023	7,433	7,433

10 Debtors

	2024	2023
	£	£
Other debtors	-	232
	-	232

11 Creditors:
amounts falling due within one year

	2024	2023
	£	£
Trade creditors	(162)	77
Other taxes and social security	2,248	1,833
Other creditors	764	475
Accruals	1,619	2,849
	4,469	5,234

12 Movement in funds

	At 1 April 2023	Incoming resources (including other gains/losses)	Resources expended	At 31 March 2024
		£	£	£
Restricted funds:				
Unrestricted funds:				
General funds	35,882	148,345	(168,542)	15,685
Total funds	35,882	148,345	(168,542)	15,685

13 Analysis of net assets between funds

	Unrestricted funds	Total
	£	£
Fixed assets	7,205	7,205
Net current assets	8,480	8,480
	15,685	15,685

14 Reconciliation of net debt

	At 1 April 2023	Cash flows	At 31 March 2024
	£	£	£
Cash and cash equivalents	33,451	(20,502)	12,949
	33,451	(20,502)	12,949
Net debt	33,451	(20,502)	12,949

15 Related party disclosures
Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

Healthwatch Manchester
Detailed Statement of Financial Activities
for the year ended 31 March 2024

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income and endowments from:			
Charitable activities			
Grant funding	148,345	148,345	155,199
	148,345	148,345	155,199
Total income and endowments	148,345	148,345	155,199
Expenditure on:			
Charitable activities			
Grant funding	164,040	164,040	152,518
	164,040	164,040	152,518
Governance costs			
Independent examiners fee	2,100	2,100	2,100
	2,100	2,100	2,100
Total of expenditure on charitable activities	166,140	166,140	154,618
General administrative costs, including depreciation and amortisation			
Depreciation of Computer equipment	2,402	2,402	2,444
	2,402	2,402	2,444
Total of expenditure of other costs	2,402	2,402	2,444
Total expenditure	168,542	168,542	157,062
Net gains on investments	-	-	-
Net expenditure	(20,197)	(20,197)	(1,863)
Net expenditure before other gains/(losses)	(20,197)	(20,197)	(1,863)
Other Gains	-	-	-
Net movement in funds	(20,197)	(20,197)	(1,863)
Reconciliation of funds:			
Total funds brought forward	35,882	35,882	37,745
Total funds carried forward	15,685	15,685	35,882

HEALTHWATCH MANCHESTER

England & Wales - Charity number 1179089

Accounts

Healthwatch Manchester

Charity No. 1179089

Company No. 08465025

Trustees' Report and Unaudited Accounts

31 March 2023

Contents

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 March 2023.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. 08465025

Charity No. 1179089

Principal Office

1st Floor Railway Cottage
33 Collier Street
Manchester
M3 4NA
Registered Office

1st Floor
Railway Cottage
33 Collier Street
Manchester
M3 4NS

Directors and Trustees
The Directors of the charitable company are its Trustees for the purposes of charity law.
The following Directors and Trustees served during the year:

M. Desai
A. Kanji
C. Kwaku-Odoi
F. McCullough
J. Rigby
C. Steele
D.V. Szulist

Accountants

Powell & Powell Limited
Suite F38 & F39
Cheadle Place
Stockport Road
Cheadle
SK8 2GL

OBJECTIVES AND ACTIVITIES

Healthwatch is an independent champion for people using local health and social care services.

The main activities undertaken in relation to those purposes are the gathering of peoples views about services and what could be improved and sharing those views with those in powerto make positive changes happen. We also provide information services to people about health and social care services available locally.

GP registration and access - During the year we carried out a review of GP practices websites which highlighted various concerns over the accessability of the websites to patients and identifying improvements that could be made to meet those concerns.

Covid Safety information especially to those for whom English is a second language

Information and advice service - We have provided up to date information on Covid 19 as well as linking residents to reliable and trustworthy information. The service also supported the Covid 19 vaccination and booster programme along with access to all of the services needed by residents.

Hospital discharge into care - We interviewed patients to share their experiences of hospital discharge to ensure that they were getting the support they needed following the introduction of new rules as a result of the pandemic. This research enabled us to identify areas that needed improvement to meet patient needs and ensure a safer process for everyone.

Social care assessments and supported accommodation - We have worked closely with Manchester City Council inassessing the integration of health services and identifying improvements needed to facilitate the efficient integration of mental health services.

Our Volunteers - Over the course of the year we have had 20 active volunteers who have made significant contributions to our research projects and reports. Volunteer community champions have been at the forefront of our outreach activities providing us with a greater understanding of the residents health and social care needs and identify areas where sustained improvements are needed and encouraged. Our volunteers have also been at the forefront of our social media presence providing important content for residents.

