

# HEALTHWATCH NORFOLK

England & Wales · Charity number 1153506

## Details

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Status	Registered
Legal form	Charitable company
Company number	<a href="#">08366440</a>
Registered	2013-08-22
Register	<a href="#">View on the Charity Commission register</a>

## Contact

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Address	6 The Old Dairy Elm Farm Norwich Common Wymondham NR18 0SW
Phone	01953 856029
Email	<a href="mailto:JUDITH.SHARPE@HEALTHWATCHNORFOLK.CO.UK">JUDITH.SHARPE@HEALTHWATCHNORFOLK.CO.UK</a>
Website	<a href="http://www.healthwatchnorfolk.co.uk">www.healthwatchnorfolk.co.uk</a>

## Activities

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**Objects:** THE ADVANCEMENT OF HEALTH AND THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY OR FINANCIAL HARDSHIP FOR THE BENEFIT OF THE ENTIRE POPULATION OF THE COUNTY OF NORFOLK BY:(A) PROVIDING INFORMATION AND ADVICE TO THE GENERAL PUBLIC ABOUT LOCAL HEALTH AND SOCIAL CARE SERVICES;(B) MAKING THE VIEWS AND EXPERIENCES OF MEMBERS OF THE GENERAL PUBLIC KNOWN TO HEALTH AND SOCIAL CARE PROVIDERS;(C) ENABLING LOCAL PEOPLE TO HAVE A VOICE IN THE DEVELOPMENT, DELIVERY AND EQUALITY OF ACCESS TO LOCAL HEALTH AND SOCIAL CARE SERVICES AND FACILITIES;(D) THE PROMOTION OF HIGH STANDARDS BY HEALTH AND SOCIAL CARE PROVIDERS; AND(E) PROVIDING TRAINING AND THE DEVELOPMENT OF SKILLS FOR VOLUNTEERS AND THE WIDER COMMUNITY IN UNDERSTANDING, SCRUTINIZING, REVIEWING AND MONITORING LOCAL HEALTH AND CARE SERVICES AND FACILITIES.

**Activities:** Healthwatch Norfolk is the consumer voice for health and social care users in Norfolk. Our vision is the provision of health and social care in Norfolk will be improved with the work undertaken by Healthwatch Norfolk and that the voice of the patient and users will be better represented and taken into account by commissioners and providers.

## Classification

- **How:** Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Acts As An Umbrella Or Resource Body, Other Charitable Activities
- **What:** Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, The General Public/mankind

## Geography

- **Area of benefit:** NORFOLK
- Norfolk

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£832,618	£735,699	£421,304	16
2024-03-31	£742,613	£749,362	£325,964	17
2023-03-31	£629,602	£713,459	£326,439	16
2022-03-31	£553,721	£547,899	£410,296	14
2021-03-31	£465,317	£460,620	-	-

## Trustees

Name	Role	Appointed
Anna Ceridwen Gill		2025-09-17
Christine MacDonald		2022-04-01
Christopher Humphris		2022-04-01
Dr Andrew Paul Hayward		2020-10-19
Dr Sarah Jane Louise Smith		2024-08-01
Dr Susan Christine Crossman		2025-06-23
Elaine Teresa Bailey		2019-04-01
Linda Bainton		2022-04-01
Patrick Peal		2021-08-01
Vivienne Helen Clifford-Jackson		2022-07-07

**HEALTHWATCH NORFOLK**

England & Wales - Charity number 1153506

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# Accounts

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Registered number: 08366440  
Charity number: 1153506

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2025**

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**HEALTHWATCH NORFOLK**  
**(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 2025**

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<b>Trustees</b>	Elaine Bailey Linda Bainton Vivienne Clifford-Jackson William Cruickshank (resigned 31 March 2025) Dr Andrew Hayward Christopher Humphris Mary Ledgard (resigned 31 March 2025) Christine Macdonald Patrick Peal, Chair Bridget Penhale (resigned 31 March 2025) David Trevanion (resigned 31 July 2024) Dr Susan Crossman (appointed 23 June 2025) Dr Louise Smith (appointed 1 August 2024)
<b>Company registered number</b>	08366440
<b>Charity registered number</b>	1153506
<b>Registered office</b>	Suite 6 Elm Farm Norwich Common Wymondham Norfolk NR18 0SW
<b>Accountants</b>	Larking Gowen LLP Chartered Accountants 1st Floor, Prospect House Rouen Road Norwich NR1 1RE

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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The Trustees present their Annual Report together with the financial statements of the company for the year 1 April 2024 to 31 March 2025. 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 Norfolk was set up in April 2013 to represent everyone who lives in the county and to ensure that their needs, views and experiences on all health and social care are taken in account in the planning, commissioning and delivery of services. At a time when our care services are under significant financial pressure and undergoing substantial change, Healthwatch Norfolk is a key part of the improvement system for the NHS and social care in Norfolk.

Healthwatch Norfolk's purpose and aims as set out in the objects contained in the Articles of Association are:

1. Providing information and advice to the general public about local health and social care services;
2. Making the views and experiences of members of the general public known to health and social care providers;
3. Enabling local people to have a voice in the development, delivery and equality of access to local health and social care services and facilities;
4. The promotion of high standards by health and social care providers: and
5. Providing training and the development of skills for volunteers and the wider community in understanding, scrutinizing, reviewing and monitoring local health and care services and facilities.

#### **b. Strategies for achieving objectives**

There is a statutory requirement for Healthwatch organisations to exist in each top tier local authority area in England. The models for the commissioning and provision of local Healthwatch, however, are at the discretion of local authorities and communities. Healthwatch Norfolk is a registered charity and a statutory member of Norfolk's Health and Wellbeing Board and has a role to represent the voice of patients, service users, carers and the public at the highest strategic level. Healthwatch Norfolk engages with service users, providers and commissioners of services, as well as partner organisations in the voluntary and community sector to ensure that it fully and accurately represents the needs, priorities and concerns of consumers. This is the twelfth Annual Report of Healthwatch Norfolk and gives information on the following aspects of the organisation's work in the financial year 2024/25.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Objectives and activities (continued)**

**c. Main activities undertaken to further the company's purposes for the public benefit**

The Trustees are mindful of the need to ensure the activities of the charity fulfil the criteria for public benefit and have given careful consideration to the Charity Commission general guidance.

