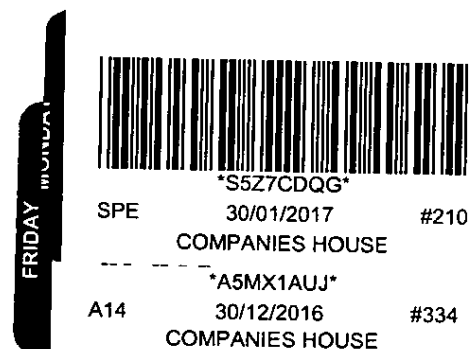


Healthwatch Rochdale Limited

Limited by Guarantee No 08429721

Annual Report & Financial Statements For the Year Ended 31st March 2016



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Company information

Directors	B Greenwood	Appointed 26 March 2015
	J Jackson	Appointed 18 March 2015
	S Jackson	Appointed 14 April 2016
	C Mullins	Appointed 18 March 2015
	M Sarwar	Appointed 1 April 2015
	J Yates	Appointed 1 April 2015
	A Hewitt	Resigned 15 April 2015
	G Lucas	Resigned 2 November 2015
	A Partington	Resigned 16 June 2016
Registered Office Principle place of business	The Lodge Arrow Mill Queensway Rochdale OL11 2YW	
Independent Examiners	CVS Rochdale Unique Enterprise Centre Belfield Road Rochdale OL16 2UP	
Bankers	Santander PLC Unit 32, Spindles Shopping Centre, Oldham, Greater, Manchester OL1 1HE	

Directors Report for the year ended 31st March 2016

The Directors, present their annual report and independently examined financial statements for the year ended 31st March 2016

Principle Activities

Healthwatch Rochdale's statutory roles are

- Making known the views of service users, carer and the wider community known to improve local and national services
- Gathering views and understanding the experiences of local users, the public, carer and the wider community
- If any investigation or special reviews are required these will be recommended to Healthwatch England or directly to the Care Quality Commission (CQC)
- Making collective views and experiences of people known to Healthwatch England and provide any assistance it may require to enable it to carry out its functions
- Promote and support involvement of people in the commissioning and provision of local care service and how they are scrutinized
- Provide advice and good quality information and signpost about access to health and social care services and support people to make informed choices that may be made with respect to aspects of those services
- Provide a NHS Complaint Advocacy service which will support health service users and/or their carers to raise a concern or make a formal complaint

Structure, Governance and Management

The Company is a Company Limited by Guarantee and is governed by its Memorandum and Articles of Association dated 4th March 2013

The Board of Directors are responsible for the management of company business for which purpose they may exercise all the powers subject the Company Articles of Association. They have the power to admit any person or organisation to membership on receipt of their application. The members of the company agree to contribute a sum not exceeding £5 in the event of the company being wound up

Appointment of Directors

Any person who is willing to act as a Director, and is permitted to do so, may be appointed to the Board of Directors by a decision of existing directors in line with Healthwatch Rochdale's Governance policy

Director recruitment, induction and training

The organisation has developed a process for the recruitment and induction of the members of the Board of Directors which is led by the needs and skill requirements of the organisation, and encourages the involvement of ex service users

Organisation

The Board, which must not be less than three members, administers the company and meets as necessary, usually at least 6 times per year

Risk Management

The Directors have undertaken a review of the major risks to which the company is exposed, and systems have been established to mitigate those risks. Periodic reviews are made to ensure that the company continues to identify and mitigate any major risk that may arise. The major financial risks facing the company arise in connection with

- The short term nature of project funding

The company may also face continuing organisational challenges in aligning its resources to meet the requirements of its customers, whilst maintaining its financial viability

Objectives and Activities

The objects of the Company are to carry on activities which benefit the community and (without limitation) to the advancement of health and education

The Directors consider that the public benefit arising from activity undertaken to advance the objects are primarily achieved by the development and increased effectiveness of the work of the company's Board of Directors and others with whom the company works