FINANCIAL REVIEW

The income of the charity increased to £155,199 (2022: £154,608) as a result of increased core grant funding and grants to support specific projects and activities. A small deficit of £1,863 was incurred in the year (2022: Deficit £5,157). Despite the deficit for the year the net assets of the charity at £35,582 are at a suitable level for a charity of our size.

Our reserves policy is to have three months of budgeted operating costs in free reserves which equates to approximately £38,000. The actual reserves at the balance sheet date were £35,882 and the trustees will continue to monitor efforts to increase the free reserves in line with expected costs.

The trustees have considered the current and future activities of the charity and known levels of income and expenditure and are satisfied that the charity is a going concern.

PLANS FOR FUTURE PERIODS

The board have identified the following priorities for our work moving forward. The transition from Adolescent Mental Health Services CAMHS into Adult Mental Health Services AMHS, access to sexual health services, hospital discharge into care,accessible information standard compliance and the development of a men's health forum.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The charity is controlled by its governing document, the memorandum and articles of association and is constituted as a limited company, limited by guarantee, as defined by the Companies Act 2006. healthwatch manchester is also greatly influenced by Healthwatch England which is the national umbrella organisation and we are subject to checks for our compliance with its duties to maintain the brand licence.

The Trustee board is derived from the membership of Healthwatch Manchester. Full member organisations can request board membership. Member organisations reflect the diversity of the Manchester population and its communities. The board seeks to reflect this diversity through its profile and enable members to champion those communities. Currently the board has representatives from organisations which support young, disabled, disadvantaged and BAME people and each enriches the board with their skills , local knowledge and experience. There is a robust application process with a clear audit trail.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Signed on behalf of the board

D.V. Szulist
Trustee
11 August 2023

Vicky Szulist

Independent Examiner's Report to the trustees of Healthwatch Manchester

I report to the charity trustees on my examination of the financial statements of Healthwatch Manchester for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Summary Income and Expenditure Account, the Balance Sheet and the related notes.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act.

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act 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; or
- the financial statements have not been prepared in accordance with the Charities SORP (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Stephen L Hennessey
FCCA
Powell & Powell Limited
Suite F38 & F39
Cheadle Place
Stockport Road
Cheadle
SK8 2GL
11 August 2023

for the year ended 31 March 2023

	Notes	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income and endowments from:				
Charitable activities	3	155,199	155,199	154,608
Total		155,199	155,199	154,608
Expenditure on:				
Charitable activities	4	154,618	154,618	158,670
Other	5	2,444	2,444	1,095
Total		157,062	157,062	159,765
Net expenditure	6	(1,863)	(1,863)	(5,157)
Net expenditure before other gains/(losses)		(1,863)	(1,863)	(5,157)
Net movement in funds		(1,863)	(1,863)	(5,157)
Reconciliation of funds:				
Total funds brought forward		37,745	37,745	42,902
Total funds carried forward		35,882	35,882	37,745

Healthwatch Manchester

Summary Income and Expenditure Account

for the year ended 31 March 2023

	2023	2022
	£	£
Income	155,199	154,608
Gross income for the year	155,199	154,608
Expenditure	154,618	158,670
Depreciation and charges for impairment of fixed assets	2,444	1,095
Total expenditure for the year	157,062	159,765
Net expenditure before tax for the year	(1,863)	(5,157)
Net expenditure for the year	(1,863)	(5,157)

Healthwatch Manchester

Balance Sheet

at 31 March 2023

Company No. 08465025	Notes	2023	2022
		£	£
Fixed assets			
Tangible assets	8	7,433	3,283
		7,433	3,283
Current assets			
Debtors	9	232	5,048
Cash at bank and in hand		33,451	33,279
		33,683	38,327
Creditors: Amount falling due within one year	10	(5,234)	(3,865)
Net current assets		28,449	34,462
Total assets less current liabilities		35,882	37,745
Net assets excluding pension asset or liability		35,882	37,745
Total net assets		35,882	37,745
The funds of the charity			
Unrestricted funds	11		
General funds		35,882	37,745
Total funds		35,882	37,745

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

For the year ended 31 March 2023 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

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

Approved by the board on 11 August 2023

And signed on its behalf by:

D.V. Szulist
Trustee
11 August 2023

Vicky Szulist

1 Accounting policies

Basis of preparation
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Change in basis of accounting or to previous accounts
There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Revaluation funds	These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is included in the accounts when receivable.
Gains/(losses) on revaluation of fixed assets	This includes any gain or loss resulting from revaluing investments to market value at the end of the year.
Gains/(losses) on investment assets	This includes any gain or loss on the sale of investments.

