

**VOICE: LOCAL**  
**ANNUAL REPORT**  
**AND UNAUDITED FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2019**

# VOICE: LOCAL

## LEGAL AND ADMINISTRATIVE INFORMATION

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<b>Trustees</b>	S Greenhalgh A Schenk J Sherrington J Fawcett S Merchant A Bain T Boylin S Gambles A Stone U Badat T Govind H Osman	(Appointed 16 July 2018) (Appointed 30 November 2018)
<b>Independent chair</b>	Jack Firth	
<b>Interim Operations Manager</b>	Julie Darbyshire	
<b>Charity number</b>	1157070	
<b>Registered office</b>	20-22 Bowkers Row Bolton BL1 1JL	
<b>Independent examiner</b>	Mr D A Kay FCA Barlow Andrews LLP Carlyle House 78 Chorley New Road Bolton BL1 4BY	
<b>Bankers</b>	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Maling Kent ME19 4JQ	

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# VOICE: LOCAL

## TRUSTEES' REPORT

### *FOR THE YEAR ENDED 31 MARCH 2019*

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The trustees present their report and financial statements for the year ended 31 March 2019.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply 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)" (as amended for accounting periods commencing from 1 January 2016)

#### **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 2018/19 our priorities were:

Bolton – Health and the Workplace, Communications, Palliative and End of Life Care, Carers, Transforming Primary Care;

Wigan – Children and Young People's Health, Carers, Health and Food, Self-care, Communication and Transforming Primary Care.

##### **Information and Advice**

During 2018/19 the Healthwatch Bolton and Healthwatch Wigan and Leigh information, advice and guidance service continued to provide an effective and valuable service to the people of Bolton, Wigan and Leigh. In Wigan we also provided a complaints advocacy service. During the period the information and advice service dealt with 294 enquiries (177 in Bolton and 117 in Wigan/Leigh).

##### **Volunteer and member development**

Voice: Local is a membership organisation. During 2018/19 the organisation had 417 members (Bolton 223, Wigan/Leigh 194). The organisation continued to support an active volunteer base, with a total 47 of volunteers taking on a wide variety of roles across the organisation.

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

During 2018/19 we gathered the views of 3,514 (1,941 in Bolton and 1,573 in Wigan/Leigh) members of the public during subject, site or target group specific engagement projects. We held 15 public events including outreach, market places and forums. Our social media following continued to grow and at the end of the year we had 3,369 followers on social media (Twitter 2,935, Facebook 239, Instagram 195).

# VOICE: LOCAL

## TRUSTEES' REPORT (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2019**

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### **Research and the Evidence Base**

During 2018/19 the organisation continued to increase its evidence base by collecting comments from members of the public. These comments were analysed and presented in a total of 25 separate reports.

Our Research Unit continued to develop, publishing a detailed Research framework and working with our National body, Healthwatch England and colleagues from across the Healthwatch Network on the development of a National Quality Standard in research, on developing research training modules and on preparing the forthcoming National Research Library.

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

Healthwatch Bolton and Bolton CVS (as the Bolton Engagement Alliance) continued to deliver public engagement and co-production activity around some of the priority themes and issues within the locality plan and reflect these findings back to the system so that they can inform the next stage of development of service change.

In both Bolton and Wigan 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 on transformation and service planning at a city wide level.

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

The organisation continues to work with Healthwatch colleagues across Greater Manchester. The Network undertook an external Review during the year and was successful in winning a £60,000 investment from Healthwatch England and the Greater Manchester Health and Social Care Partnership to help it respond to the review by creating a more formal structure and governance arrangements at Greater Manchester Level.

### **Healthwatch Wigan and Leigh**

Unfortunately, Voice: Local was unsuccessful in retendering for the Healthwatch Wigan and Leigh contract in the latter part of the year. Consequently, the work has moved to Wigan Community Partnership with effect from 1 April 2019 and the majority of employees involved in the contract have transferred across to that organisation under TUPE provisions, with just one person opting to take redundancy.

The loss of this contract is obviously a blow to funding and we have had to budget accordingly. As an outcome, we have had to make our Chief Officer, Alice Tligui, redundant. We should like to thank Alice for her considerable contribution during her time with us and wish her well for the future. As the role of Chief Officer no longer exists, Julie Darbyshire has stepped into the role of Interim Operations Manager.

