

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 2019
for**

Healthwatch Manchester

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

Healthwatch Manchester

**Contents of the Financial Statements
For The Year Ended 31 March 2019**

	Page
Report of the Trustees	1 -5
Independent Examiner's Report	6
Statement of Financial Activities	7
Balance Sheet	8
Notes to the Financial Statements	9 to 11
Detailed Statement of Financial Activities	12

Healthwatch Manchester
Report of the Trustees
For The Year Ended 31 March 2019

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 2019. 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 2015).

This is the first annual report as a charity following the conversion from a not for profit company to a charity on 5th July 2018.

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.

Healthwatch Manchester

Report of the Trustees For The Year Ended 31 March 2019

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08465025 (England and Wales)

Registered Charity number

1179089

Registered office

Canada House
Chepstow Street
Manchester
M1 5FW

Trustees

Dr M Desai
Ms L Hill
Mr R Jones
Mr F McCullough
Ms J Rigby
Ms C Steele
Ms D V Szulist
Mr M Graham

- resigned 31.3.19

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 homeless people to access mental health services

Healthwatch Manchester received a large number of safeguarding reports, each showing the preventable death of a homeless man. Each report showed that these men were experiencing mental ill health. Through conversations and a questionnaire survey with homeless people we were able to gain a true picture of the terrible difficulties they faced accessing mental health services in Manchester. Our report 'Lost in Crisis' brought this to light where we made the following recommendations:

- Both statutory and voluntary sector services that work with homeless people would benefit from improved coordination around information sharing.
- The Homeless Pathway team should offer support to all homeless people that require access to NHS mental health services, and help to coordinate support from other statutory services such as the Alcohol and Drug Service. This is currently not possible with just four frontline staff who cover the whole city.

Healthwatch Manchester

Report of the Trustees For The Year Ended 31 March 2019

- Services need to be more joined-up and avoid turning people away without providing support, information or signposting. Access criteria such as ‘must have enduring mental illnesses’, ‘no substance misuse’, or ‘not already engaged with a service’ make access to mental health services very difficult and complicated.
- The Gateway triage service needs to be supported by trained clinicians from the trust.
- The voices of homeless people should be listened to and their experiences valued.

Following our recommendations the Greater Manchester Mental Health Trust took steps in 2018 to improve access to their services for homeless people. An action plan was produced which resulted in the following outcomes:

- The number of dedicated frontline staff in the Homeless Pathway Team was doubled
- A lead clinician was assigned to oversee homeless people and mental healthcare
- A homeless people’s mental health care pathway was developed through co-production with homeless people, Healthwatch Manchester, local NHS and key voluntary sector agencies

Local Manchester health & care commissioners (Manchester Health & Care Commissioning) have used the recommendations from our report and are running a pilot scheme to develop specialist mental health care for homeless people through seven GP practice ‘hubs’.

Making it easier for people to get to the right sexual health services

We received a large number of complaints from local people regarding the waiting times for sexual health services and the confusion and lack of awareness regarding what was available.

We worked with the three sexual health hubs in Manchester and developed a survey which was deployed in waiting areas. Over three hundred people gave us their views and we made the following recommendations in our report ‘Meeting the Manchester Demand’:

- Address the localised pressures on the north, south and central sexual health provider hubs in order to improve patient access and experience.
- Review and refresh the online presence for Manchester’s sexual health services.
- The concerns regarding the low level of staff in relation to the large volume of patients in the hub clinics and the negative impact this has on patient experience need to be addressed.

We also ran focus groups to provide feedback on the usability of home STI testing kits which are posted out on request.

Following our recommendations:

- Service configuration regarding walk-in and appointments service distribution across Manchester is under review
- Sexual health services online presence has been updated to remove erroneous information and improve access.
- The hub and spokes model of sexual health services has been better promoted to local people to inform them of the extra access points across the city and patient waiting times have been reduced.

The home STI testing kits have been revamped to make them easier to use.