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Tangible fixed assets and depreciation

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Computer equipment	33.3% Straight line

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.
Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.
Assets held under finance leases are initially recognised as assets of the charity at their fair value at the inception of the lease or, if lower, at the present value of the minimum lease payments. The corresponding liability to the lessor is included in the balance sheet date as a finance lease obligation. Lease payments are apportioned between finance expenses and reduction of the lease obligation so as to achieve a constant rate of interest on the remaining balance of the liability. Finance expenses are recognised immediately, unless they are directly attributable to qualifying assets, in which case they are capitalised in accordance with the charity's policy on borrowing costs.
Assets held under finance leases are depreciated in the same way as owned assets.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term. In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

Receipt of donated goods, facilities and services

All donated goods, facilities and services received are recognised within incoming resources and expenditure at an estimate of the value to the charity.

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital.

3 Income from charitable activities

	Unrestricted	Total 2023	Total 2022
	£	£	£
Grant funding	155,199	155,199	154,608
	155,199	155,199	154,608

4 Expenditure on charitable activities

	Unrestricted	Total 2023	Total 2022
	£	£	£
Expenditure on charitable activities			
Grant funding	152,518	152,518	156,570
Governance costs			
Independent examiners fee	2,100	2,100	2,100
	154,618	154,618	158,670

5 Other expenditure

	Unrestricted	Total 2023	Total 2022
	£	£	£
Amortisation, depreciation, impairment, profit/loss on disposal of fixed assets	2,444	2,444	1,095
	2,444	2,444	1,095

6 Net expenditure before transfers

	2023	2022
This is stated after charging:	£	£
Depreciation of owned fixed assets	2,444	1,095
Independent Examiner's fee	2,100	2,100

7 Staff costs

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

8 Tangible fixed assets

	Computer equipment	Total
	£	£
Cost or revaluation		
At 1 April 2022	6,480	6,480
Additions	6,594	6,594
At 31 March 2023	13,074	13,074
Depreciation and impairment		
At 1 April 2022	3,197	3,197
Depreciation charge for the year	2,444	2,444
At 31 March 2023	5,641	5,641
Net book values		
At 31 March 2023	7,433	7,433
At 31 March 2022	3,283	3,283

9 Debtors

	2023	2022
	£	£
Other debtors	232	-
Prepayments and accrued income	-	5,048
	232	5,048

10 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	77	-
Other taxes and social security	1,833	1,860
Other creditors	475	627
Accruals	2,849	1,378
	5,234	3,865

11 Movement in funds

	At 1 April 2022	Incoming resources	Resources expended	At 31 March 2023
		£	£	£
Restricted funds:				
Unrestricted funds:				
General funds	37,745	155,199	(157,062)	35,882
Total funds	37,745	155,199	(157,062)	35,882

12 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fixed assets	7,433	-	7,433
Net current assets	28,217	232	28,449
	35,650	232	35,882

13 Reconciliation of net debt

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash and cash equivalents	33,279	172	33,451
	33,279	172	33,451
Net debt	33,279	172	33,451

14 Related party disclosures

Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

for the year ended 31 March 2023

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income and endowments from:			
Charitable activities			
Grant funding	155,199	155,199	154,608
	155,199	155,199	154,608
Total income and endowments	155,199	155,199	154,608
Expenditure on:			
Charitable activities			
Grant funding	152,518	152,518	156,570
	152,518	152,518	156,570
Governance costs			
Independent examiners fee	2,100	2,100	2,100
	2,100	2,100	2,100
Total of expenditure on charitable activities	154,618	154,618	158,670
General administrative costs, including depreciation and amortisation			
Depreciation of Computer equipment	2,444	2,444	1,095
	2,444	2,444	1,095
Total of expenditure of other costs	2,444	2,444	1,095
Total expenditure	157,062	157,062	159,765
Net gains on investments	-	-	-
Net expenditure	(1,863)	(1,863)	(5,157)
Net expenditure before other gains/(losses)	(1,863)	(1,863)	(5,157)
Other Gains	-	-	-
Net movement in funds	(1,863)	(1,863)	(5,157)
Reconciliation of funds:			
Total funds brought forward	37,745	37,745	42,902
Total funds carried forward	35,882	35,882	37,745

HEALTHWATCH MANCHESTER

England & Wales - Charity number 1179089

Accounts

Healthwatch Manchester

Charity No. 1179089

Company No. 08465025

Trustees' Report and Unaudited Accounts

31 March 2022

Contents

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 March 2022.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. 08465025

Charity No. 1179089

Principal Office

First Floor Railway Cottage
33 Collier Street
Manchester
M3 4NA

Registered Office

1st Floor
Railway Cottage
33 Collier Street
Manchester
M3 4NS

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law.
The following Directors and Trustees served during the year:

M. Desai
A. Kanji
C. Kwaku-Odoi
F. McCullough
J. Rigby
C. Steele
D.V. Szulist

Accountants

Powell & Powell Limited
Suite F38 & F39
Cheadle Place
Stockport Road
Cheadle
SK8 2GL

OBJECTIVES AND ACTIVITIES

Healthwatch is an independent champion for people using local health and social care services.

