(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

(A company limited by guarantee)

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2021

Trustees	Philip Morgan, Chair Samantha Cook, Non-Exec Kate Simpson, Non-Exec David Backhouse, Non-Exec Julhas Ahmed, Non-Exec Jacqueline Leigh, Non-Exec
Company registered number	09563358
Charity registered number	1171170
Registered office	The Old Town Hall Irwell Place Eccles Manchester M30 0FN
Company secretary	Delana Lawson (resigned 12 June 2020) Alex Leach (appointed 5 August 2020)
Chief executive officer	Delana Lawson (resigned 12 June 2020) Alex Leach (appointed 5 August 2020)
Accountants	Crowe U.K. LLP Chartered Accountants 3rd floor The Lexicon Mount Street Manchester M2 5NT

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TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their annual report together with the financial statements of the Company for the year 1 April 2020 to 31 March 2021. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Company qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

Healthwatch Salford's aim is to ensure local people are at the heart of the planning and delivery of health and social care services in Salford.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

b. Strategies for achieving objectives

Healthwatch Salford's strategy 2021 – 2024 sets out the organisation strategic objectives aligned to our vision statement of a health and care system that is accessible and equitable for everyone.

The strategic objectives are;

1. Seeking the views of people on their experience of needing or using health, public

health and social care services.

2. Seeking the views of people whose voice and views are seldom heard and reduce the multiple barriers that some people face in being heard, we will then use their views to bring about improvements.

3. Acting on what we hear to bring about improvements in the health and care policy and practice.

4. A sustainable and high performing organisation.

Healthwatch Salford's business plan 2021 – 2022 informs the actions agreed to achieve our strategic objectives. The plan informs how the workstreams will cover multiple special delivery functions (SDF) to offer a more holistic approach, from patient engagement, service redesign, service inspections and signposting to how reporting and best practice will be shared locally, regionally and nationally.

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TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)

c. Activities undertaken to achieve objectives

We heard from 1525 people this year about their experiences of health and social care in Salford via our surveys and our feedback service.

We provided advice and information to 1820 people this year via our feedback signposting service and our website's advice and information pages.

We engaged with and supported 162 people during the COVID-19 pandemic this year with issues such as accessing the COVID-19 vaccine or for advice on where to receive support whilst shielding.

We published 7 reports about the improvements people would like to see to health and social care services. All of our reports are available for you to view on our website.

15 support articles have been uploaded onto our website providing information and advice about health and social care in Salford.

21 volunteers helped us to carry out our work. In total, they contributed 140 hours of their time to support our work.

d. Main activities undertaken to further the Company's purposes for the public benefit

Healthwatch Salford's main statutory functions and activities are to:

1. Obtain the views of people about their needs and experience of local health and social care services. Local Healthwatch make these views known to those involved in the commissioning and scrutiny of care services.

2. Make reports and make recommendations about how those services could or should be improved.

3. Promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services.

4. Provide information and advice to the public about accessing health and social care services and the options available to them.

5. Make the views and experiences of people known to Healthwatch England, helping us to carry out our role as national champion.

6. Make recommendations to Healthwatch England to advise the CQC to carry out special reviews or investigations into areas of concern.

Achievements and performance

a. Main achievements of the Company

The work of Healthwatch Salford continues to be supported by Salford City Council. Healthwatch Salford continue to be an independent organisation. During the year, the organisation made a surplus of $\pounds xx,xxx$ which has resulted in a sum carried forward of $\pounds xxx,xxx$ (2020: 98,529). Healthwatch Salford have been recognised by the National Centre for Diversity in being a top 100 most inclusive workplaces 2021. Healthwatch Salford have been highly commend in the Healthwatch England network awards 2020 for the impact made with partners.

Financial review

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TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Reserves policy

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Structure, governance and management

a. Constitution

Healthwatch Salford is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association.

b. Methods of appointment or election of Trustees

The management of the Company is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum of Association.

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Approved by order of the members of the board of Trustees on 15 September 2021 and signed on their behalf by:

PN

Philip Morgan Trustee

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INDEPENDENT EXAMINER'S REPORT FOR THE YEAR ENDED 31 MARCH 2021

Independent Examiner's Report to the Trustees of Healthwatch Salford ('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 Trustees of the Company (and 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 the Company's accounts 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.

