



Healthwatch Shropshire

(A company limited by guarantee)

Report and Financial Statements For the Year Ended 31st March 2024

Charity number 1151343
Company number 08415314

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Reference and administrative information

Charity name:	Healthwatch Shropshire
Charity registration number:	1151343
Company registration number:	08415314
Registered Office and operational address:	4 The Creative Quarter Shrewsbury Business Park Shrewsbury Shropshire SY2 6LG

Board of Trustees

Vanessa Barrett, Chair
 Richard Amos
 David Crane (from 26th February 2024)
 Michael Terrence Harte, Deputy Chair (to 20th September 2023)
 Mark Lacey (to 20th November 2023)
 Steve Price
 Daphne Simmons (from 20th November 2023)
 Frederick David Voysey
 Denise Walker (to 20th November 2023)
 Robert Douglas Welch
 Anne Wignall

Staff Team

Chief Officer	Lynn Cawley	
Information Officer	Brian Rapson	
Enter & View Officer and Health Complaints Advocacy Coordinator	Alli Sangster-Wall	(to 31 st January 2024)
Administrative Officer	Patricia McInnes	(to 10 th April 2023)
Community Engagement Officer	Rachel Cox	(from 17 th July 2023 to 14 th December 2023)
Community Engagement Officer	Hannah Davies	(from 18 th July 2023)
Communication and Involvement Officer	Elizabeth Florendine	(to 7 th September 2023)
Insight and Involvement Officer	Kate Hollins-White	(Fixed term contract from 11 th January 2024)

Independent Examiner

Hollies Bookkeeping Services Ltd
Bennett's Business Centre
Main Road
Pontesbury
SY5 0RR

Bankers

NatWest
London
EC3P 3HX

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Twitter: @HWSHropshire
Facebook: <http://www.facebook.com/HealthwatchShropshire>
Instagram: <https://www.instagram.com/healthwatchshropshire/>

Healthwatch Shropshire Report of the Board for the year ended 31st March 2024

The Board of Trustees presents its report and audited financial statements for the year ended 31st March 2024.

Chair's statement for the year ended 31st March 2024

"Building on our successful bid to continue to offer Healthwatch services to the people of Shropshire for another three years, we have undertaken a number of new initiatives to enable us to continue to listen to what those people are telling us.

We seek to act as a 'critical friend' to our local service providers, so they know what people are telling us, often including detail which they don't learn from their own feedback processes.

This year we celebrated 10 years of Healthwatch Shropshire. It is important to keep our board relevant and refreshed, so I am delighted to welcome three new Trustees to our board this year. Their very varied life experiences, and interest in the people of Shropshire and their health and social care needs, offer great scope for Healthwatch Shropshire to develop further.

As well as Healthwatch services, Healthwatch Shropshire has for the last eight years offered support to people who are unsure about how to complain about the healthcare services they have received. This is the Independent Health Complaints Advocacy Service, [Complaints Advocacy Service | Healthwatch Shropshire](#).

Drawing on what we have learnt over the years we invited feedback, both on our service and people's experiences in making complaints more generally, which is referenced on page 10. Our findings were shared with local service providers, who did not always understand the difficulties local people experienced when raising concerns and complaints. NHS Shropshire Telford & Wrekin invited our Chief Officer to lead an important group to look at the quality of services and patients' experiences involving people with 'lived experience' as both users of services and their carers."

Vanessa Barrett (Chair of Healthwatch Shropshire)

"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England

Our aims and objectives

Introduction

The Health and Social Care Act 2012 established Healthwatch as the independent consumer champion for health and social care in England, with a local Healthwatch in every Local Authority area in England. Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work. Everything we say and do is informed by our connection to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages and backgrounds who use health and social care services and to speak out on their behalf.

From 1st April 2016, Healthwatch Shropshire (HWS) has also held the contract for the Independent Health Complaints Advocacy Service (IHCAS) for people who receive NHS services in Shropshire and for Shropshire residents who receive NHS services outside the county.

Purpose and aims

The purposes of Healthwatch Shropshire are set out in the Articles of Association:

- To provide information and advice to the general public about local health and social care services
- To make the views and experiences of members of the general public known to health and social care providers
- To enable local people to have a voice in the development, delivery and equality of access to local health and care services and facilities, and
- To provide training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities.

Based on the Articles and guidance from Healthwatch England (HWE), Healthwatch Shropshire (HWS) has determined its own purpose:

To be the recognised independent voice of the people of Shropshire in seeking to improve their experience of Health and Social Care services.