The main activities undertaken in relation to those purposes are the gathering of peoples views about services and what could be improved and sharing those views with those in powerto make positive changes happen. We also provide information services to people about health and social care services available locally.

GP registration and access - During the year we carried out a review of GP practices websites which highlighted various concerns over the accessability of the websites to patients and identifying improvements that could be made to meet those concerns.

Covid Safety information especially to those for whom English is a second language

Information and advice service - We have provided up to date information on Covid 19 as well as linking residents to reliable and trustworthy information. The service also supported the Covid 19 vaccination and booster programme along with access to all of the services needed by residents.

Hospital discharge into care - We interviewed patients to share their experiences of hospital discharge to ensure that they were getting the support they needed following the introduction of new rules as a result of the pandemic. This research enabled us to identify areas that needed improvement to meet patient needs and ensure a safer process for everyone.

Social care assessments and supported accommodation - We have worked closely with Manchester City Council inassessing the integration of health services and identifying improvements needed to facilitate the efficient integration of mental health services.

Our Volunteers - Over the course of the year we have had 20 active volunteers who have made significant contributions to our research projects and reports. Volunteer community champions have been at the forefront of our outreach activities providing us with a greater understanding of the residents health and social care needs and identify areas where sustained improvements are needed and encouraged. Our volunteers have also been at the forefront of our social media presence providing important content for residents.

FINANCIAL REVIEW

The income of the charity increased to £154,608 (2021: £152,183) as a result of increased grant funding. The core funding remained unchanged from the previous year at £140,000. A small deficit of £5,157 was incurred in the year (2021: Surplus £17,174) due to increased costs of recruiting new staff members and increased rent of premises. Despite the deficit for the year the net assets of the charity at £37,745 are at a reasonable level for a charity of our size.

Our reserves policy is to have three months of budgeted operating costs in free reserves which equates to approcimately £38,000. The actual reserves at the balance sheet date were £37,745 and the trustees will continue to monitor efforts to increase the free reserves in line with expected costs.

The trustees have considered the current and future activities of the charity and known levels of income and expenditure and are satisfied that the charity is a going concern.

PLANS FOR FUTURE PERIODS

The board have identified the following priorities for our work moving forward. The transition from Adolescent Mental Health Services CAMHS into Adult Mental Health Services AMHS, access to sexual health services, hospital discharge into care,accessible information standard compliance and the development of a men's health forum.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The charity is controlled by its governing document, the memorandum and articles of association and is constituted as a limited company, limited by guarantee, as defined by the Companies Act 2006. healthwatch manchester is also greatly influenced by Healthwatch England which is the national umbrella organisation and we are subject to checks for our compliance with its duties to maintain the brand licence.

The Trustee board is derived from the membership of Healthwatch Manchester. Full member organisations can request board membership. Member organisations reflect the diversity of the Manchester population and its communities. The board seeks to reflect this diversity through its profile and enable members to champion those communities. Currently the board has representatives from organisations which support young, disabled, disadvantaged and BAME people and each enriches the board with their skills , local knowledge and experience. There is a robust application process with a clear audit trail.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Signed on behalf of the board

DV Szulist

D.V. Szulist
Trustee
28 September 2022

Independent Examiner's Report to the trustees of Healthwatch Manchester

I report to the charity trustees on my examination of the financial statements of Healthwatch Manchester for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Summary Income and Expenditure Account, the Balance Sheet and the related notes.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act.

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act 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; or
- the financial statements have not been prepared in accordance with the Charities SORP (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Stephen Lawrence Hennessey
FCCA
Powell & Powell Limited
Suite F38 & F39
Cheadle Place
Stockport Road
Cheadle
SK8 2GL
28 September 2022

Healthwatch Manchester

Statement of Financial Activities

for the year ended 31 March 2022

	Notes	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income and endowments from:				
Charitable activities	3	154,608	154,608	152,183
Total		154,608	154,608	152,183
Expenditure on:				
Charitable activities	4	156,570	156,570	131,374
Other	5	3,195	3,195	3,635
Total		159,765	159,765	135,009
Net (expenditure)/income	6	(5,157)	(5,157)	17,174
				-
Net (expenditure)/income before other gains/(losses)		(5,157)	(5,157)	17,174
Other gains and losses				
Net movement in funds		(5,157)	(5,157)	17,174
Reconciliation of funds:				
Total funds brought forward		42,902	42,902	25,728
Total funds carried forward		37,745	37,745	42,902

