

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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For The Year Ended 31 March 2021**

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Healthwatch Manchester
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

Healthwatch Manchester
Report of the Trustees
For The Year Ended 31 March 2021

Trustees

Dr M Desai
Ms L Hill (resigned 17.11.20)
Mr R Jones (resigned 17.11.20)
Mr F McCullough
Ms J Rigby
Ms C Steele
Ms D V Szulist
Rev C Kwaku-Odoi (appointed 17.11.20)
Ms A Kanji (appointed 17.11.20)

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.

Healthwatch Manchester

Report of the Trustees For The Year Ended 31 March 2021

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/UCaS0MKOMf13Wd0GuFDd_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.

Healthwatch Manchester

Report of the Trustees For The Year Ended 31 March 2021

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 enabled 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:



.....
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.



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

21 September 2021
Date:

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		<u>135,009</u>	<u>104,894</u>
 NET INCOME		<u>17,174</u>	<u>14,106</u>
 RECONCILIATION OF FUNDS			
Total funds brought forward		25,728	11,622
 TOTAL FUNDS CARRIED FORWARD		<u><u>42,902</u></u>	<u><u>25,728</u></u>

The notes form part of these financial statements

Healthwatch Manchester

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
		<u>43,477</u>	<u>26,695</u>
CREDITORS			
Amounts falling due within one year	7	(4,953)	(3,105)
NET CURRENT ASSETS		<u>38,524</u>	<u>23,590</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		42,902	25,728
NET ASSETS		<u>42,902</u>	<u>25,728</u>
FUNDS	8		
Unrestricted funds		42,902	25,728
TOTAL FUNDS		<u>42,902</u>	<u>25,728</u>

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

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- 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:



.....
Ms D V Szulist - Trustee

**Notes to the Financial Statements
For The Year Ended 31 March 2021**

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
	<u> </u>	<u> </u>

Notes to the Financial Statements - continued
For The Year Ended 31 March 2021

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
	<u>4</u>	<u>3</u>

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

5. TANGIBLE FIXED ASSETS

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

6. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Prepayments and accrued income	<u><u>4,935</u></u>	<u><u>2,919</u></u>

Notes to the Financial Statements - continued
For The Year Ended 31 March 2021

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
	<u>4,953</u>	<u>3,105</u>

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	<u>25,728</u>	<u>17,174</u>	<u>42,902</u>

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	<u>152,183</u>	<u>(135,009)</u>	<u>17,174</u>

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	<u>11,622</u>	<u>14,106</u>	<u>25,728</u>

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	<u>119,000</u>	<u>(104,894)</u>	<u>14,106</u>

Notes to the Financial Statements - continued
For The Year Ended 31 March 2021

9. RELATED PARTY DISCLOSURES

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