Achievements and performance

Review of activities

The following section highlights the achievements of Healthwatch Shropshire in 2023-24 against the statutory activities for local Healthwatch.

The eight statutory activities of Healthwatch Shropshire are:

- Promoting and supporting the involvement of local people in commissioning, provision and scrutiny of local care services
- Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved
- Obtaining the views of local people regarding their need for, and experiences of, local care services and importantly to make these views known
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
- Providing advice and information about access to local care services so choice can be made about local care services.
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about issues.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

When agreeing our priorities each year and identifying relevant projects the Board of Trustees for Healthwatch Shropshire demonstrates due regard for the Charity Commission's public benefit guidance and ensures our activities centre on the views and experiences of the people of Shropshire of health and social care services. These views are then shared directly with providers and commissioners, or included in our public reports, with the aim of them being used to influence and inform service design and improvement.

At Healthwatch it can be difficult to show the impact that we make within one financial year as, quite often, the difference that we make does not happen straight away but over a period of time.

For a more detailed report on our activities and impact in 2023-24 please see our Annual Report for Healthwatch England.

<https://www.healthwatchshropshire.co.uk/report/2024-07-16/value-listening-healthwatch-shropshire-annual-report-2023-24>

On page 13 we report on our additional activity under the Independent Health Complaints Advocacy Service for 2023-24.

Our year in review

Reaching out:

- 1,084 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.
- 2,499 people came to us for clear advice and information about topics such as finding an NHS dentist, 1378 people, and help getting to hospital, 284 people.

Making a difference to care:

- We published 13 reports about the improvements people would like to see in health and social care services. Our most popular report was 'Diabetes Care and Support' which highlighted the issues people face accessing the care processes recommended by Diabetes UK.

Ensuring the voice of Shropshire residents is heard at a wider level

We collaborate with other organisations to ensure the experiences of people in Shropshire influence decisions made about services at Shropshire, Telford and Wrekin Integrated Care System (ICS) level.

This year we've worked with organisations across health, social care and the voluntary and community sector to make sure what people tell us is listened to.

Examples of our work:

1. **Holding services to account.** This year we have been invited to present all of our reports to the Shropshire, Health and Wellbeing Board. This is a public meeting which is co-chaired by the Chief Executive Officer of NHS Shropshire, Telford & Wrekin and the Council member who is portfolio holder for Adult Social Care, Public Health and Communities. This meeting is attended by senior leaders and decision makers for NHS Trusts, Shropshire Council, Public Health and the VCSE and enables us to follow-up on our recommendations and outcomes.

2. **Influencing.** We have a seat at the table at key meetings across health and social care where we can highlight what you tell us about services, the importance of listening to you when evaluating services and looking at impact and the need to prioritise outcomes for people when designing and transforming services. For example, we continue to be involved with the Hospital Transformation Programmes and most recently the Local Care Transformation Programme.
3. **Involving.** Despite the increasing need for volunteers across health and social care we continue to attract people who want to be involved in our work as Enter & View Authorised Representatives, Engagement Volunteers to help us to reach out to communities across Shropshire, and Trustees of the Board who help ensure we are fulfilling our duties and statutory functions. We encourage our volunteers and members of the public to get involved in meetings and focus groups to share their views and experiences of services.
4. **Communicating.** Healthwatch Shropshire is a member of the Integrated Care System Communication and Engagement Group, working with partners to promote and share information and engage with people across Shropshire. Social media is one of the best tools we have to communicate with large parts of the population, including working people. This year we have seen a 14% increase in followers on Facebook and use of our website to access information continues to grow with over 21.000 hits this year.

Sample reports and impact:

'Diabetes Care and Support – A report into people's experiences of diabetes care and support in Shropshire' (published October 2023)

<https://www.healthwatchshropshire.co.uk/report/2023-10-30/diabetes-care-and-support>

Diabetes UK identified Shropshire as the area having the lowest proportion of diabetes patients receiving the recommended care processes in the country. The local NHS were aware of the problem and are working to improve things and we wanted to ensure that the voice of the patient and their suggestions for improvements were at the centre of developments.

Over 200 people got in touch with us. We were told that a significant number of patients were not receiving Diabetes UK 'Care Essentials', for example 23% were not receiving glucose tests or eye screening.

How was the report used?