The activities to further the charity's purpose are described below.

**Achievements and performance**

**a. Letter from the Chair and Chief Executive**

The impact of Healthwatch Norfolk is only as good as the feedback we receive. The experiences we have received from people across the county in the last year help shape our work and make sure we can tell health and care leaders what you want and need when it comes to providing services.

It is also empowering as this sharing of experiences can be passed on to health and social care leaders. We can lobby alongside others in our community for changes to the health and social care landscape. Ultimately, this means the care landscape can change thanks to the ideas and feedback that have come from the people receiving and needing it.

It has been another busy 12 months which has seen us ensure the feedback of those who live and work in Norfolk is heard on a range of different subjects.

This includes the future of the Norwich Walk-In Centre, amplifying the voices of carers of those with a Serious Mental Illness and helping to ensure the views of people were heard about the future of Benjamin Court in Cromer.

Change can take time but, as well as ensuring people's views are heard, we have managed to help make changes too. They are listed fully in this introduction but include making the case for more emergency NHS dental appointments, helping to cement the needs of carers in decision-making by the county's mental health trust, and working hard to ensure the views of those in residential care and some of Norfolk's younger residents are heard by decision-makers.

By Patrick Peal, Chair, and Alex Stewart, Chief Executive of Healthwatch Norfolk.

**b. Annual Report**

A copy of the full Annual Report for 2024-25 will be available via the Healthwatch Norfolk website at [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk) from early July 2025.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

**Summary of Activities and Achievements during 2024-25**

We received 1300 pieces of feedback which we shared with health and care decision-makers to help shape services.

We helped with 280 different enquiries from people asking for advice, help and support about health and social care.

Our team published 40 reports highlighting your experiences of health and care.

We visited 260 different locations to gather people's experiences of health and social care.

**Our project work 2024-2025 included:**

- Gathering patient feedback around the new community diagnostic centre at the James Paget University Hospital which led to improved signage and the introduction of volunteer guides to help people around the building.
- Advised NHS Norfolk and Waveney and conducted specific engagement activities around the future of the Norwich Walk-In Centre, Vulnerable Adults Service, and out of hours GP care. Our team carried out face-to-face engagement including a week of visits to hostels to speak directly to those most affected by proposed changes to the Vulnerable Adults Service. This ensured a more focused engagement process and made sure those who were digitally excluded could share their views.
- Raised concerns about the lack of NHS dental care as well as conducting two studies into the problem and worked with the county's provider of the 111 service to increase emergency appointment access. This made sure people's concerns were shared with decision makers and they could get more access to emergency care.
- Collaborated with partners across health and social care to highlight concerns around the Right Care Right Person system which oversees who helps people in mental health crisis in Norfolk to reassure the community that the new system was operating.
- Gained feedback from Norfolk's older and younger residents about using the NHS App and other digital ways to access care to help improve take up. This gives people more options to access care and treatment.
- Conducted visits to care homes in Norfolk talking to residents, families and staff to highlight good practice. This independent feedback enabled care home managers to improve and enhance the care.
- Gathered the health experiences of Norfolk's LGBTQ+ community to find out what health barriers they feel they faced. This identified specific issues around how patients are identified and what services are or are not offered to them at GP practices. We made recommendations to the commissioner which have been acted upon in many GP practices.
- Worked with people across Norfolk to help shape the All-Age Carers Strategy which raises awareness of their needs and rights in Norfolk.
- Strengthened links and worked directly with Norfolk's Polish communities and to feed back their experiences to help improve social services support.
- Working with Marie Curie Cancer Care and other regional local Healthwatch, we gathered experiences of those who had lost someone with a terminal illness. The charity has fed these experiences back to NHS England to improve future care for those who need end-of-life support.
- Increased our engagement with young people by speaking to more than four thousand Year Six pupils about their knowledge of health and social care at Norfolk Fire and Rescue's Crucial Crew events
- Worked at the Queen Elizabeth Council in King's Lynn and set up a brand-new Youth Council to ensure the voice of younger people is heard in respect of the hospital and its services
- Worked with a group of carers of people with SMI (Serious Mental Illness) to ensure their voices were heard by the mental health trust. This has led to the setting up of a carers charter to ensure their voices are

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**HEALTHWATCH NORFOLK**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

heard when it comes to shaping and planning care and which the mental health service provider is adopting.

- Collaborated with Patient Participation Groups to help them set up, monitor their progress, and assist them with communications.
- Partnered with Opening Doors, an organisation whose members have a learning disability, to find out how easy it was for them to understand safeguarding and know how to get help if they need it. The report will be presented to the Norfolk Safeguarding Adults Board by members of Opening Doors and Healthwatch Norfolk at their July 2025 meeting.

**c. Events since the balance sheet date**

We're sharing this report at a time of great uncertainty. On Friday 26th June, we were informed that the 10-year Plan and the Dash Review would be recommending that Healthwatch functions be subsumed into the core functions of the Integrated Care Board and local government – other independent NHS bodies will also be affected.

We are deeply disappointed by this suggestion. Independence is not a luxury — it's essential! Our ability to challenge, question, and advocate without fear or favour is what gives the public confidence that their voices are being heard and acted upon. Without it, the risk is that public engagement becomes a box-ticking exercise, rather than a powerful driver of accountability and improvement.

While the government considers changes to the Health and Care Act and the sector awaits clarity on the future, we remain here, continuing our work with local people, supporting our volunteers, and ensuring that patient and public voices are not only heard, but respected.

We're incredibly proud of the work we've done, and incredibly grateful to all of you who've shared your stories with us.

**Financial review**

**a. Going concern**

Having made 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.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**b. Reserves policy**

There is a reserves policy in place to enable the organisation to continue to operate for 3 months (including commitment to lease for office accommodation and redundancy payments) should funding cease. The funds are held readily accessible to mitigate against the funding volatility but also in case a decision is made to work on a particular project/piece of important work.

The financial reserves are invested in 3 separate bank accounts in order to mitigate against the limit of cover under the Financial Services Compensation Scheme.

General reserves at 31 March 2025 stood at £421,304 (2024: £325,964) and the net book value of tangible fixed assets was £9,450 (2024: £8,300). This leaves free reserves at 31 March 2025 of £411,854 (2024: £317,664).