Achievement and Performance

This year Healthwatch Rochdale has continued to for fill the organisations statutory functions. Healthwatch Rochdale have ensured that the continues work that has been completed has had the residents of the Rochdale borough at the heart of it

Healthwatch Rochdale have

Met with 3776 residents to gather Health and Social Care feedback

Carried out 2 Enter & view visits

Recruited 11 new volunteers into the organisation

Plus, much more, further information can be found in Healthwatch Rochdale Annual Report 2015/2016

Financial Review

The organisation operates on an income of one grant of £156066 per annum and aims to generate modest levels of income through ongoing funding grants that Healthwatch Rochdale apply for. The Organisation is looking to diversify its funding sources to enable it to develop and become more financially viable and increase organisational capacity to enable it to effectively increase income through the sale of services

Reserves Policy

The organisation currently employs 4 staff members, the directors feel that they have the opportunity to build up reserves. The directors believe that the organisation needs to have reserves of approximately £7500 to cover the commitments, however they aim to have a higher level of reserves to help facilitate the development of the organisation and the services it provides

At the year end the company had free reserves of £7,661

Plans for the future

Directors Responsibilities

Company law requires the Directors to prepare financial statements for each financial year which give a true and fair view of the state of the Company and of the surplus or deficit of the Company for that period. In preparing those financial statements the Directors have -

- Selected suitable accounting policies and applied them consistently
- Made judgements and estimates that are reasonable and prudent
- Stated whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepared the financial statements on the going concern basis

The Directors are responsible for keeping records which disclose with reasonable accuracy at any time the financial position of the Company and to 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 steps for the prevention and detection of fraud and other irregularities.

In so far as the Directors are aware

- There is no relevant information of which the company's independent examiners are aware, and
- The Directors have taken all steps that they ought to have taken to make themselves aware of any of relevant information and to establish that the examiners are aware of that information

Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the Board and signed on its behalf by:

Signed by a Director

Christine Mullins

Print name

CHRISTINE MULLINS

Dated

23/12/2016

Independent examiner's report to the directors of Healthwatch Rochdale Limited

I report on the accounts of the company for the year ended 31 March 2016, which are set out on pages 8 to 12

Respective responsibilities of directors and examiner

The directors are responsible for the preparation of the accounts. The directors consider that the company is exempt from audit and that an independent examination is needed.

Having satisfied myself that the company is not subject to audit under company law and is eligible for independent examination, it is my responsibility to carry out procedures designed to enable me to report my opinion.

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 company and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as directors 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 accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

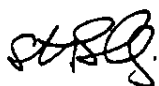
Independent examiner's statement

In connection with my examination, no matter has come to my attention

- (1) which gives me reasonable cause to believe that in any material respect the requirements
 - to keep accounting records in accordance with section 386 of the Companies Act 2006, and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act

have not been met, or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached



Stuart Golding

CVS Rochdale

Unique Enterprise Centre

Belfield Road

Rochdale

OL16 2UP

Date 20 December 2016

Financial Statement

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2016 £	Total 2015 £
Incoming resources					
Contract		156,066		156,066	Nil
Grants	2	6,130		6,130	Nil
Interest		59		59	Nil
Total incoming resources		162,255		162,255	Nil
Resources expended					
Staff Costs	3	108,452		108,452	Nil
Service Costs	4	12,955		12,955	Nil
Premises/Office Costs	5	30,027		30,027	Nil
Total Resources Expended		151,434		151,434	Nil
Net incoming/(outgoing) resources before transfers		10,821		10,821	Nil
Transfer between funds					Nil
Net movement in funds					
Total funds brought forward		Nil		Nil	
Total funds carried forward		10,821		10,821	Nil

Continuing Operations

None of the company's activities were acquired or discontinued during the above financial year