- NHS Shropshire Telford & Wrekin told us that the results of our survey would help 'inform how we best design new pathways, with those people with both Type 1 and Type 2 diabetes at the heart of our work'.

- Public Health Shropshire told us: 'We will work with Healthwatch to ensure that this report and its recommendations is received by the Health and Wellbeing Board in Shropshire, and that this Board takes ownership of monitoring actions that are agreed.'
- Adding that the feedback about the lifestyle support needed will 'be used to inform the further development of preventative offers through Primary Care Networks and the Healthy Lives Social Prescribing Service, and action plan of the Healthier Weight Strategy'.

'NHS and Social Care Complaints – a report into people's experiences of making formal complaints about NHS and social care services' (published October 2023)

<https://www.healthwatchshropshire.co.uk/report/2023-10-18/nhs-and-social-care-complaints-report>

In addition to delivering local Healthwatch Services, Healthwatch Shropshire has been providing the Independent Health Complaints Advocacy Service (IHCAS) for Shropshire residents and people using NHS services in Shropshire since 2016. This means we often hear directly about people's experiences of making a complaint about health and social care services. Some people have described the process as being confusing and disappointing, sometimes resulting in people deciding not to complain at all.

As well as sharing the views of the 78 people who shared their experiences with us we also wanted to highlight the NHS Complaints Standards Framework published in 2022 to

- let the public know what they should expect when making a complaint
- let organisations across the Shropshire, Telford & Wrekin Integrated Care System know the role they can play in making the process easier for the public and the importance of a consistent and more joined up approach to complaints handling across services

"I never had a person who was my point of contact to tell me what they were doing for me... The whole process felt like a battle just to speak to someone at PALS. It's a flawed system in my experience." (Member of the public)

Our report and recommendations were presented to and discussed at the Shropshire Health and Wellbeing Board where all providers are represented. From the minutes:

'It was felt that the idea of using a person-centred approach had not previously been considered in relation to complaints but that it may help the public in the way they view, use and consider health services. It was felt that the complaints process was not always the right thing for the public whereas more investment in bereavement and psychological support would also assist.' It was 'agreed to take forward the link between bereavement provision and complaints.'

Healthwatch Shropshire continues to use this report to evidence the need for a more joined up and coordinated approach to managing and simplifying the process of making a formal complaint across Shropshire, Telford & Wrekin Integrated Care System.

Hearing from our communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

This year we have reached different communities by:

- Going to speak to people face-to-face, either in the community or at the point of receiving services
- Expanding our use of social media to engage on a range of issues, promote local activities and raise awareness (e.g. local and national campaigns)
- Supporting Public Health to develop the Shropshire's Joint Strategic Needs Assessment of the current and future health and wellbeing needs of the local population.

Advice and information

For example, this year we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need by signposting, e.g. NHS dentistry

"I took up your suggestion and contacted the Dental Practice in Bridgnorth. They responded very promptly; my daughter and I have appointments there next week!"
(Member of the public)

"Thank you so much for your help. I have successfully registered today for NHS treatment with the Dentist you suggested." (Member of the public)

- Supporting people to access the Independent Health Complaints Advocacy Service we provide or signposting to their local service.

Volunteering and Enter and View

In 2023-24 we were supported by 20 volunteers and Board members who gave up 102 days to make care better for our community. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Completed eight Enter & View visits (e.g. care homes, hospital wards) and made 23 recommendations
- Visited communities to promote their local Healthwatch and what we have to offer
- Collected experiences and supported their communities to share their views
- Helped us to plan and carry out Enter and View visits to local services to help them improve
- Represented us at meetings and events across the Shropshire, Telford & Wrekin Integrated Care System
- Attended volunteer meetings and shared their views and suggestions on our work and future activities
- Completed internal and external training to support them in their role

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of eight members (we can have up to 12) who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. They meet in public and ensure that decisions about priority areas of work reflect the concerns and interests of our diverse local community by drawing on information from the four sub-committees (Business, Intelligence, Enter & View and Engagement and Marketing). All of our volunteers have the option to join one or more of the committees and apply to be a member of the Board. Throughout 2023/24 the Board met four times and made decisions on matters such as our work programme and budget. It also has an important role in monitoring our performance.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. We are available by phone four-days a week and people can email us, use the webform on our website and direct message us through social media. We continue to promote our Freepost address. We ensure that the annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and share it with people signed up to [receive our newsletter](#) and via social media.