**c. Results for the year**

Our annual funding from Norfolk County Council for 2025 was £369,500 (2024: £355,300). Other income including investment income amounted to £463,118 (2024: £387,313). The charity incurred expenditure during the year of £735,699 (2024: £749,362). This resulted in a surplus of £95,340 for the year (2024: deficit of £475).

**d. Material investments policy**

Investment policy is to maximise return on the portfolio while ensuring that the level of risk is moderate. This is further achieved by investing in a diverse range of assets.

The Charity's investment portfolio is managed on a full discretionary basis by the fund manager. The Trustees receive quarterly valuations, performance analysis and commentary, which are reviewed by the finance committee at each quarterly meeting. The investment manager is invited to present in person to the committee on an annual basis.

The Charity wishes to ensure that its investments do not conflict with its aims. There is a proven risk to health from the consumption of alcohol and tobacco. Healthwatch Norfolk therefore does not wish to invest in companies where there are significant revenues from alcohol or tobacco.

Additionally the Charity is keen to ensure its investments are with companies that have a clear positive and effective environmental policy that contributes to reductions in carbon emissions.

**Structure, governance and management**

**a. Constitution**

The company is a charitable company limited by guarantee and is constituted under a Memorandum of Association dated 18/1/13. It is a registered charity number 1153506.

**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 Articles of Association.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Structure, governance and management (continued)**

**c. Organisational structure and decision-making policies**

Following an independent governance review completed in April 2016 a number of administrative changes were made to the Articles of Association for Healthwatch Norfolk. In addition, as part of this review Board meetings are held quarterly in the Board room at Wymondham and a number of formal Board Sub Groups were established.

The AGM is held in the Forum, Norwich.

**Board Members Register of Attendance in 2024-25**

	15 April 2024	22 July 2024	14 Oct 2024	20 Jan 2025
Patrick Peal	N	Y	Y	Y
Elaine Bailey	Y	Y	Y	Y
William Cruickshank	Y	Y	Y	Y
David Trevanion	Y	Y	N/A	N/A
Andrew Hayward	Y	Y	Y	Y
Bridget Penhale	Y	N	Y	Y
Chris Humphris	Y	Y	Y	Y
Chris MacDonald	Y	Y	Y	Y
Linda Bainton	Y	Y	Y	Y
Mary Ledgard	Y	Y	Y	Y
Vivienne Clifford-Jackson	Y	Y	Y	N
Louise Smith	N/A	N/A	Y	Y

Y denotes attendance

N denotes non attendance. Apologies were received in advance where Trustees were unable to attend Board meetings.

**Declarations of interest**

HWN keeps a register of declarations of interest relating to Board Trustees. There were no specific declarations made at Board meetings during the year covered by this Annual Report.

**Staff attendance**

During 2024-25 290 days of sickness absence were recorded for staff which included 2 instances of long term sickness.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Statement of Trustees' responsibilities**

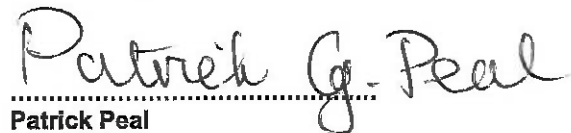
The Trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 judgements 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.

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

  
.....  
**Patrick Peal**

Date: 9/7/2025

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Independent examiner's report to the Trustees of Healthwatch Norfolk ('the company')**

I report to the charity Trustees on my examination of the accounts of the company for the year ended 31 March 2025.

**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**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institution of Chartered Accountants in England and Wales, which is one of the listed bodies.

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.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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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: *Larking Gowen LLP*

Dated: 18 July 2025

Julie Grimmer

FCA DChA

**Larking Gowen LLP**

Chartered Accountants

1st Floor, Prospect House

Rouen Road

Norwich

NR1 1RE

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
<b>Income from:</b>				
Charitable activities	3	822,798	822,798	736,540
Investments	4	9,820	9,820	6,073
<b>Total income</b>		<b>832,618</b>	<b>832,618</b>	<b>742,613</b>
<b>Expenditure on:</b>				
Charitable activities	5	735,699	735,699	749,362
<b>Total expenditure</b>		<b>735,699</b>	<b>735,699</b>	<b>749,362</b>
<b>Net income/(expenditure) before net (losses)/gains on investments</b>				
		96,919	96,919	(6,749)
Net (losses)/gains on investments		(1,579)	(1,579)	6,274
<b>Net movement in funds</b>		<b>95,340</b>	<b>95,340</b>	<b>(475)</b>
<b>Reconciliation of funds:</b>				
Total funds brought forward		325,964	325,964	326,439
Net movement in funds		95,340	95,340	(475)
<b>Total funds carried forward</b>		<b>421,304</b>	<b>421,304</b>	<b>325,964</b>

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 14 to 25 form part of these financial statements.

**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 08366440**

**BALANCE SHEET**  
**AS AT 31 MARCH 2025**

	Note	2025 £	2024 £
<b>Fixed assets</b>			
Tangible assets	10	9,450	8,300
Investments	11	102,563	101,704
		<u>112,013</u>	<u>110,004</u>
<b>Current assets</b>			
Debtors	12	15,743	13,571
Cash at bank and in hand		456,993	350,422
		<u>472,736</u>	<u>363,993</u>
Creditors: amounts falling due within one year	13	(163,445)	(148,033)
<b>Net current assets</b>		<u>309,291</u>	<u>215,960</u>
<b>Total net assets</b>		<u><u>421,304</u></u>	<u><u>325,964</u></u>
<b>Charity funds</b>			
Unrestricted funds		421,304	325,964
<b>Total funds</b>		<u><u>421,304</u></u>	<u><u>325,964</u></u>


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 and signed on their behalf by:



**Patrick Peal**

Trustee

Date:

9/7/2025

The notes on pages 14 to 25 form part of these financial statements.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
<b>Cash flows from operating activities</b>		
Net cash used in operating activities	<b>115,526</b>	<b>142,584</b>
	<hr/>	<hr/>
<b>Cash flows from investing activities</b>		
Proceeds from the sale of tangible fixed assets	<b>125</b>	<b>-</b>
Purchase of tangible fixed assets	<b>(6,642)</b>	<b>(2,310)</b>
Proceeds from sale of investments	<b>21,063</b>	<b>4,739</b>
Purchase of investments	<b>(23,501)</b>	<b>(100,169)</b>
	<hr/>	<hr/>
<b>Net cash used in investing activities</b>	<b>(8,955)</b>	<b>(97,740)</b>
	<hr/>	<hr/>
<b>Cash flows from financing activities</b>		
<b>Change in cash and cash equivalents in the year</b>	<b>106,571</b>	<b>44,844</b>
Cash and cash equivalents at the beginning of the year	<b>350,422</b>	<b>305,578</b>
	<hr/>	<hr/>
<b>Cash and cash equivalents at the end of the year</b>	<b>456,993</b>	<b>350,422</b>
	<hr/> <hr/>	<hr/> <hr/>

The notes on pages 14 to 25 form part of these financial statements

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**1. General information**

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company 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 Norfolk 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 Income**

All income is recognised once the 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.

Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the item is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised. The Trustees' report sets out more detail on the impact of volunteers for more information about their contribution.

Any donated professional services and donated facilities are recognised on receipt on the basis of the value of the gift to the company. The amount recognised by the company is the value the company would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**2.3 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.

Charitable activities and governance costs are costs incurred on the company's operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**2. Accounting policies (continued)**

**2.4 Tangible fixed assets and depreciation**

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:  
The estimated useful lives are as follows:

Fixtures, fittings and equipment - 25% Reducing Balance

**2.5 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

**2.6 Investments**

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of financial activities.

**2.7 Operating leases**

Rentals paid under operating leases are charged to the Statement of financial activities on a straight line basis over the lease term.

**2.8 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.

**2.9 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.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**2. Accounting policies (continued)**

**2.10 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 within interest payable and similar charges.

**2.11 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.

**2.12 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.

**2.13 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.

**2.14 Agency Arrangements**

Healthwatch Norfolk act as an agent in distributing certain funds from NHS England, Healthwatch England and for the NHSE long covid fund. Payments received from NHS England and subsequent expenditure are excluded from the Statement of Financial Activities as the charity does not have control over the charitable application of the funds. Administration costs charged are recognised in the Statement of Financial Activities. Details of the agency funds and associated payments are disclosed in note 21.

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**3. Income from charitable activities**

	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Grant income	369,500	<b>369,500</b>	355,300
Other income	453,298	<b>453,298</b>	381,240
	<u>822,798</u>	<u><b>822,798</b></u>	<u>736,540</u>
<i>Total 2024</i>	<u>736,540</u>	<u>736,540</u>	

**4. Investment income**

	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Investment income	9,820	<b>9,820</b>	6,073
	<u>6,073</u>	<u>6,073</u>	
<i>Total 2024</i>	<u>6,073</u>	<u>6,073</u>	

**5. Analysis of expenditure on charitable activities**

**Summary by fund type**

	<b>Unrestricted funds 2025 £</b>	<b>Total 2025 £</b>	<i>Total 2024 £</i>
Governance costs	18,367	<b>18,367</b>	19,677
Charitable activities and support costs	717,332	<b>717,332</b>	729,685
	<u>735,699</u>	<u><b>735,699</b></u>	<u>749,362</u>
<i>Total 2024</i>	<u>749,362</u>	<u>749,362</u>	

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**5. Analysis of expenditure on charitable activities (continued)**

**Summary by fund type (continued)**

**Summary by expenditure type**

	Staff costs 2025 £	Depreciation 2025 £	Other costs 2025 £	Total 2025 £	Total 2024 £
Expenditure on governance	9,330	-	9,037	<b>18,367</b>	19,677
Direct and support costs	543,446	5,478	168,408	<b>717,332</b>	729,685
	<u>552,776</u>	<u>5,478</u>	<u>177,445</u>	<u><b>735,699</b></u>	<u>749,362</u>
<i>Total 2024</i>	<u><u>584,458</u></u>	<u><u>13,883</u></u>	<u><u>151,021</u></u>	<u><u>749,362</u></u>	

**6. Analysis of expenditure by activities**

	Support costs 2025 £	Total funds 2025 £	Total funds 2024 £
Expenditure on governance	18,367	<b>18,367</b>	19,677
Direct and support costs	717,332	<b>717,332</b>	729,685
	<u>735,699</u>	<u><b>735,699</b></u>	<u>749,362</u>
<i>Total 2024</i>	<u><u>749,362</u></u>	<u><u>749,362</u></u>	

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**6. Analysis of expenditure by activities (continued)**

**Analysis of support costs**

	<b>Governance costs</b>	<b>Charitable activities and support costs</b>	<b>Total funds</b>	<b>Total funds</b>
	<b>2025</b>	<b>2025</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Staff costs	-	543,446	<b>543,446</b>	566,611
Depreciation	-	5,478	<b>5,478</b>	13,883
Travel and subsistence	-	15,231	<b>15,231</b>	16,410
Telephone	-	3,327	<b>3,327</b>	5,205
Rent and rates	-	28,781	<b>28,781</b>	31,761
Room hire	-	5,098	<b>5,098</b>	2,315
Computer and website costs	-	30,938	<b>30,938</b>	12,895
Printing, postage and stationery	-	6,135	<b>6,135</b>	6,825
Advertising and promotion	-	5,429	<b>5,429</b>	11,680
Legal and professional	-	10,483	<b>10,483</b>	10,950
Subscriptions	-	4,978	<b>4,978</b>	3,552
Training and development	-	4,721	<b>4,721</b>	8,629
Project costs	-	10,202	<b>10,202</b>	13,277
Sundry	-	487	<b>487</b>	1,656
Insurance	-	4,147	<b>4,147</b>	3,128
Consultancy	-	21,137	<b>21,137</b>	15,128
Bank charges	-	1,127	<b>1,127</b>	112
Loss/(profit) on disposal of assets	-	1,162	<b>1,162</b>	-
Irrecoverable VAT	-	12,184	<b>12,184</b>	3,607
Recruitment costs	-	2,603	<b>2,603</b>	1,448
Research	-	238	<b>238</b>	613
Governance costs	18,367	-	<b>18,367</b>	19,677
	<u>18,367</u>	<u>717,332</u>	<u><b>735,699</b></u>	<u>749,362</u>
<i>Total 2024</i>	<u>19,677</u>	<u>729,685</u>	<u>749,362</u>	