The notes on pages 10 to 12 form part of these accounts

Balance Sheet

		2016 £	2016 £	2015 £	2015 £
Fixed assets					
Tangible assets	8		-		-
Total fixed assets			-		-
Current assets					
Cash at bank		20,201			
Cash in Hand					
Prepayments					
Total current assets					
Current liabilities		(9,380)			
Net current assets			10,821		
Total assets less current liabilities					
Net assets			10,821		-
Funds					
Unrestricted funds			7,661		
Designated funds	9		3,160		
Restricted funds					
Endowment funds					
Total funds			10,821		-

For the year ending 31 March 2016 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies

* The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476,

* The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies 'regime'

Signed by a Director

Jane L. Jackson

Print name

JANE LINDSAY JACKSON

Dated

27 January 2017

Notes to the Accounts for the Year Ended 31 March 2016

1. Accounting Policies

The principal accounting policies adopted in the preparation of the financial statements are set out below

Basis of preparation

The accounts have been prepared under the historical cost convention

The company is reporting a surplus of £10,821

Fund accounting

General funds are available at the discretion of the Directors in furtherance of the general objectives of the Company

Designated funds are created by the Directors to meet anticipated future expenditure and the designations may be changed at any time

Restricted funds are funds subject to specific restrictive conditions imposed by funders or by the purpose of the grant

Incoming resources

Total incoming resources as shown in the Financial Statement represents the net amounts from all sources

These are included in the Financial Statement when

- The company becomes entitled to the resources,
- The directors are virtually certain they will receive the resources, and
- The monetary value can be measured with sufficient reliability

Where incoming resources have related expenditure (as with fundraising or contract income) the incoming resources and related expenditure are reported gross in to Financial Statement

Grants and donations are only included in the Financial Statement when the company has unconditional entitlement to the resources

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the directors' annual report

Investment income

This is included in the accounts when receivable

Expenditure and Liabilities

Liabilities are recognised as soon as there is a legal or constructive obligation committing the company to pay out resources

Assets

Tangible fixed assets for use by the company

These are capitalised if they can be used for more than one year, and cost at least £500 They are valued at cost or a reasonable value on receipt Fixtures, fittings and equipment are depreciated using the reducing balance method at a rate of 25%

2. Grants

	Unrestricted	Restricted	Total 2016	Total 2015
Devo Manc	2,130		2,130	Nil
HMR CCG	4,000		4,000	Nil
	6,130		6,130	Nil

3. Staff Costs

	Unrestricted	Restricted	Total 2016	Total 2015
Salaries	98,825		98,825	Nil
Tax & NI	6,822		6,822	Nil
Pension	464		464	Nil
Travel	1,228		1,228	Nil
Training	209		209	Nil
Expenses	740		740	Nil
Recruitment	164		164	Nil
	108,452		108,452	Nil

4. Service Costs

	Unrestricted	Restricted	Total 2016	Total 2015
Marketing	9,530		9,530	Nil
Events/Room Hire	520		520	Nil
VAT	1,859		1,859	Nil
Payroll & Bookkeeping	1,046		1,046	Nil
	12,955		12,955	Nil

5. Premises/Office Costs

	Unrestricted	Restricted	Total 2016	Total 2015
IT & Telephones	6,051		6,051	Nil
Rent	13,000		13,000	Nil
Insurance	1,090		1,090	Nil
Utilities	226		226	Nil
Stationery	1,557		1,557	Nil
Furniture & Equipment	4,273		4,273	Nil
Postage	480		480	Nil
Miscellaneous	2,898		2,898	Nil

Healthwatch Rochdale Limited - Limited by Guarantee No 08429721

Petty Cash	452		452	Nil
	30,027		30,027	Nil

No employee earned more than £60,000 and the number of full time equivalent employees was 0

8. Tangible Fixed Assets

Cost

	Fixtures, fittings & equipment
As at 1 September 2015	Nil
Additions	Nil
As at 31 August 2016	Nil

Depreciation

	Fixtures, fittings & equipment
As at 1 September 2015	Nil
Charge for the Year	Nil
As at 31 August 2016	Nil

Net Book Value

	Fixtures, fittings & equipment
As at 1 September 2015	Nil
As at 31 August 2016	Nil