This report is made solely to the Company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or for this report.

Signed:

Vieley Szulist

Dated: 31st October 2021

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STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:				
Charitable activities	4	166,520	166,520	166,520
Other income	5	25,000	25,000	2,990
Total income		191,520	191,520	169,510
Expenditure on:				
Charitable activities	6	157,470	157,470	152,947
Total expenditure		157,470	157,470	152,947
Net movement in funds		34,050	34,050	16,563
Reconciliation of funds:				
Total funds brought forward		98,530	98,530	81,967
Net movement in funds		34,050	34,050	16,563
Total funds carried forward		132,580	132,580	98,530

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 10 to 19 form part of these financial statements.

(A company limited by guarantee) REGISTERED NUMBER: 09563358

BALANCE SHEET AS AT 31 MARCH 2021

Note		2021 £		2020 £
11		2,067		624
	-	2,067	_	624
12	2,958		1,364	
	135,339		108,135	
-	138,297	-	109,499	
13	(7,784)		(11,593)	
-		130,513		97,906
	-	132,580	-	98,530
	-	132,580	_	98,530
	-	132,580	_	98,530
	11 12 –	11 12 2,958 135,339 138,297	Note £ 11 $2,067$ 12 $2,958$ 135,339 - 13 $(7,784)$ 132,580 -	Note £ 11 $2,067$ 12 $2,958$ 135,339 $1,364$ 138,297 $108,135$ 13 $(7,784)$ 130,513 $(11,593)$ 132,580 $132,580$

(A company limited by guarantee) REGISTERED NUMBER: 09563358

BALANCE SHEET (CONTINUED) AS AT 31 MARCH 2021

	Note	2021 £	2020 £
Charity funds			
Restricted funds	15	-	-
Unrestricted funds	15	132,580	98,530
Total funds		132,580	98,530

The Company was entitled to exemption from audit under section 477 of the Companies Act 2006.

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

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees on 15 September 2021 and signed on their behalf by:

Philip Morgan

Trustee

The notes on pages 10 to 19 form part of these financial statements.

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

1. General information

Healthwatch Salford is a company limited by guarantee (Reg. No: 09563358), incorporated in England and Wales and is registered with the Charities Commission (Charity No: 1171170). The registered office can be found on page 1. The members of the company are the Trustees named on page . In the event of the being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Healthwatch Salford meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

Funding from the local council is reviewed on an annual basis has been secured until at least March 2021. On this basis, the trustees are satisfied that the charitable company has sufficient resources to continue operations for the foreseeable future and the financial statements have been prepared on a going concern basis. COVID-19 has affected the delivery of the work carried out at Healthwatch Salford but with funding for the next financial year being secured from the council and the reserves being strong, this has no impact on the going concern basis of the financial statements.

2.3 Income

All income is recognised once the Charitable Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

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

2. Accounting policies (continued)

2.4 Expenditure (continued)

All expenditure is inclusive of irrecoverable VAT.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Computer equipment - 33.3% straight line

2.6 Debtors

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

2.7 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.9 Financial instruments

The Company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

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

2. Accounting policies (continued)

2.10 Pensions

The Company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

2.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

3. Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Trustees do not consider that there are any critical accounting estimates and assumptions.

The Company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

The Trustees do not consider there to be any estimates and assumptions concerning the future.

4. Income from charitable activities

	Unrestricted funds 2021 £	Total funds 2021 £
Enabling communities to be heard	166,520	166,520
	Unrestricted funds 2020 £	Total funds 2020 £
Enabling communities to be heard	166,520	166,520

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

5. Other incoming resources

	Unrestricted funds 2021 £	Total funds 2021 £
Engagement work		25,000
	Unrestricted funds 2020 £	Total funds 2020 £
Engagement work	2,990	2,990

6. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2021 £	Total funds 2021 £
Enabling communities to be heard	157,470	157,470
	Unrestricted funds 2020 £	Total funds 2020 £
Enabling communities to be heard	152,947	152,947

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

7. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £
Enabling communities to be heard	18,267	139,203	157,470
	Activities undertaken directly 2020 £	Support costs 2020 £	Total funds 2020 £
Enabling communities to be heard	22,316	130,631	152,947