### **Plans for the Future**

We will continue to work with our colleagues across Healthwatch in Greater Manchester and will continue to look at opportunities to income generate. The trustees believe that 2019/20 should be viewed as an "interim year", as we expect there to be a new way of commissioning Healthwatch across Greater Manchester at some point during 2020. We are confident that Voice: Local is well placed to adapt to this.

### **Financial review**

In 2018/19 the organisation continued to hold the Healthwatch contracts for Bolton and Wigan Boroughs, a partnership contract (alongside Bolton CVS) with Bolton CCG to deliver engagement activity in relation to local transformation plans and to act as financial host for Healthwatch in Greater Manchester, holding the funds provided by the Health and Social Care Partnership on behalf of that Group. We continued to be effective in achieving a number of contracts for small scale pieces of commissioned work.

The financial performance of the organisation is shown in the Statement of Financial Activities on page 6 and its financial position at year end is outlined in the balance sheet on page 7. The inclusion of a provision for an agreed redundancy payment made post-year end resulted in the organisation making a deficit for the year on its unrestricted funds.

## **VOICE: LOCAL**

### **TRUSTEES' REPORT (CONTINUED)**

#### ***FOR THE YEAR ENDED 31 MARCH 2019***

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The charity ended the previous financial year with around £51,000 in unrestricted funds. 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 the charities commission recommendation of 3 months operating costs.

At the latest financial year end our free reserves of £33,109 fell below the target in (b), though we do satisfy the measure set at (a).

At 31 March 2019 there was a negative balance of £7,308 carried forward on a restricted fund, Transformation GM. This is expected to move back into a positive position in 2019/20 as further funding is received.

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 2019

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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 and the Healthwatch Wigan and Leigh brands in the respective localities.

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

S Greenhalgh	
A Schenk	
J Sherrington	
A Taylor	(Resigned 16 July 2018)
J Fawcett	
S Merchant	
A Bain	
T Boylin	
W Middleton	(Resigned 16 July 2018)
A Cotter	(Resigned 16 July 2018)
M Hodlin	(Resigned 29 May 2019)
S Gambles	
A Stone	
U Badat	
D Baxter	(Appointed 16 July 2018 and resigned 28 February 2019)
T Govind	(Appointed 16 July 2018)
H Osman	(Appointed 30 November 2018)

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 Chief Officer.

During 2018/19 the organisation had an Independent Chair who supported the trustees and acted on behalf of the organisation as representative to the Health and Wellbeing Board and a wide range of other bodies, both locally and regionally. The Independent Chair, Mr Jack Firth, also provides substantive support to the Healthwatch in Greater Manchester Network and has been instrumental in negotiating a way forward for Healthwatch within the Greater Manchester context.

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

#### S Greenhalgh

Trustee

Dated: 17 July 2019

# VOICE: LOCAL

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

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I report on the financial statements of the charity for the year ended 31 March 2019, which are set out on pages 6 to 16.

### **Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the financial statements. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination being a qualified member of Chartered accountants.

It is my responsibility to:

- (i) examine the financial statements under section 145 of the 2011 Act;
- (ii) to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- (iii) to state whether particular matters have come to my attention.

### **Basis of independent examiner's report**

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the next statement.

### **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 the 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.

In connection with my examination, no other matter except that referred to in the previous paragraph has come to my attention:

- (a) which gives me reasonable cause to believe that in any material respect the requirements:
  - (i) to keep accounting records in accordance with section 130 of the 2011 Act; and
  - (ii) to prepare financial statements which accord with the accounting records and comply with the accounting requirements of the 2011 Act;have not been met or
- (b) to which, in my opinion, attention should be drawn 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  
BL1 4BY

Dated: 17 July 2019



## VOICE: LOCAL

### STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2019

	Notes	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
<b><u>Income from:</u></b>					
Income from charitable activities	2	473,080	104,004	577,084	584,741
<b><u>Expenditure on:</u></b>					
Expenditure on charitable activities	3	490,934	124,490	615,424	563,351
<b>Net (expenditure)/income for the year/ Net movement in funds</b>		(17,854)	(20,486)	(38,340)	21,390
Fund balances at 1 April 2018		50,963	13,178	64,141	42,751
<b>Fund balances at 31 March 2019</b>		33,109	(7,308)	25,801	64,141