‘Our collaboration with Healthwatch Manchester over the past year has helped the Northern Service make significant fundamental changes to the way patients access our clinics, such as web booking and home testing, resulting in improved patient experience. We hope to build on this relationship in the future to further enhance our service’.

Dr Ashish Sukthankar

Consultant in Genitourinary Medicine & Clinical Lead for The Northern Service

How we help people access the right information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don’t know where to look. Last year we helped 289 people access the advice and information they need. People can come to us for information and signposting in a number of ways including:

- Directly by phone or email
- Our ‘Contact Us’ form on our website
- At community events
- Through our social media channels
- Our online service directory

Healthwatch Manchester

Report of the Trustees For The Year Ended 31 March 2019

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

In previous years we have highlighted the project work in which our volunteers have taken a part. Our research volunteers not only pull together the background info for our reports, they help us to find the signposting details that we offer service users every day.

This year we would like to point out how much value our volunteers bring just by researching, collating and presenting information.

It can be almost impossible to keep up to date with the ever changing landscape of healthcare. With service contracts changing hands, referral and complaints procedures changing, increased reliance on online information and commissioning priorities changing it's hard for professionals to keep up so it's no surprise that the public need help to navigate the system. This is where Healthwatch comes in, and where our volunteers become invaluable.

In the past year Healthwatch Manchester's volunteers have:

- Created a homeless healthcare 'rights' sheet
- Collated briefing sheet for all primary care services
- Produced a service tour app tailored to the city
- Made a guide to local complaints procedures
- Investigated self referral points
- Collected local info about choose and book services
- Researched care paths for people leaving prison
- Hosted hospital tours for local groups

FINANCIAL REVIEW

This is our sixth year of receiving core funding of £80,000 per annum. As each year goes by it becomes increasingly difficult to deliver a credible service. We acknowledge the excellent support we have received from our staff and volunteers that has enable us to do so.

Our income for the year was supplemented £26,488 of income from other sources. These commissioned pieces of work included:

- Healthwatch Bolton commissioned us to provide an administrative function to support the Healthwatch Greater Manchester Network
- Manchester City Council commissioned us to produce and easy –read version of an annual report
- Tell us North CIC commissioned us to do a piece of engagement work for NHS England

Tight control of our costs has enabled us to return a small surplus for the year of £640.

Our balance sheet shows that we have net assets of £11,662 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 equates to £26,500. Our current free reserves are £11,662. Our funding continues to be challenging and we will be working to generate future surpluses towards our target level of reserves over the coming years. There remains the ever present tension of spending on current years activities against building reserves to secure the long term future of the organisation.

Healthwatch Manchester
Report of the Trustees
For The Year Ended 31 March 2019

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

We are pleased to report that we have been awarded an additional £20,000 core funding for our 2019/20 activities. This will allow us to have a budget for volunteer spending and speed up the release of our reports by commissioning report writing support services for our staff and volunteer team.

Our priorities for the coming year are:

- Delayed transfer of care
- Inmate healthcare on discharge from HMP Manchester
- Young carers and access to healthcare
- Local compliance with the NHS Accessible Information Standard

Approved by order of the board of trustees on 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 2019.

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

Date:

Healthwatch Manchester

**Statement of Financial Activities
For The Year Ended 31 March 2019**

	Notes	2019 Unrestricted fund £	2018 Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Charitable activities		<u>106,488</u>	<u>97,746</u>
Total		106,488	97,746
 EXPENDITURE ON			
Charitable activities			
Charitable activities		<u>105,848</u>	<u>107,176</u>
NET INCOME/(EXPENDITURE)		640	(9,430)
 RECONCILIATION OF FUNDS			
Total funds brought forward		<u>10,982</u>	<u>20,412</u>
 TOTAL FUNDS CARRIED FORWARD		 11,622	 10,982