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**7. Independent examiner's remuneration**

	<b>2025</b>	<i>2024</i>
	<b>£</b>	<i>£</i>
Fees payable to the company's independent examiner for the independent examination of the company's annual accounts	<b>1,950</b>	<i>1,830</i>

**8. Staff costs**

	<b>2025</b>	<i>2024</i>
	<b>£</b>	<i>£</i>
Wages and salaries	<b>482,810</b>	<i>510,246</i>
Social security costs	<b>42,524</b>	<i>45,344</i>
Contribution to defined contribution pension schemes	<b>27,442</b>	<i>28,868</i>
	<b>552,776</b>	<i>584,458</i>

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

	<b>2025</b>	<i>2024</i>
	<b>No.</b>	<i>No.</i>
Employees	<b>16</b>	<i>17</i>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	<b>2025</b>	<i>2024</i>
	<b>No.</b>	<i>No.</i>
In the band £80,001 - £90,000	<b>1</b>	<i>1</i>

The charity's trustees and two members of the executive team are considered to be Key Management Personnel. Compensation (including employers national insurance and pension contributions) payable totalled £168,402 (2024: £161,896)

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**9. Trustees' remuneration and expenses**

During the year, one Trustee has been paid remuneration or has received other benefits from an employment with the company. The value of Trustees' remuneration and other benefits was as follows:

	2025 £	2024 £
Patrick Peal	Remuneration	10,000
		8,500

During the year ended 31 March 2025, expenses totalling £663 were reimbursed or paid directly to 3 Trustees (2024 - £1,173 to 4 Trustees).

In accordance with provisions in the charity's governing document, two trustees with specialist sector experience were engaged as consultants for short term project work. Details of payments for these services are as set out in note 20.

**10. Tangible fixed assets**

	Fixtures, fittings and equipment £
<b>Cost or valuation</b>	
At 1 April 2024	62,745
Additions	6,642
Disposals	(762)
At 31 March 2025	68,625
<b>Depreciation</b>	
At 1 April 2024	54,445
Charge for the year	5,476
On disposals	(746)
At 31 March 2025	59,175
<b>Net book value</b>	
At 31 March 2025	9,450
<i>At 31 March 2024</i>	8,300

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**11. Fixed asset investments**

	<b>Listed investments £</b>
<b>Cost or valuation</b>	
At 1 April 2024	101,704
Additions	23,501
Disposals	(21,063)
Revaluations	(1,579)
	102,563
At 31 March 2025	102,563
 <b>Net book value</b>	
At 31 March 2025	102,563
<i>At 31 March 2024</i>	101,704

**12. Debtors**

	<b>2025 £</b>	<b>2024 £</b>
<b>Due within one year</b>		
Trade debtors	-	875
Other debtors	5,181	1,054
Prepayments and accrued income	10,562	11,642
	15,743	13,571
	15,743	13,571

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**13. Creditors: Amounts falling due within one year**

	2025 £	2024 £
Trade creditors	873	9,708
Other taxation and social security	10,824	34,738
Other creditors	8,323	7,568
Accruals and deferred income	143,425	96,019
	<b>163,445</b>	<b>148,033</b>
	2025 £	2024 £
Deferred income at 1 April 2024	93,234	20,000
Resources deferred during the year	132,949	93,234
Amounts released from previous periods	(93,234)	(20,000)
	<b>132,949</b>	<b>93,234</b>

Deferred income relates to contracted services that span the year end.

**14. Summary of funds**

**Summary of funds - current year**

	Balance at 1 April 2024 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2025 £
General funds	325,964	832,618	(735,699)	(1,579)	421,304
	<b>325,964</b>	<b>832,618</b>	<b>(735,699)</b>	<b>(1,579)</b>	<b>421,304</b>

**Summary of funds - prior year**

	Balance at 1 April 2023 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2024 £
General funds	326,439	742,613	(749,362)	6,274	325,964
	<b>326,439</b>	<b>742,613</b>	<b>(749,362)</b>	<b>6,274</b>	<b>325,964</b>

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**15. Reconciliation of net movement in funds to net cash flow from operating activities**

	2025 £	2024 £
Net income/expenditure for the year (as per Statement of Financial Activities)	<b>95,340</b>	<i>(475)</i>
<b>Adjustments for:</b>		
Depreciation charges	<b>5,476</b>	13,883
Gains/(losses) on investments	<b>1,579</b>	<i>(6,274)</i>
Loss/(profit) on the sale of fixed assets	<b>(109)</b>	-
Decrease/(increase) in debtors	<b>(2,172)</b>	37,205
Increase in creditors	<b>15,412</b>	98,245
<b>Net cash provided by operating activities</b>	<b>115,526</b>	<i>142,584</i>

**16. Analysis of cash and cash equivalents**

	2025 £	2024 £
Cash in hand	<b>456,993</b>	350,422
<b>Total cash and cash equivalents</b>	<b>456,993</b>	<i>350,422</i>

**17. Analysis of changes in net debt**

	At 1 April 2024 £	Cash flows £	At 31 March 2025 £
Cash at bank and in hand	<b>350,422</b>	<b>106,571</b>	<b>456,993</b>
	<b>350,422</b>	<b>106,571</b>	<b>456,993</b>

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**18. Pension commitments**

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £27,442 (2024: £28,868). At the year end £5,685 (2024: £4,873) was payable relating to unpaid contributions.

**19. Operating lease commitments**

At 31 March 2025 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	<b>2025</b>	<i>2024</i>
	<b>£</b>	<i>£</i>
Not later than 1 year	<b>31,560</b>	<i>8,426</i>
Later than 1 year and not later than 5 years	<b>41,012</b>	<i>2,257</i>
	<b><u>72,572</u></b>	<i><u>10,683</u></i>

**20. Related party transactions**

As set out in note 9 Patrick Peal received remuneration for his role as Chair for £10,000 (2024: £8,500). Payments are as permitted by the charity's articles.

During the year costs totalling £4,625 and £1,750 (2024: £4,050) were incurred from Christopher Humphris and David Trevanion (trustees), respectively for consultancy services. As at 31 March 2025 no amounts were outstanding.