Responses to recommendations

All providers delivering services in Shropshire responded to our requests for information or recommendations and these were added to our reports under the section Service Provider / Commissioner Response. There were no issues or recommendations escalated by us to the Healthwatch England Committee.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us. In our local authority area for example we take information, reports and presentations to the Shropshire Health and Wellbeing Board (HWBB), Shropshire Health and Adult Social Care Scrutiny Committee of Shropshire Council and the Joint Health Overview Scrutiny Committee attended by elected members of Shropshire and Telford and Wrekin Councils.

We have an open invitation to take all of our reports to the Shropshire HWBB and Shropshire Integrated Place Partnership Board (ShIPP) of the Integrated Care System (ICS), as well as the ICS Quality and Performance Committee attended by all provider organisations across health and social care.

Independent Health Complaints Advocacy Service (IHCAS)

Healthwatch Shropshire provided the Independent Health Complaints Advocacy Service (IHCAS) for Shropshire residents and those using Shropshire NHS services.

2023-24 saw a reduction in the number of people contact is for guidance and support with making their complaint (2022-23 122 people, 2023-24 97 people. We provided 10 people with an Advocate, helping them to put their complaints in writing, supporting them to feel heard in complaints meetings, and chasing up responses on their behalf.

Financial review

a. Principal funding sources

Healthwatch Shropshire receives grant funding to deliver Healthwatch functions (£144,192) and the Independent Health Complaints Advocacy Service (£17,808) from Shropshire Council.

Due to widespread cuts in Healthwatch budgets nationally and the 25% cut in the Healthwatch Shropshire budget when we were recommissioned in 2018 there is a need for us to seek additional funding, including from the Local Authority, Shropshire, Telford & Wrekin Integrated Care Board and Healthwatch England. This year there was no additional funding available to us.

b. Reserves policy

It is good policy for a charity to hold a contingency reserve to protect the charity from disruption to its charitable work and from insolvency. The Board has determined that it will aim to hold 3 months core operating costs as a free reserve.

The reserve policy is monitored and reviewed annually as part of the budget setting process and when a significant event may trigger the need for a review.

At 31st March 2024 the total free reserve of Healthwatch Shropshire was £66,146 (2022-23 was £61,980, 2021-22 was £88,084).

After making appropriate enquiries, the Board Members 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.

c. Principal risks facing the charity

In December 2022 we were notified that our tender to continue providing both Healthwatch and IHCAS services for the next three years was successful. The new contract (starting April 2023) offers only the same income as for the previous five years. With the anticipated increases in the cost of living and staff salaries, the Board decided on a range of back office economies that would be expected to enable HWS to have adequate resources to maintain its range of services, and sufficient reserves.

Plans for next year

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS and social care culture where, at every level, staff strive to listen and learn from patients to make care better.

Top three priorities for 2024-25

1. Inequalities and their impact on access to services, experience and outcomes (including rural inequality)
2. Carers and social care
3. Ill health prevention and raising awareness of conditions, and the range of help and support available

Structure, Governance and Management

a. Constitution

Healthwatch Shropshire (HWS) is a charitable company limited by guarantee and was set up and is governed by its Articles of Association, which established the objects and powers of the charitable company.

Its registered charity number is 1151343 and its company number is 08415314. Members of the charitable company are required to contribute an amount not exceeding £1 to the assets of the charitable company in the event of its winding up. The Board Members are the trustees of the charity and directors of the company and have no beneficial interest in the charitable company.

b. Method of appointment or election of Board Members

Board Members, who are volunteers, are recruited with appropriate acknowledgement for the need for diversity in membership, from the people of Shropshire in an open and transparent process. Vacancies are advertised as widely as possible.

All candidates for Board Membership are:

- Sent a Board Recruitment Pack or sent the link to access it through our website and complete their application online.
- Invited to speak to the Chief Officer and/or Chair of the Board prior to interview. This is to ensure that any new Board Members fully understand the

responsibilities that are being taken on and have an insight into the work of Healthwatch Shropshire (HWS).

- Invited to a formal interview with the Chair or Vice Chair of the Board, another Board member and the Chief Officer.
- Invited to attend a Board meeting as an observer to gain further insight.

Board Members are elected for a period of three years.