Healthwatch Manchester

Summary Income and Expenditure Account

for the year ended 31 March 2022

	2022	**2021**
	£	**£**
Income	154,608	152,183
Gross income for the year	154,608	152,183
Expenditure	158,670	135,009
Depreciation and charges for impairment of fixed assets	1,095	1,835
Total expenditure for the year	159,765	136,844
Net (expenditure)/income before tax for the year	(5,157)	15,339
Net (expenditure)/income for the year	(5,157)	15,339

Healthwatch Manchester
Balance Sheet

at 31 March 2022

Company No. 08465025	**Notes**	**2022**	**2021**
		£	**£**
Fixed assets			
Tangible assets	8	3,283	4,378
		3,283	4,378
Current assets			
Debtors	9	5,048	4,935
Cash at bank and in hand		33,279	38,542
		38,327	43,477
Creditors: Amount falling due within one year	10	(3,865)	(4,953)
Net current assets		34,462	38,524
Total assets less current liabilities		37,745	42,902
Net assets excluding pension asset or liability		37,745	42,902
Total net assets		37,745	42,902
The funds of the charity			
Unrestricted funds	11		
General funds		37,745	42,902
		37,745	42,902
Total funds		37,745	42,902

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.
For the year ended 31 March 2022 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.
The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.
The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the board on 28 September 2022

And signed on its behalf by:

DV Szulist

D.V. Szulist
Trustee
28 September 2022

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Revaluation funds	These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is included in the accounts when receivable.
Gains/(losses) on revaluation of fixed assets	This includes any gain or loss resulting from revaluing investments to market value at the end of the year.
Gains/(losses) on investment assets	This includes any gain or loss on the sale of investments.

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Tangible fixed assets and depreciation

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Computer equipment	33.3% Straight line

Freehold investment property

Investment properties are measured initially at cost and subsequently at fair value at each balance sheet date and are not depreciated. All gains or losses are taken to the Statement of Financial Activities as they arise.

Stocks

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Research and development

Expenditure on research and development is written off in the year in which it is incurred.

Foreign currencies

Monetary assets and liabilities denominated in currencies other than the functional currency of the charity are translated at the rates of exchange prevailing at the end of the reporting period.
Transactions in currencies other than the functional currency of the charity are recorded at the rate of exchange on the date that the transaction occurred.
All exchange differences are are taken into account in arriving at net income/expenditure.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.
Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.
Assets held under finance leases are initially recognised as assets of the charity at their fair value at the inception of the lease or, if lower, at the present value of the minimum lease payments. The corresponding liability to the lessor is included in the balance sheet date as a finance lease obligation.
Lease payments are apportioned between finance expenses and reduction of the lease obligation so as to achieve a constant rate of interest on the remaining balance of the liability. Finance expenses are recognised immediately, unless they are directly attributable to qualifying assets, in which case they are capitalised in accordance with the charity's policy on borrowing costs.
Assets held under finance leases are depreciated in the same way as owned assets.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.
In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

Receipt of donated goods, facilities and services

All donated goods, facilities and services received are recognised within incoming resources and expenditure at an estimate of the value to the charity.

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital.

3 Income from charitable activities

	Unrestricted	Total 2022	Total 2021
	£	£	£
Contract income and grants	154,608	154,608	152,183
	154,608	154,608	152,183

4 Expenditure on charitable activities

	Unrestricted	Total 2022	Total 2021
	£	£	£
Expenditure on charitable activities	156,570	156,570	131,374
	156,570	156,570	131,374

5 Other expenditure

	Unrestricted	Total 2022	Total 2021
	£	£	£
Amortisation, depreciation, impairment, profit/loss on disposal of fixed assets	1,095	1,095	1,835
Legal and professional costs	2,100	2,100	1,800
	3,195	3,195	3,635

6 Net (expenditure)/income before transfers

	2022	2021
This is stated after charging:	£	£
Depreciation of owned fixed assets	1,095	1,835
Independent Examiner's fee	1,700	1,672

7 Staff costs

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

8 Tangible fixed assets

	Computer equipment	Total
	£	£
Cost or revaluation		
At 1 April 2021	6,480	6,480
At 31 March 2022	6,480	6,480
Depreciation and impairment		
At 1 April 2021	2,102	2,102
Depreciation charge for the year	1,095	1,095
At 31 March 2022	3,197	3,197
Net book values		
At 31 March 2022	3,283	3,283
At 31 March 2021	4,378	4,378