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 2019

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	Notes	2019 £	£	2018 £	£
<b>Fixed assets</b>					
Tangible assets	7		-		3,520
<b>Current assets</b>					
Debtors	9	101,673		27,654	
Cash at bank and in hand		43,404		53,335	
		<u>145,077</u>		<u>80,989</u>	
<b>Creditors: amounts falling due within one year</b>	10	<u>(119,276)</u>		<u>(20,368)</u>	
Net current assets			25,801		60,621
<b>Total assets less current liabilities</b>			<u>25,801</u>		<u>64,141</u>
<b>Income funds</b>					
Restricted funds	11		(7,308)		13,178
Unrestricted funds			33,109		50,963
			<u>25,801</u>		<u>64,141</u>

The financial statements were approved by the Trustees on 17 July 2019

S Greenhalgh  
Trustee

## VOICE: LOCAL

### STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2019

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	Notes	2019 £	£	2018 £	£
<b>Cash flows from operating activities</b>					
Cash absorbed by operations	14		(9,931)		(17,969)
<b>Net cash used in investing activities</b>			-		-
<b>Net cash used in financing activities</b>			-		-
<b>Net decrease in cash and cash equivalents</b>			(9,931)		(17,969)
Cash and cash equivalents at beginning of year			53,335		71,304
<b>Cash and cash equivalents at end of year</b>			43,404		53,335

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# VOICE: LOCAL

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

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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 accounts 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)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

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 unless the funds have been designated for other purposes.

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 2019

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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:

Fixtures and fittings	33% 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 2019

### 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 & Wigan £	Greater Manchester £	Total 2019 £	Total 2018 £
Bolton MBC	175,000	-	175,000	175,000
Earned income	12,672	-	12,672	45,238
Bolton CVS	57,000	-	57,000	35,000
Healthwatch England	7,000	-	7,000	-
Wigan MBC	216,428	-	216,428	225,479
Other income	4,980	-	4,980	1,412
Transformation GM grant	-	104,004	104,004	102,612
	<u>473,080</u>	<u>104,004</u>	<u>577,084</u>	<u>584,741</u>
Analysis by fund				
Unrestricted funds	473,080	-	473,080	
Restricted funds	-	104,004	104,004	
	<u>473,080</u>	<u>104,004</u>	<u>577,084</u>	
<b>For the year ended 31 March 2018</b>				
Unrestricted funds	477,029	5,100		482,129
Restricted funds	-	102,612		102,612
	<u>477,029</u>	<u>107,712</u>		<u>584,741</u>

## VOICE: LOCAL

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

#### 3 Expenditure on charitable activities

	Bolton & Wigan £	Greater Manchester £	Total 2019 £	Total 2018 £
Staff costs and benefits	406,217	-	406,217	370,943
Subcontract costs re earned income	-	-	-	2,886
Catering and venue costs	6,904	-	6,904	9,142
Travel and accommodation	11,966	-	11,966	10,441
Books and subscriptions	8,670	-	8,670	648
Telephone and internet	5,535	-	5,535	6,721
IT support and other computer costs	12,444	-	12,444	11,726
Equipment lease and maintenance	7,587	-	7,587	3,510
Legal and professional fees	13,058	-	13,058	8,383
Property rents, running costs and repairs	32,904	-	32,904	30,371
Advertising, photocopying, postage and stationery	3,950	-	3,950	8,203
Sundry running costs	1,304	-	1,304	2,797
Staff training	5,147	-	5,147	2,355
Transformation GM costs	-	92,618	92,618	89,434
	<u>515,686</u>	<u>92,618</u>	<u>608,304</u>	<u>557,560</u>
Share of support costs (see note 4)	3,520	-	3,520	3,520
Share of governance costs (see note 4)	3,600	-	3,600	2,271
	<u>522,806</u>	<u>92,618</u>	<u>615,424</u>	<u>563,351</u>
<b>Analysis by fund</b>				
Unrestricted funds	490,934	-	490,934	
Restricted funds	31,872	92,618	124,490	
	<u>522,806</u>	<u>92,618</u>	<u>615,424</u>	
<b>For the year ended 31 March 2018</b>				
Unrestricted funds	469,551	2,886		472,437
Restricted funds	1,480	89,434		90,914
	<u>471,031</u>	<u>92,320</u>		<u>563,351</u>