All potential candidates to become Board Members must:

- live in Shropshire* OR
- work for/represent a voluntary or community group in Shropshire* OR
- be registered with a GP Practice in Shropshire*

(*By 'Shropshire' we mean the area covered by Shropshire Council)

c. Policies adopted for the induction and training of Board Members

New Board Members are:

- Invited to spend some time with the staff team and the Chair and are given key documents about HWS, e.g. policies.
- Asked about their induction and training needs and can attend training provided through the Healthwatch Network and Shropshire Council's Joint Training. Board members are encouraged to go out with Community Engagement and other officers to learn at first hand about the work we do.

Board Members have adopted a process of appraisal of individual Board Members on an annual basis and regularly review the structure and effectiveness of the Board and its Committees.

d. Organisational structure and decision making

The governance of the charity is the responsibility of the Board Members. They are lay people and volunteers who are elected and co-opted under the terms of the Articles of Association. The maximum number of Board Members is 12. At the end of the year in March 2024 the Board comprised eight members.

All members have equal voting rights. A Decision-Making policy is available through the website, www.healthwatchshropshire.co.uk The relevant decisions are included in Board meeting minutes and published on the web site.

There are four hybrid Board meetings in public during the year. Any members of the public who wanted to observe these meetings were asked to contact Healthwatch Shropshire to request the MS Teams link due to the limited space in our meeting room.

There are four Committees of the Board, each with its own Terms of Reference, to which the Board has delegated some of its responsibilities to enable the business of HWS to be delivered in a timely manner but the Board remains accountable. The Committees are:

- Business
- Enter & View
- Intelligence
- Engagement and Marketing

Board Members are required to complete a 'Declaration of Interest' form and declare any conflicts of interest at the beginning of Board and Sub-Committee meetings.

The staff complement at the end of the year was four (3 WTE), a reduction from seven (4.7 WTE) for 2022-23.

The Chief Officer is responsible for:

- Ensuring that the charity delivers the services specified in the contract with Shropshire Council and that key performance indicators are met
- The day-to-day operational management of the charity, supervision of the staff team and encouraging and supporting staff to continue to develop their skills and working practices in line with good practice (including responding to requests for training within budget constraints).

At year end Healthwatch Shropshire (HWS) had a team of 20 volunteers (including Board Members) to support its work programme. The volunteer roles are:

- Enter & View Authorised Representative (13) – conduct and report on Enter & View visits
- Engagement Volunteers (3) - help to raise awareness of HWS in their communities throughout Shropshire including representing HWS at information stands at locations across the county

Volunteers are invited to join Committees of the Board and encouraged to consider what skills and insight they could bring if they joined the Board.

There are many people of Shropshire who are interested in the work of Healthwatch Shropshire (HWS) and appreciate receiving our newsletters and social media posts but do not wish to be actively involved as volunteers. At the end of March 2024 477 people and organisations were signed up to receive our email newsletter and 3,833 followed us on our various social media platforms.

e. Risk management

Healthwatch Shropshire has a Risk Management Matrix to enable it to identify and manage effectively the external risks faced by the charity. Annual reviews take place involving Board Members and staff and the Matrix is updated for Business Committee and Board meetings when necessary.

f. Related parties

In so far as it is complementary to the organisation's objectives, Healthwatch Shropshire is guided by local and national priorities. We continue to base our priorities on those of:

- Healthwatch England
- Shropshire's Health and Wellbeing Board
- Shropshire Council and Public Health
- NHS Shropshire, Telford & Wrekin
- Shropshire, Telford & Wrekin Integrated Care System (ICS).

This ensures that the comments we receive from the public and the reports we publish can have a direct impact on the improvement work being undertaken across the ICS.

g. Healthwatch Trademark Licence Agreement

We can confirm that Healthwatch Shropshire has signed and returned to Healthwatch England the Healthwatch Trademark agreement (which covers the logo and the Healthwatch brand) and that we are using this trademark when undertaking work on our statutory Activities as covered by the licence agreement.

Responsibilities of the Board of Trustees

Company law requires the Board of Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year.

The Board of Trustees is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 1985. Board of Trustees is also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Examiners

The Hollies Bookkeeping Services were appointed during the year as Independent Examiners for Healthwatch Shropshire.

The Board of Trustees confirm that the annual report and financial statements of the company comply with the current statutory requirements, the requirements of the 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 (FRS 102) (effective 1st January 2015) as amended by Updated Bulletin 1 (effective 1st January 2015).

Since the charitable company qualifies as small under section 383, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Directors Report) Regulations 2013 is not required.

Declarations

The Board of Trustees declare that they have approved the report above.