**21. Agency arrangements**

Healthwatch Norfolk acts as an agent in distributing funds from NHS England. In the year the charity received £Nil (2024: £Nil) and disbursed £56 (2024: £277) from the fund. An amount of £2,074 (2024: £2,130) is included in other creditors relating to undistributed funds.

**22. Post balance sheet events**

As set out more fully in the Trustees' Report, On Friday 26th June, we were informed that the 10-year Plan and the Dash Review would be recommend that Healthwatch functions be subsumed into the core functions of the Integrated Care Board and local government. While changes to the Health and Care Act are considered by Government, the sector awaits clarity on the future but for now and for the foreseeable future our work with local people continues, supporting our volunteers, and ensuring that patient and public voices are not only heard, but respected.

**HEALTHWATCH NORFOLK**

England & Wales - Charity number 1153506

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# Accounts

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Registered number: 08366440  
Charity number: 1153506

**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2024**

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**HEALTHWATCH NORFOLK**  
**(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 2024**

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<b>Trustees</b>	Elaine Bailey Linda Bainton Vivienne Clifford-Jackson William Cruickshank Dr Andrew Hayward Christopher Humphris Mary Ledgard Christine Macdonald Patrick Peal, Chair Bridget Penhale David Trevanion
<b>Company registered number</b>	08366440
<b>Charity registered number</b>	1153506
<b>Registered office</b>	Suite 6 Elm Farm Norwich Common Wymondham Norfolk NR18 0SW
<b>Accountants</b>	Larking Gowen LLP Chartered Accountants 1st Floor Prospect House Rouen Road Norwich NR1 1RE

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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The Trustees present their Annual Report together with the financial statements of the company for the year 1 April 2023 to 31 March 2024. 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 Norfolk was set up in April 2013 to represent everyone who lives in the county and to ensure that their needs, views and experiences on all health and social care are taken in account in the planning, commissioning and delivery of services. At a time when our care services are under significant financial pressure and undergoing substantial change, Healthwatch Norfolk is a key part of the improvement system for the NHS and social care in Norfolk.

Healthwatch Norfolk's purpose and aims as set out in the objects contained in the Articles of Association are:

1. Providing information and advice to the general public about local health and social care services;
2. Making the views and experiences of members of the general public known to health and social care providers;
3. Enabling local people to have a voice in the development, delivery and equality of access to local health and social care services and facilities;
4. The promotion of high standards by health and social care providers: and
5. Providing training and the development of skills for volunteers and the wider community in understanding, scrutinizing, reviewing and monitoring local health and care services and facilities.

#### **b. Strategies for achieving objectives**

There is a statutory requirement for Healthwatch organisations to exist in each top tier local authority area in England. The models for the commissioning and provision of local Healthwatch, however, are at the discretion of local authorities and communities. Healthwatch Norfolk is a registered charity and a statutory member of Norfolk's Health and Wellbeing Board and has a role to represent the voice of patients, service users, carers and the public at the highest strategic level. Healthwatch Norfolk engages with service users, providers and commissioners of services, as well as partner organisations in the voluntary and community sector to ensure that it fully and accurately represents the needs, priorities and concerns of consumers. This is the eleventh Annual Report of Healthwatch Norfolk and gives information on the following aspects of the organisation's work in the financial year 2023/24.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Objectives and activities (continued)**

**c. Main activities undertaken to further the company's purposes for the public benefit**

The Trustees are mindful of the need to ensure the activities of the charity fulfil the criteria for public benefit and have given careful consideration to the Charity Commission general guidance.

The activities to further the charity's purpose are described below.

**Achievements and performance**

**a. Letter from the Chair and Chief Executive**

Making sure everyone has their say in the health and care they receive, and ensuring those views are passed on to key decision-makers, is at the heart of what we do.

Over 2500 have done just that in the last financial year, and we have shared feedback on a wide range of issues.

One of the most exciting, which was also a first for us – and we think the whole Healthwatch network – was Three Hospitals Three Weeks which saw our whole team spend five days at each of the county's three acute hospitals. This gave us some very rich feedback and we will continue to work with all three sites on the action points from that.

My Views Matter was also a piece of work which has made a real difference. Following the tragic deaths of three residents at Cawston Park, we set up a programme of visits to other care homes for those with Learning Disabilities and/or autism.

We fortunately found that the problems identified at Cawston Park around residents not having a voice were not reflected elsewhere but we produced a report highlighting action points from each visit which meant changes ranging from greater personalisation to improved access were put in place. The overall findings were also put into a final report which has been recognised locally, regionally and nationally.

Meanwhile we work hard to reach even more people with new programmes of engagement visits to both food banks and care homes, and chatting to even more of Norfolk's younger residents starting with us launching the Youth Council at the Queen Elizabeth Hospital in King's Lynn.

We would like to thank everybody we have worked with over the last year from people sharing their experiences to those decision-makers who have received (and hopefully acted on) what we have told them. We look forward to another 12 months of gathering people's experiences and working as a 'critical friend' to the health and social care network.

Patrick Peal, Chair, and Alex Stewart, Chief Executive of Healthwatch Norfolk

**b. Annual Report**

The full version of the 2023-24 Annual Report is available via the Healthwatch Norfolk website: [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk). This details our activities and achievements during 2023-24.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Achievements and performance (continued)**

**Summary of Activities and Achievements during 2023-24**

5417 reviews were published on our website by people giving feedback on health and social care services.

282 enquiries came from people asking for information and advice about health and social care.

We published 58 reports about the improvements people would like to see to health and social care services. Our most popular report was Three Hospitals, Three weeks.

**Our project work 2023-2024 included:**

- Three Hospitals Three Weeks Engagement
- My Views Matter - investigating experiences of people with Learning Disabilities and Autism of residential services
- Support for people with Long Covid
- Accessing health services – people with no fixed abode.
- Pharmacy engagement - peoples' experiences
- Major Trauma Centre Engagement
- Queen Elizabeth Hospital, Kings Lynn, Governor Training
- Engagement at Foodbanks
- Experiences of carers of people with serious mental illness (SMI)
- Engagement in care homes

**Volunteers**

Alongside our staff, we have a team of 17 wonderful volunteers who support and aid our work across the county and who gave up 160 days to make care better for our community. Thanks to their input and effort, our work can evolve and improve which leads to a better understanding of what works and what needs improving in NHS and social care. We have also welcomed new volunteers to our team.