9 Debtors

	2022	2021
	£	£
Prepayments and accrued income	5,048	4,935
	5,048	4,935

10 Creditors:

amounts falling due within one year

	2022	2021
	£	£
Trade creditors	-	143
Other taxes and social security	1,860	2,015
Other creditors	627	875
Accruals	1,378	1,920
	3,865	4,953

11 Movement in funds

	At 1 April 2021	Incoming resources (including other gains/losses)	Resources expended	At 31 March 2022
		£	£	£
Restricted funds:				
Unrestricted funds:				
General funds	42,902	154,608	(159,765)	37,745
Total funds	42,902	154,608	(159,765)	37,745

12 Analysis of net assets between funds

	Unrestricted funds	Total
	£	£
Fixed assets	3,283	3,283
Net current assets	34,462	34,462
	37,745	37,745

13 Reconciliation of net debt

	At 1 April 2021	Cash flows	At 31 March 2022
	£	£	£
Cash and cash equivalents	38,542	(5,263)	33,279
	38,542	(5,263)	33,279
Net debt	38,542	(5,263)	33,279

14 Related party disclosures

Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

Healthwatch Manchester
Detailed Statement of Financial Activities
for the year ended 31 March 2022

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income and endowments from:			
Charitable activities			
	154,608	154,608	152,183
	154,608	154,608	152,183
Total income and endowments	154,608	154,608	152,183
Expenditure on:			
Charitable activities			
	156,570	156,570	131,374
	156,570	156,570	131,374
Total of expenditure on charitable activities	156,570	156,570	131,374
General administrative costs, including depreciation and amortisation			
Depreciation of Computer equipment	1,095	1,095	1,835
	1,095	1,095	1,835
Legal and professional costs			
Audit/Independent examination fees	2,100	2,100	1,800
	2,100	2,100	1,800
Total of expenditure of other costs	3,195	3,195	3,635
Total expenditure	159,765	159,765	135,009
Net gains on investments	-	-	-
Net (expenditure)/income	(5,157)	(5,157)	17,174
Net (expenditure)/income before other gains/(losses)	(5,157)	(5,157)	17,174
Other Gains	-	-	-
Net movement in funds	(5,157)	(5,157)	17,174
Reconciliation of funds:			
Total funds brought forward	42,902	42,902	25,728
Total funds carried forward	37,745	37,745	42,902

HEALTHWATCH MANCHESTER

England & Wales - Charity number 1179089

Accounts

REGISTERED COMPANY NUMBER: 08465025 (England and Wales)
REGISTERED CHARITY NUMBER: 1179089

Report of the Trustees and

Unaudited Financial Statements

For The Year Ended 31 March 2021

for

Healthwatch Manchester

Lloyd Piggott Limited
Chartered Accountants
St George's House
56 Peter Street
Manchester
M2 3NQ

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Report of the Trustees
For The Year Ended 31 March 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

PURPOSES OF THE CHARITY

The main purpose of the charity is to provide a Healthwatch service to people who reside in the City of Manchester.

The specific charitable objectives of the company are:

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

- Providing information and advice to the general public about local health and social care services;
- Making the views and experiences of members of the general public known to health and social care providers;
- Enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities and;
- Providing training enabling the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities

Healthwatch is here to make care better.

STRUCTURE, GOVERNANCE AND MANAGEMENT
Governing document
The charity is controlled by its governing document, the Memorandum and Articles of Association and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Trustee selection
The Trustee board is derived from the membership of Healthwatch Manchester. Full member organisations can request board membership. Member organisations reflect the diversity of the Manchester population and its communities. The board seeks to reflect this diversity through its profile and enable its members to champion those communities. Currently the board has representatives from organisations which support young, disabled, disadvantaged and BAME people and each enriches the board with their skills, local knowledge and experience.

There is a robust trustee application process with a clear audit trail.

Wider networks
Healthwatch England is the national umbrella organisation for Healthwatch. Each Healthwatch is checked for its compliance with its duties by Healthwatch England and so its brand licence is maintained.

Healthwatch England is on hand to provide support and guidance around policy and legislative matters.

Healthwatch in Greater Manchester meet as a ten-Healthwatch network on a monthly basis and this presents opportunities for partnership work, information exchange and experiential learning.