## VOICE: LOCAL

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

#### 4 Support costs

	Support costs £	Governance costs £	2019 £	2018 £	Basis of allocation
Depreciation	3,520	-	3,520	3,520	Usage
Independent examination fees	-	3,600	3,600	2,271	Governance
	<u>3,520</u>	<u>3,600</u>	<u>7,120</u>	<u>5,791</u>	
Analysed between Charitable activities	<u>3,520</u>	<u>3,600</u>	<u>7,120</u>	<u>5,791</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

##### Number of employees

The average monthly number of employees during the year was:

	2019 Number	2018 Number
Management and service	<u>13</u>	<u>14</u>

##### Employment costs

	2019 £	2018 £
Wages and salaries	369,749	336,991
Social security costs	25,413	24,337
Other pension costs	11,055	9,615
	<u>406,217</u>	<u>370,943</u>

Wages and salaries for the year includes approximately £25,000 of redundancy cost agreed in the period.

The number of employees whose annual remuneration was £60,000 or more, including redundancy cost, was:

	2019 Number	2018 Number
£65,000 - £70,000	<u>1</u>	<u>-</u>



# VOICE: LOCAL

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

### 7 Tangible fixed assets

	Fixtures and fittings £
<b>Cost</b>	
At 1 April 2018	10,560
At 31 March 2019	10,560
<b>Depreciation and impairment</b>	
At 1 April 2018	7,040
Depreciation charged in the year	3,520
At 31 March 2019	10,560
<b>Carrying amount</b>	
At 31 March 2018	3,520

### 8 Financial instruments

	2019 £	2018 £
<b>Carrying amount of financial assets</b>		
Debt instruments measured at amortised cost	99,681	23,586
<b>Carrying amount of financial liabilities</b>		
Measured at amortised cost	112,212	16,341

### 9 Debtors

	2019 £	2018 £
<b>Amounts falling due within one year:</b>		
Trade debtors	99,681	23,501
Other debtors	-	85
Prepayments and accrued income	1,992	4,068
	101,673	27,654

# VOICE: LOCAL

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

### 10 Creditors: amounts falling due within one year

	2019 £	2018 £
Other taxation and social security	7,064	4,027
Trade creditors	579	1,861
Other creditors	1,239	932
Accruals and deferred income	110,394	13,548
	<u>119,276</u>	<u>20,368</u>

Included within the figure for accruals and deferred income is £86,794 of deferred income (2018 £10,983), which is in respect of monies to be recognised as income in the SOFA in the following year, as that is when it is due to be spent.

### 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 2018 £	Incoming resources £	Resources expended £
Transformation GM	13,178	104,004	(124,490)
	<u>13,178</u>	<u>104,004</u>	<u>(124,490)</u>

#### Description of restricted funds

Transformation GM - Investment funding allocated by Healthwatch England from the Transformation Fund to enable the development and/or delivery of Locality Plans, transformation themes and cost-cutting programmes. The dispersal of funds is to be managed by Healthwatch Bolton / Voice: Local on behalf of Healthwatch in the GM network.

### 12 Analysis of net assets between funds

	Unrestricted 2019 £	Restricted 2019 £	Total 2019 £	Total 2018 £
Fund balances at 31 March 2019 are represented by:				
Tangible assets	-	-	-	3,520
Current assets/(liabilities)	33,109	(7,308)	25,801	60,621
	<u>33,109</u>	<u>(7,308)</u>	<u>25,801</u>	<u>64,141</u>

### 13 Related party transactions

There were no disclosable related party transactions during the year (2018 - none).

## VOICE: LOCAL

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

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14	Cash generated from operations	2019 £	2018 £
	(Deficit)/surplus for the year	(38,340)	21,390
	Adjustments for:		
	Depreciation and impairment of tangible fixed assets	3,520	3,520
	Movements in working capital:		
	(Increase) in debtors	(74,019)	(3,241)
	Increase/(decrease) in creditors	98,908	(39,638)
	<b>Cash absorbed by operations</b>	<u>(9,931)</u>	<u>(17,969)</u>