This year they:

- Reviewed and offered feedback on our projects, reports and campaigns.
- Attended virtual events on our behalf.
- Met with us (in person and remotely) to discuss upcoming projects and plans.
- Shared our work in their own local communities.
- Assisted as part of 'Readers' Panels' checking local services' publications to ensure they are people focussed and easy to read.
- Assisted staff with "Enter and View" Visits within the "My Views Matter" Project looking into the residential care provided for people with Learning Disabilities.

**Financial review**

**a. Going concern**

Having made 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.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**b. Reserves policy**

There is a reserves policy in place to enable the organisation to continue to operate for 3 months (including commitment to lease for office accommodation and redundancy payments) should funding cease. The funds are held readily accessible to mitigate against the funding volatility but also in case a decision is made to work on a particular project/piece of important work.

The financial reserves are invested in 3 separate bank accounts in order to mitigate against the limit of cover under the Financial Services Compensation Scheme.

General reserves at 31 March 2024 stood at £325,964 (2023: £326,439) and the net book value of tangible fixed assets was £8,300 (2023: £19,873). This leaves free reserves at 31 March 2024 of £317,664 (2023: £306,566).

**c. Results for the year**

Our annual funding from Norfolk County Council for 2024 was £355,300 (2023: £355,300). Other income including investment income amounted to £387,313 (2023: £274,302). The charity incurred expenditure during the year of £749,362 (2023: £713,459). Expenditure was funded both from current year income and from prior years surpluses which had been accumulated within reserves for this purpose. This resulted in a deficit of £475 for the year (2023: deficit of £83,857).

**d. Material investments policy**

Investment policy is to maximise return on the portfolio while ensuring that the level of risk is moderate. This is further achieved by investing in a diverse range of assets.

The Charity's investment portfolio is managed on a full discretionary basis by the fund manager. The Trustees receive quarterly valuations, performance analysis and commentary, which are reviewed by the finance committee at each quarterly meeting. The investment manager is invited to present in person to the committee on an annual basis.

The Charity wishes to ensure that its investments do not conflict with its aims. There is a proven risk to health from the consumption of alcohol and tobacco. Healthwatch Norfolk therefore does not wish to invest in companies where there are significant revenues from alcohol or tobacco.

Additionally the Charity is keen to ensure its investments are with companies that have a clear positive and effective environmental policy that contributes to reductions in carbon emissions.

**Structure, governance and management**

**a. Constitution**

The company is a charitable company limited by guarantee and is constituted under a Memorandum of Association dated 18/1/13. It is a registered charity number 1153506.

**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 Articles of Association.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Structure, governance and management (continued)**

**c. Organisational structure and decision-making policies**

Following an independent governance review completed in April 2016 a number of administrative changes were made to the Articles of Association for Healthwatch Norfolk. In addition, as part of this review Board meetings are held quarterly in the Board room at Wymondham and a number of formal Board Sub Groups were established.

The AGM is held in the Forum, Norwich.

**Board Members Register of Attendance in 2023-24**

	17 April 2023	24 July 2023	16 Oct 2023	15 Jan 2024
Patrick Peal	Y	Y	Y	Y
Elaine Bailey	Y	Y	Y	Y
William Cruickshank	N	Y	Y	Y
Andrew Hayward	N	Y	N	Y
David Trevanion	Y	Y	Y	Y
Bridget Penhale	Y	Y	Y	N
Chris Humphris	Y	Y	Y	Y
Chris MacDonald	Y	Y	Y	Y
Linda Bainton	Y	Y	Y	Y
Mary Ledgard	Y	Y	Y	Y
Vivienne Clifford-Jackson	Y	Y	Y	Y

Y denotes attendance

N denotes non attendance. Apologies were received in advance where Trustees were unable to attend Board meetings.

**Declarations of interest**

HWN keeps a register of declarations of interest relating to Board Trustees. There were no specific declarations made at Board meetings during the year covered by this Annual Report.

**Staff attendance**

During 2023-24 45 days of sickness absence were recorded for staff .

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**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Statement of Trustees' responsibilities**

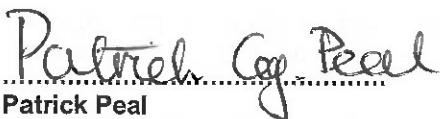
The Trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 judgements 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.

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



Patrick Peal

Chair

Date: 27/6/2024

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Independent examiner's report to the Trustees of Healthwatch Norfolk ('the company')**

I report to the charity Trustees on my examination of the accounts of the company for the year ended 31 March 2024.

**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**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institution of Chartered Accountants in England and Wales, which is one of the listed bodies.

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.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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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:

Julie Grimmer

**Larking Gowen LLP**  
Chartered Accountants  
1st Floor Prospect House  
Rouen Road  
Norwich  
NR1 1RE

Dated:

FCA DChA

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2024**

	Note	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
<b>Income from:</b>				
Charitable activities	3	736,540	736,540	625,813
Investments	4	6,073	6,073	3,789
<b>Total income</b>		<u>742,613</u>	<u>742,613</u>	<u>629,602</u>
<b>Expenditure on:</b>				
Charitable activities	5	749,362	749,362	713,459
<b>Total expenditure</b>		<u>749,362</u>	<u>749,362</u>	<u>713,459</u>
<b>Net expenditure before net gains on investments</b>		(6,749)	(6,749)	(83,857)
Net gains on investments		6,274	6,274	-
<b>Net movement in funds</b>		<u>(475)</u>	<u>(475)</u>	<u>(83,857)</u>
<b>Reconciliation of funds:</b>				
Total funds brought forward		326,439	326,439	410,296
Net movement in funds		(475)	(475)	(83,857)
<b>Total funds carried forward</b>		<u>325,964</u>	<u>325,964</u>	<u>326,439</u>

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 13 to 24 form part of these financial statements.