Analysis of support costs

	Enabling communities 2021 £	Total funds 2021 £
Staff costs	103,543	103,543
Depreciation	395	395
Carriage Costs	312	312
Staff Development	1,843	1,843
Rent	7,200	7,200
Communication	2,539	2,539
Professional Fees	17,453	17,453
Licences & Subscriptions	107	107
Accountancy Fees	5,388	5,388
Insurance	279	279
Bank Charges	144	144
	139,203	139,203

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

7. Analysis of expenditure by activities (continued)

Analysis of support costs (continued)

	Enabling communities 2020 £	Total funds 2020 £
Staff costs	105,778	105,778
Depreciation	187	187
Carriage Costs	312	312
Staff Development	6,283	6,283
Rent	7,200	7,200
Communication	2,213	2,213
Professional Fees	1,440	1,440
Licences & Subscriptions	543	543
Accountancy Fees	5,649	5,649
Insurance	827	827
Bank Charges	151	151
Sundry Expenses	48	48
	130,631	130,631

8. Independent examiner's remuneration

9.

	2021 £	2020 £
Fees payable to the Company's independent examiner for the independent examination of the Company's annual accounts	1,230	1,200
Staff costs		
	2021 £	2020 £
Wages and salaries	96,668	97,307
Social security costs	4,244	5,701
Contribution to defined contribution pension schemes	2,631	2,770
	103,543	105,778

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(A company limited by guarantee)

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

9. Staff costs (continued)

The average number of persons employed by the Company during the year was as follows:

	2021 No.	2020 No.
Average number of employees	5	5

No employee received remuneration amounting to more than £60,000 in either year.

The key management personnel of the charity comprises the trustees and the chief executive as listed on page 1. The total amount of employee benefits (including employer pension contributions) received by key management personnel was £33,886 (2020: £40,844).

10. Trustees' remuneration and expenses

		2021 £	2020 £
Philip Morgan	Remuneration	4,700	4,622

During the year ended 31 March 2021, expenses totalling £25 were reimbursed or paid directly to 1 Trustee (2020 - £88 to one Trustee). Expenses reimbursed were for travel and postage costs.

11. Tangible fixed assets

	Computer equipment £
Cost or valuation	
At 1 April 2020	1,185
Additions	1,838
At 31 March 2021	3,023
Depreciation	
At 1 April 2020	561
Charge for the year	395
At 31 March 2021	956

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

11. Tangible fixed assets (continued)

			Computer equipment £
	Net book value		
	At 31 March 2021		2,067
	At 31 March 2020		624
12.	Debtors		
		2021 £	2020 £
	Due within one year		
	Other debtors	750	-
	Prepayments and accrued income	2,208	1,364
		2,958	1,364
13.	Creditors: Amounts falling due within one year		
		2021 £	2020 £
	Trade creditors	983	5,572
	Other taxation and social security	3,594	3,070
	Other creditors	488	1,544
	Accruals and deferred income	2,719	1,407
		7,784	11,593

(A company limited by guarantee)

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

14. Financial instruments

	2021 £	2020 £
Financial assets		
Financial assets measured at amortised cost	135,339	108,135
	2021 £	2020 £
Financial liabilities		
Financial liabilities measured at amortised cost	4,190	8,523

Financial assets measured at amortised cost comprise cash at bank, trade and other debtors.

Financial liabilities measured at amortised cost comprise trade and other creditors and accruals.

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Balance at 31 March 2021 £
Unrestricted funds				
Reserves	98,530	191,520	(157,470)	132,580
Statement of funds - prior year				
	Balance at 1 April 2019 £	Income £	Expenditure £	Balance at 31 March 2020 £
Unrestricted funds				
Reserves	81,967	169,510	(152,947)	98,530

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

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	2,067	2,067
Current assets	138,297	138,297
Creditors due within one year	(7,784)	(7,784)
Total	132,580	132,580

Analysis of net assets between funds - prior year

	Unrestricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	624	624
Current assets	109,499	109,499
Creditors due within one year	(11,593)	(11,593)
Total	98,530	98,530

17. Pension commitments

The Charitable Company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charitable Company in an independently administered fund. The pension cost charge represents contributions payable by the Charitable Company to the fund and amounted to $\pounds 2,631$ (2020 - $\pounds 2,771$) were payable to the fund at the balance sheet date and are included in creditors

18. Related party transactions

The Company has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Company at 31 March 2021.