Signed on behalf of the Board

Signature(s)		
Full name(s)	Vanessa Barrett	
Position	Chair	
Date	19 th December 2024	

Independent Examiner's Report to the Trustees of Healthwatch Shropshire
For the year ended 31st March 2024

I report on the accounts for the year ended 31st March 2024 which are set out on the following pages.

Respective responsibilities of the Trustees and Independent Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under Section 144 of the Charities Act 2011 (the Charities Act) that an independent examination is needed.

It is my responsibility

- to examine the accounts under section 145 of the Charities Act
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement

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 accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from the 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 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 material matters have come to my attention, other than that disclosed on the following page, which gives me cause to believe that in any material respect:

- accounting records were not kept in accordance with section 130 of the Charities Act or
- the accounts do not accord with the accounting records

I have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Julie Williams MICB PM.Dip

17th December 2024



HEALTHWATCH SHROPSHIRE
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted Funds £	Restricted Funds £	2024 Total Funds £	2023 Total Funds £
<u>INCOME AND</u>	<u>Notes</u>				
<u>ENDOWMENTS</u> from					
<u>Charitable Activities</u>					
General Funds	2	162,000	-	162,000	165,679
<u>EXPENDITURE ON</u>					
<u>Charitable Activities</u>					
General funds	3	<u>157,834</u>	-	<u>157,834</u>	<u>194,993</u>
<u>NET INCOME /</u>					
<u>(EXPENDITURE)</u>		5,260	-	5,260	(29,314)
<u>RECONCILIATION OF</u>					
<u>FUNDS</u>					
Total funds brought forward		<u>61,980</u>	-	<u>61,980</u>	<u>91,294</u>
<u>TOTAL FUNDS</u>					
<u>CARRIED FORWARD</u>		<u>66,146</u>	-	<u>66,146</u>	<u>61,980</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

HEALTHWATCH SHROPSHIRE (REGISTERED NUMBER: 08415314)

STATEMENT OF FINANCIAL POSITION

31ST MARCH 2024

		2024	2023
		£	£
<u>CURRENT ASSETS</u>	Notes		
Debtors and prepayments	8	2,057	16,318
Cash at bank and in hand		<u>74,281</u>	<u>58,100</u>
		76,338	74,418
<u>CURRENT LIABILITIES</u>			
CREDITORS			
Amounts falling due within one year	9	<u>(9,098)</u>	<u>(12,438)</u>
<u>NET CURRENT ASSETS</u>		<u>67,240</u>	<u>61,980</u>
<u>TOTAL ASSETS LESS CURRENT LIABILITIES</u>		<u>67,240</u>	<u>61,980</u>
<u>NET ASSETS</u>		<u>67,240</u>	<u>61,980</u>
<u>FUNDS</u>	11		
Unrestricted Funds		<u>67,240</u>	<u>61,980</u>
Restricted Funds		-	-
<u>TOTAL FUNDS</u>		<u>67,240</u>	<u>61,980</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2024 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 14 November 2024 and were signed on its behalf by:



Ms V J Barrett - Trustee

HEALTHWATCH SHROPSHIRE**NOTES TO THE FINANCIAL STATEMENTS**
FOR THE YEAR ENDED 31ST MARCH 2024**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 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 1st January 2019),' Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Financial Reporting Standard 102 – reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland:'

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

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.

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.

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.

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.

Financial Instruments

The charity 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.

2. INCOME FROM CHARITABLE ACTIVITIES

	2024 General Funds £	2023 General Funds £
Local authority grants	162,000	162,000
Other public sector grants	-	3,679
	<u>162,000</u>	<u>165,679</u>

3. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 4) £	Support Costs £	Totals £
General funds	<u>142,695</u>	<u>14,045</u>	<u>156,740</u>

4. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2024 £	2023 £
Staff Costs	115,483	143,264
Travel, recruitment, training	2,644	2,752
Professional, Legal and Other	2,729	4,292
Volunteer Costs	621	796
Premises Related Costs	14,219	12,899
Advertising and Marketing	1,984	2,937
Administration / IT / Equipment	5,015	4,786
	<u>142,695</u>	<u>171,726</u>

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2024 nor for the year ended 31st March 2023.