REFERENCE AND ADMINISTRATIVE DETAILS
Registered Company number
08465025 (England and Wales)

Registered Charity number
1179089

Registered office
Canada House
Chepstow Street
Manchester
M1 5FW

Report of the Trustees
For The Year Ended 31 March 2021

Independent Examiner
Lloyd Piggott Limited
Chartered Accountants
St George's House
56 Peter Street
Manchester
M2 3NQ

ACTIVITIES FOR ACHIEVING OBJECTIVES

Healthwatch is the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

REVIEW OF ACTIVITIES DURING THE YEAR

People sharing their views, experiences and opinions with us has led to positive changes to health and social care services in Manchester. We show when people speak up about what's important, and services listen, health and care is improved for all. The following are examples of Healthwatch Manchester demonstrating how we have made a difference in our communities.

Helping improve access to GP registration

Over the last few years concerns were raised with us about people being asked for proof of address and photographic identification in order to register with a GP. We investigated this through a mystery shopper exercise where we rang each GP practice in Manchester regarding registration. The findings were presented in our report The Right to Register which was published in early 2020 and its recommendations sent to commissioners with a request for a clear plan of action to address the findings of the investigation.

However, following this the COVID-19 pandemic and subsequent lockdown occurred which led to a temporary suspension of opportunity for influence by Healthwatch across our statutory partners and so the recommendations in this report have not yet been followed by local commissioners.

In spite of the restrictions created by lockdown, the findings from the report were pursued in an alternative way in that people who struggle to provide proof of address and/or identification, in this instance homeless people, were interviewed during their confinement in this period. Interviews were conducted regarding their experiences of deregistration from GP practices and we published a report 'Cut Loose' in early 2021.

Healthwatch Manchester has now produced a suite of reports over the past three years which provide an insight into the experiences of our most vulnerable communities in Manchester and their right to GP services and basic medical treatment. These reports are ready to be presented to primary care commissioning in the coming year.

Covid 3 Communities - A review of safety information around COVID infection for three Manchester communities.

During the pandemic period, the experiences of people for whom English is a second language around COVID safety information was identified as a priority area for investigation. Three communities were identified:
1. Chinese
2. Deaf
3. South Asian

These communities are championed on the board of trustees by leaders from each community around health and care.

Our investigation over the summer of 2020 showed a lack of tailored information for people from these three communities around safety from COVID infection by statutory providers such as NHS England, and a resultant heavy reliance upon local community organisations and community pharmacy as a source for this information.

The same investigation was conducted in late 2020 and the results showed more or less the same with only a slight improvement in the usefulness of information put out by local statutory services.

These two active reports are currently with population health leads through our Director of Public Health and awaiting response.

Student health & wellbeing

At the start of the year we successfully won a grant from the National Lotteries Charity Board to promote wellbeing to our Manchester students. This followed the discovery that our students are hesitant to use local mainstream health and care services as many mistakenly believe they have no right to do so. As the pandemic struck we were forced to rethink our initial use of grant money away from a large event and proposed a suite of videos promoting the use of local services to students, to which NLCB agreed.

The videos have been met with great enthusiasm by student services and will be promoted in Fresher's Week 2021. They can be found here: youtube.com/channel/UCaS0MKOMfI3Wd0GuFDd_9wQ

Our reports

During the year we published four reports about the improvements people would like to see with their health and social care, and from this, we made 10 recommendations for improvement.

Our two reports last year were:

- Cut Loose

- COVID 3 Communities

They can all be found here: healthwatchmanchester.co.uk/news-and-reports

How we help people access the right information

Finding the right service can be worrying and stressful. Healthwatch Manchester plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped the people of Manchester get the advice and information they need by:
- Providing advice and information articles on our website.
- Answering people's queries about services over the phone, by email, or online.
- Promoting services and information that can help people on our social media.

Our volunteers

What our volunteers do:

- Raise awareness of the work we do in the community
- Visit services to make sure they're meeting people's needs
- Support our day to day running e.g. governance
- Collect people's views and experiences which we use in our reports

At Healthwatch Manchester we are supported by 42 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

IMPACT OF CORONAVIRUS

The UK went into lockdown shortly before the start of the financial year. The impact on Healthwatch, like the rest of the country, was to implement new ways of working. Our meetings, whether they be internal, with user groups or part of the health and social care infrastructure have all been online. Outreach, face to face engagement and enter and view visits were all suspended. We have established new protocols and codes of conduct relevant to online meetings and other online activities.

The nature of our work changed as we dealt with enquiries and investigations or surveys into COVID related issues. During this reporting period we transferred to a new website with more advanced and accessible features. Our new website has new areas to accommodate up to date guidance on COVID and safety. As an organisation we have remained flexible so we can respond to the ever changing environment.

FINANCIAL REVIEW

This is our seventh year of operation and we were pleased to see an increase in our core funding to £140,000 per annum. This has allowed us to breathe and have some surplus funding to renew our IT infrastructure and give a budget to our volunteers. We also received a further £10,000 of funding from other sources.