The notes form part of these financial statements

Healthwatch Manchester

Balance Sheet At 31 March 2019

		2019 Unrestricted fund £	2018 Total funds £
	Notes		
CURRENT ASSETS			
Debtors	4	2,788	3,753
Cash at bank and in hand		<u>11,880</u>	<u>10,442</u>
		14,668	14,195
CREDITORS			
Amounts falling due within one year	5	(3,046)	(3,213)
		<u>11,622</u>	<u>10,982</u>
NET CURRENT ASSETS			
		<u>11,622</u>	<u>10,982</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		11,622	10,982
NET ASSETS		<u>11,622</u>	<u>10,982</u>
FUNDS	6		
Unrestricted funds		<u>11,622</u>	<u>10,982</u>
TOTAL FUNDS		<u>11,622</u>	<u>10,982</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2019.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2019 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 on and were signed on its behalf by:

.....
Ms D V Szulist -Trustee

**Notes to the Financial Statements
For The Year Ended 31 March 2019**

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 2015)', 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.

Charity status

Charity status was approved by the charity commission on 5th July 2018. In preparing the financial statement the trustees have considered the application of accounting policies required by the charity SORP (FRS102) and do not consider the restatement of comparative figures to be necessary.

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.

2. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2019 nor for the year ended 31 March 2018.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2019 nor for the year ended 31 March 2018.

Healthwatch Manchester

Notes to the Financial Statements - continued For The Year Ended 31 March 2019

3. 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 £31,288 (2018: £31,288).

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

	2019	2018
Management	1	1
Administration	2	2
	<u>3</u>	<u>3</u>

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

4. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2019	2018
	£	£
Other debtors	-	2,096
Prepayments and accrued income	<u>2,788</u>	<u>1,657</u>
	2,788	3,753

5. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2019	2018
	£	£
Trade creditors	-	701
Social security and other taxes	1,599	2,361
Accruals and deferred income	<u>1,447</u>	<u>151</u>
	<u>3,046</u>	<u>3,213</u>

6. MOVEMENT IN FUNDS

	At 1.4.18 £	Net movement in funds £	At 31.3.19 £
Unrestricted funds			
General fund	10,982	640	11,622
	<u>10,982</u>	<u>640</u>	<u>11,622</u>
TOTAL FUNDS			
	<u>10,982</u>	<u>640</u>	<u>11,622</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	106,488	(105,848)	640
	<u>106,488</u>	<u>(105,848)</u>	<u>640</u>
TOTAL FUNDS	106,488	(105,848)	640

Healthwatch Manchester

Notes to the Financial Statements - continued For The Year Ended 31 March 2019

6. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.17 £	Net movement in funds £	At 31.3.18 £
Unrestricted Funds			
General fund	20,412	(9,430)	10,982
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>20,412</u>	<u>(9,430)</u>	<u>10,982</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	97,746	(107,176)	(9,430)
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>97,746</u>	<u>(107,176)</u>	<u>(9,430)</u>

7. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2019.

Healthwatch Manchester

Detailed Statement of Financial Activities For The Year Ended 31 March 2019

	2019 £	2018 £
INCOME AND ENDOWMENTS		
Charitable activities		
Contract income	<u>106,488</u>	<u>97,746</u>
Total incoming resources	106,488	97,746
EXPENDITURE		
Charitable activities		
Wages	70,277	70,121
Social security	3,049	3,014
Pensions	4,020	2,834
Insurance	996	758
Telephone	1,579	1,767
Postage and stationery	1,027	2,561
Advertising	1,947	1,712
Sundries	1,577	2,063
Travel expenses	1,842	2,628
Computer costs	1,406	1,423
Repairs and renewals	1,218	387
Accountancy	2,577	1,104
Rent	12,184	15,534
Legal & professional fees	749	646
Independent examination fee	<u>1,400</u>	<u>624</u>
	<u>105,848</u>	<u>107,176</u>
Total resources expended	105,848	107,176
Net income/(expenditure)	<u>640</u>	<u>(9,430)</u>