

**Charity Registration No. 1157070**

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

# VOICE: LOCAL

## LEGAL AND ADMINISTRATIVE INFORMATION

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### Trustees

A Schenk  
J Sherrington  
J Fawcett  
S Merchant  
A Bain  
T Boylin  
U Badat  
H Osman  
K Syeda (Appointed 19 August 2020)

### Operations Manager

Julie Darbyshire

### Charity number

1157070

### Registered office

Scott House  
27 Silverwell Street  
Bolton

### Independent examiner

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

### Bankers

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

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# VOICE: LOCAL

## TRUSTEES' REPORT

### *FOR THE YEAR ENDED 31 MARCH 2021*

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

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

#### **Objectives and activities**

The charity's objectives are:

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

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

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

#### **Achievements and performance**

##### **Priorities for the year**

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

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

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

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

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## TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

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

#### **Information and Advice**

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

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

#### **Trustee Appointment, Training and Development**

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

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

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

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

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

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# VOICE: LOCAL

## TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

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#### **Engaging with the Public**

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

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

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

#### **Reconnecting with our Community**

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

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

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

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

#### **Working with other Local Healthwatch**

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

#### **Working with Healthwatch England**

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

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

# VOICE: LOCAL

## TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

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#### Plans for the Future

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

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

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

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

#### Financial review

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

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

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

#### Reserves policy

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

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

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

#### Risk review

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

# VOICE: LOCAL

## TRUSTEES' REPORT (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2021**

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### **Structure, governance and management**

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

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

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

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

A Schenk

J Sherrington

J Fawcett

S Merchant

A Bain

T Boylin

U Badat

H Osman

K Syeda

(Appointed 19 August 2020)

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

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

*Jim Fawcett*

**J Fawcett**

**Chair of Trustees**

Dated: 14 June 2021

## VOICE: LOCAL

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

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

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

On behalf of the board

*Jim Fawcett*

J Fawcett  
Chair of Trustees  
14 June 2021

# VOICE: LOCAL

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

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

### **Responsibilities and basis of report**

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

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

### **Independent examiner's statement**

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

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

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

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

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

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

Dated: 14 June 2021

# VOICE: LOCAL

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

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

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

All income and expenditure derive from continuing activities.

# VOICE: LOCAL

## BALANCE SHEET

AS AT 31 MARCH 2021

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

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

J Fawcett  
Trustee

# VOICE: LOCAL

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

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### 1 Accounting policies

#### Charity information

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

#### 1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's trust deed, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

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

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

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

#### 1.2 Going concern

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

#### 1.3 Charitable funds

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

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

#### 1.4 Income

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

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

#### 1.5 Expenditure

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

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

# VOICE: LOCAL

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

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### 1 Accounting policies (Continued)

#### 1.6 Tangible fixed assets

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

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

Computers	25% straight line
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#### 1.7 Impairment of fixed assets

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

#### 1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand.

#### 1.9 Financial instruments

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

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

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

#### **Basic financial assets**

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

#### **Impairment of financial assets**

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

#### **Basic financial liabilities**

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

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

# VOICE: LOCAL

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

### 1 Accounting policies

(Continued)

#### 1.10 Employee benefits

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

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

#### 1.11 Retirement benefits

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

### 2 Income from charitable activities

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

# VOICE: LOCAL

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

### 3 Expenditure on charitable activities

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

# VOICE: LOCAL

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

### 4 Support and governance costs

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

### 5 Trustees

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

### 6 Employees

The average monthly number of employees during the year was:

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

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

# VOICE: LOCAL

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

### 7 Tangible fixed assets

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

### 8 Financial instruments

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

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

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

### 9 Debtors

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

## VOICE: LOCAL

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

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

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

## VOICE: LOCAL

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

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#### 11 Restricted funds

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

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

#### Description of restricted funds

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

## VOICE: LOCAL

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

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#### 12 Analysis of net assets between funds

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

#### 13 Related party transactions

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