We acknowledge the excellent support we have received from our staff and volunteers that has enable us to continue to deliver our services.

Our surplus for the year of £17,174 has helped us to get closer to our reserves target.

Our balance sheet shows that we have net assets of £42,902 which we consider to be reasonable for a charity of our size.

RESERVES POLICY

Our reserves policy is to have three months operating costs in free reserves, which equated to £26,500. Our current free reserves are £38,524. Our core funding has been maintained in 20/21 at £140,000, which is welcome news that has allowed us to recruit two new members of staff to help with information and communication. We will need to revisit our reserves policy next year in line with our increased cost base.

GOING CONCERN

The trustees have considered the current and future activities of the charity and known levels of income and expenditure and are satisfied that the charity is a going concern.

FUTURE PLANS

Our priorities for the coming year are:
- Access to mental health services (children & young people)
- Digital engagement, and a review of GP websites
- Discharge from hospital into social care
- Students and access to healthcare
- Accessible Information Standard - primary care alignment
- Making Safeguarding Personal

Approved by order of the board of trustees on 21st September 2021 and signed on its behalf by:

DV Szulist

....
Ms D V Szulist - Trustee

Independent Examiner's Report to the Trustees of Healthwatch Manchester

Independent examiner's report to the trustees of Healthwatch Manchester ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

CAbbott

Christopher Abbott ACA
Lloyd Piggott Limited
Chartered Accountants
St George's House
56 Peter Street
Manchester
M2 3NQ

Date: 21 September 2021

Healthwatch Manchester

Statement of Financial Activities
For The Year Ended 31 March 2021

	Notes	2021 Unrestricted fund £	2020 Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Charitable activities		152,183	119,000
EXPENDITURE ON			
Charitable activities			
Charitable activities		133,175	104,627
Other		1,834	267
Total		135,009	104,894
NET INCOME		17,174	14,106
RECONCILIATION OF FUNDS			
Total funds brought forward		25,728	11,622
TOTAL FUNDS CARRIED FORWARD		42,902	25,728

The notes form part of these financial statements

Balance Sheet
31 March 2021

	Notes	2021 Unrestricted fund £	2020 Total funds £
FIXED ASSETS			
Tangible assets	5	4,378	2,138
CURRENT ASSETS			
Debtors	6	4,935	2,919
Cash at bank and in hand		38,542	23,776
		43,477	26,695
CREDITORS			
Amounts falling due within one year	7	(4,953)	(3,105)
NET CURRENT ASSETS		38,524	23,590
TOTAL ASSETS LESS CURRENT LIABILITIES		42,902	25,728
NET ASSETS		42,902	25,728
FUNDS	8		
Unrestricted funds		42,902	25,728
TOTAL FUNDS		42,902	25,728

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on .... and were signed on its behalf by:

D V Szulist

....
Ms D V Szulist - Trustee

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Turnover represents contract income which is generated by the charity for goods and services supplied under contract and is recognised on an accrual basis.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Tangible fixed assets
All tangible fixed assets costing more than £250 are capitalised at cost. Depreciation is charged on a straight line basis over their useful life.

Computer equipment	-33.3% on cost

2. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation - owned assets	1,835	267

continued...

3. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

4. STAFF COSTS

The key management personnel of the charity comprises of the Chief Officer. The total employee benefits of the key management personnel of the charity are £33,799 (2020: £32,029).

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

	2021	2020
Management	1	1
Administration	3	2
	4	3

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

5. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2020	2,405
Additions	4,075
At 31 March 2021	6,480
DEPRECIATION	
At 1 April 2020	267
Charge for year	1,835
At 31 March 2021	2,102
NET BOOK VALUE	
At 31 March 2021	4,378
At 31 March 2020	2,138

6. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Prepayments and accrued income	4,935	2,919

continued...

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	143	-
Social security and other taxes	2,890	1,425
Accruals and deferred income	1,920	1,680
	4,953	3,105

8. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	At 31.3.21
	£	£	£
Unrestricted funds			
General fund	25,728	17,174	42,902
TOTAL FUNDS	25,728	17,174	42,902

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	152,183	(135,009)	17,174
TOTAL FUNDS	152,183	(135,009)	17,174

Comparatives for movement in funds

	At 1.4.19	Net movement in funds	At 31.3.20
	£	£	£
Unrestricted funds			
General fund	11,622	14,106	25,728
TOTAL FUNDS	11,622	14,106	25,728

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	119,000	(104,894)	14,106
TOTAL FUNDS	119,000	(104,894)	14,106

 continued...

9. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.