9. Designated Funds

The designated fund of £3,160 has been set aside by the Board as a reserve for possible future redundancy liabilities

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CIC 34

Community Interest Company Report

For official use
(Please leave blank)

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*Please
complete in
typescript, or
in bold black
capitals.*

**Company Name in
full**

HEALTHWATCH ROCHDALE LTD

Company Number

08429721

Year Ending

March 2016

This template illustrates what the Regulator of Community Interest Companies considers to be best practice for completing a simplified community interest company report. All such reports must be delivered in accordance with section 34 of the Companies (Audit, Investigations and Community Enterprise) Act 2004 and contain the information required by Part 7 of the Community Interest Company Regulations 2005. For further guidance see chapter 8 of the Regulator's guidance notes and the alternate example provided for a more complex company with more detailed notes.

(N.B. A Filing Fee of £15 is payable on this document. Please enclose a cheque or postal order payable to Companies House)

PART 1 - GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITIES AND IMPACT

In the space provided below, please insert a general account of the company's activities in the financial year to which the report relates, including a description of how they have benefited the community.

A statutory role of Healthwatch is to gather feedback from the general public about their experiences of Health and Social Care Services. At Healthwatch Rochdale the feedback is put onto a data base and matched up with other people's feedback which, if enough people speak about the same issue, could bring up a trend. HWR could do further research upon the issue and along with evidence from the general public they could 'Enter and View'. Healthwatch has a legal right to 'Enter and View' any public funded organisation announced or unannounced, with enough evidence from the general public. The service has to respond within 20 days to a report written with recommendations from HWR.

(If applicable, please just state "A social audit report covering these points is attached")

(Please continue on separate continuation sheet if necessary)

PART 2 – CONSULTATION WITH STAKEHOLDERS – Please indicate who the company's stakeholders are, how the stakeholders have been consulted and what action, if any, has the company taken in response to feedback from its consultations? If there has been no consultation, this should be made clear

Healthwatch Rochdale's stakeholders are the Rochdale residents, LA and HMR CCG and local third sector organisations
Healthwatch Rochdale completed a stakeholder 360-degree review. After this consultation Healthwatch Rochdale went on to improve areas that were highlighted in the review to ensure awareness of our organisation was raised.

(If applicable, please just state "A social audit report covering these points is attached")

PART 3 – DIRECTORS' REMUNERATION – if you have provided full details in your accounts you need not reproduce it here. Please clearly identify the information within the accounts and confirm that, "There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director's loss of office, which require to be disclosed" (See example with full notes). If no remuneration was received you must state that "no remuneration was received" below

No remuneration was received

PART 4 – TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION – Please insert full details of any transfers of assets other than for full consideration e.g. Donations to outside bodies. If this does not apply you must state that "no transfer of assets other than for full consideration has been made" below

No transfer of assets

(Please continue on separate continuation sheet if necessary)

PART 5 – SIGNATORY

The original report must be signed by a director or secretary of the company

Signed

Mullins

Date

23/12/16

Office held (delete as appropriate) Director

You do not have to give any contact information in the box opposite but if you do, it will help the Registrar of Companies to contact you if there is a query on the form. The contact information that you give will be visible to searchers of the public record.

TREASURER	
Tel	
DX Number	DX Exchange

When you have completed and signed the form, please attach it to the accounts and send both forms by post to the Registrar of Companies at:

For companies registered in England and Wales: Companies House, Crown Way, Cardiff, CF14 3UZ
DX 33050 Cardiff

For companies registered in Scotland: Companies House, 4th Floor, Edinburgh Quay 2, 139
Fountainbridge, Edinburgh, EH3 9FF DX 235 Edinburgh or LP – 4 Edinburgh 2

For companies registered in Northern Ireland: Companies House, 2nd Floor, The Linenhall, 32-38
Linenhall Street, Belfast, BT2 8BG

The accounts and CIC34 **cannot** be filed online

(N.B. Please enclose a cheque for £15 payable to Companies House)