Trustees' expenses

During the year 5 Trustees (2023: 5) received reimbursement of expenses amounting to £1,060. (2023: £577)

6. STAFF COSTS

	2024 £	2023 £
Wages and salaries	107,149	133,662
Social security costs	3,612	4,196
Other pension costs	4,722	5,406
	<u>115,483</u>	<u>143,264</u>

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

	2024	2023
General	5	7

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

7. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total Funds £
INCOME AND ENDOWMENTS from			
Charitable activities			
General Funds	162,000	-	162,000
EXPENDITURE on			
Charitable activities			
General Funds	<u>156,740</u>	-	<u>156,740</u>
NET INCOME / (EXPENDITURE)	5,260	-	5,260
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>61,980</u>	-	<u>61,980</u>
TOTAL FUNDS CARRIED FORWARD	<u>67,240</u>	-	<u>67,240</u>

8. DEBTORS

	2024	2023
	£	£
Amounts falling due within one year:		
Trade Debtors	-	13,500
Prepayments	<u>1,057</u>	<u>1,818</u>
	1,057	15,318
Amounts falling due after more than one year:		
Other debtors	<u>1,000</u>	<u>1,000</u>
Aggregate amounts	<u>2,057</u>	<u>16,318</u>

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	2,521	6,706
Social security and other taxes	2,956	2,987
Accruals and deferred income	<u>3,621</u>	<u>2,745</u>
	<u>9,098</u>	<u>12,438</u>

10. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds	Restricted Funds	2024 Total Funds	2023 Total Funds
	£	£	£	£
Current Assets	76,338	-	76,338	74,418
Current Liabilities	<u>(9,098)</u>	-	<u>(9,098)</u>	<u>(12,438)</u>
	<u>67,240</u>	-	<u>67,240</u>	<u>61,980</u>

HEALTHWATCH SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2024

11. MOVEMENT IN FUNDS

	At 1.4.23 £	Net Movement In funds £	At 31.3.24 £
Unrestricted funds			
Unrestricted	61,980	5,260	67,240
Restricted Funds			
Restricted	-	-	-
TOTAL FUNDS	61,980	5,260	67,240

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

	Incoming Resources £	Resources Expended £	Movement In Funds £
Unrestricted Funds			
Unrestricted	162,000	(156,740)	5,260
Restricted Funds	-	-	-
Total Funds	162,000	(156,740)	5,260

Comparatives for movement in funds

	Incoming Resources £	Resources Expended £	Movement In Funds £
Unrestricted funds			
Unrestricted	165,679	(191,783)	(26,104)
Restricted Funds			
Help2Change Shropshire Healthy Living	-	(3,117)	(3,117)
Shaping Places for Healthier Lives	-	(93)	(93)
Total Restricted	-	(3,210)	(3,210)
TOTAL FUNDS	165,679	(191,993)	(29,314)

12. EMPLOYEE BENEFIT OBLIGATIONS

During the year end charitable company paid pension contributions of £4,722 (2023: £5,406). There were contributions payable at the year end of £1,314 (2023: £1,075)

13. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2024.

HEALTHWATCH SHROPSHIRE
DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2024

	<u>2024</u> <u>£</u>	<u>2023</u> <u>£</u>
INCOME AND ENDOWMENTS		
Charitable activities		
Local authority grants	162,000	162,000
Other public sector grants		3,679
		<u>165,679</u>
Total Incoming Resources	<u>162,000</u>	<u>165,679</u>
EXPENDITURE		
Charitable Activities		
Salaries and National Insurance	110,761	137,858
Pension costs	4,722	5,406
Insurance	1,540	1,222
Telephone and Broadband	1,094	1,074
Postage	440	514
Marketing and Publicity	1,984	1,568
Travel and Subsistence	2,384	2,221
Volunteer & Trustee expenses	621	796
Recruitment (including DBS)	133	99
Training & development	127	432
Consultancy	5,091	3,070
Publications / subscriptions	58	91
Venue Hire and Events	-	1,369
Printing and Stationery	445	902
Equipment	97	1,233
Website & software	73	2,046
Office rent	8,865	6,898
Premises costs	4,260	4,927
	<u>142,695</u>	<u>171,726</u>
Other		
Sundries	64	5,197
Financial administration	13,096	15,929
Independent Examination Fee		1,260
Trustees' expenses	578	577
Trustee Indemnity Insurance	307	304
	<u>14,045</u>	<u>23,267</u>
Total Resources expended	<u>156,740</u>	<u>194,993</u>
Net Income / (Expenditure)	<u>5,260</u>	<u>(29,314)</u>

This page does not form part of the statutory financial statement