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)  
REGISTERED NUMBER: 08366440

**BALANCE SHEET**  
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
<b>Fixed assets</b>			
Tangible assets	10	8,300	19,873
Investments	11	101,704	-
		<u>110,004</u>	<u>19,873</u>
<b>Current assets</b>			
Debtors	12	13,571	50,776
Cash at bank and in hand		350,422	305,578
		<u>363,993</u>	<u>356,354</u>
Creditors: amounts falling due within one year	13	(148,033)	(49,788)
<b>Net current assets</b>		<u>215,960</u>	<u>306,566</u>
<b>Total net assets</b>		<u><u>325,964</u></u>	<u><u>326,439</u></u>
<b>Charity funds</b>			
Unrestricted funds		<u>325,964</u>	<u>326,439</u>
<b>Total funds</b>		<u><u>325,964</u></u>	<u><u>326,439</u></u>

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 and signed on their behalf by:

..... *Patrick Cog. Peal*  
Patrick Peal

Date: 27/6/2024

The notes on pages 13 to 24 form part of these financial statements.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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	2024 £	2023 £
<b>Cash flows from operating activities</b>		
Net cash used in operating activities	142,584	(256,167)
<b>Cash flows from investing activities</b>		
Purchase of tangible fixed assets	(2,310)	(8,955)
Proceeds from sale of investments	4,739	-
Purchase of investments	(100,169)	-
<b>Net cash used in investing activities</b>	(97,740)	(8,955)
<b>Cash flows from financing activities</b>		
<b>Change in cash and cash equivalents in the year</b>	44,844	(265,122)
Cash and cash equivalents at the beginning of the year	305,578	570,700
<b>Cash and cash equivalents at the end of the year</b>	<b>350,422</b>	<b>305,578</b>

The notes on pages 13 to 24 form part of these financial statements

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**1. General information**

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company 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 Norfolk 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 Income**

All income is recognised once the 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.

Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the item is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised. The Trustees' report sets out more detail on the impact of volunteers for more information about their contribution.

Any donated professional services and donated facilities are recognised on receipt on the basis of the value of the gift to the company. The amount recognised by the company is the value the company would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**2.3 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.

Charitable activities and governance costs are costs incurred on the company's operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**2. Accounting policies (continued)**

**2.4 Tangible fixed assets and depreciation**

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

The estimated useful lives are as follows:

Fixtures, fittings and equipment - 25% Reducing Balance

**2.5 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

**2.6 Investments**

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of financial activities.

**2.7 Operating leases**

Rentals paid under operating leases are charged to the Statement of financial activities on a straight line basis over the lease term.

**2.8 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.

**2.9 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.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**2. Accounting policies (continued)**

**2.10 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 within interest payable and similar charges.

**2.11 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.

**2.12 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.

**2.13 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.

**2.14 Agency Arrangements**

Healthwatch Norfolk act as an agent in distributing certain funds from NHS England, Healthwatch England and for the NHSE long covid fund. Payments received from NHS England and subsequent expenditure are excluded from the Statement of Financial Activities as the charity does not have control over the charitable application of the funds. Administration costs charged are recognised in the Statement of Financial Activities. Details of the agency funds and associated payments are disclosed in note 20.

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**3. Income from charitable activities**

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Grant income	355,300	355,300	355,300
Other income	381,240	381,240	270,513
	<u>736,540</u>	<u>736,540</u>	<u>625,813</u>
<i>Total 2023</i>	<u>625,813</u>	<u>625,813</u>	

**4. Investment income**

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Investment income	6,073	6,073	3,789
<i>Total 2023</i>	<u>3,789</u>	<u>3,789</u>	

**5. Analysis of expenditure on charitable activities**

**Summary by fund type**

	Unrestricted funds 2024 £	Total 2024 £	Total 2023 £
Governance costs	19,677	19,677	18,956
Charitable activities and support costs	729,685	729,685	694,503
	<u>749,362</u>	<u>749,362</u>	<u>713,459</u>
<i>Total 2023</i>	<u>713,459</u>	<u>713,459</u>	

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**5. Analysis of expenditure on charitable activities (continued)**

**Summary by fund type (continued)**

**Summary by expenditure type**

	Staff costs 2024 £	Depreciation 2024 £	Other costs 2024 £	Total 2024 £	Total 2023 £
Expenditure on governance	17,847	-	1,830	19,677	18,956
Direct and support costs	566,611	13,883	149,191	729,685	694,503
	<u>584,458</u>	<u>13,883</u>	<u>151,021</u>	<u>749,362</u>	<u>713,459</u>
<i>Total 2023</i>	<u>547,743</u>	<u>5,282</u>	<u>160,434</u>	<u>713,459</u>	

**6. Analysis of expenditure by activities**

	Support costs 2024 £	Total funds 2024 £	Total funds 2023 £
Expenditure on governance	19,677	19,677	18,956
Direct and support costs	729,685	729,685	694,503
	<u>749,362</u>	<u>749,362</u>	<u>713,459</u>
<i>Total 2023</i>	<u>713,459</u>	<u>713,459</u>	

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**6. Analysis of expenditure by activities (continued)**

**Analysis of support costs**

	Governance costs 2024 £	Charitable activities and support costs 2024 £	Total funds 2024 £	Total funds 2023 £
Staff costs	-	566,611	566,611	530,492
Depreciation	-	13,883	13,883	5,282
Travel and subsistence	-	16,410	16,410	12,269
Telephone	-	5,205	5,205	6,295
Rent and rates	-	31,761	31,761	36,874
Room hire	-	2,315	2,315	1,409
Computer and website costs	-	12,895	12,895	19,049
Printing, postage and stationery	-	6,825	6,825	5,929
Advertising and promotion	-	11,680	11,680	8,577
Legal and professional	-	10,950	10,950	8,317
Repairs and maintenance	-	-	-	5,970
Subscriptions	-	3,552	3,552	3,807
Training and development	-	8,629	8,629	6,611
Project costs	-	13,277	13,277	6,906
Sundry	-	1,656	1,656	181
Insurance	-	3,128	3,128	2,625
Consultancy	-	15,128	15,128	20,194
Bank charges	-	112	112	105
Irrecoverable VAT	-	3,607	3,607	12,694
Recruitment costs	-	1,448	1,448	917
Research	-	613	613	-
Governance costs	19,677	-	19,677	18,956
	<u>19,677</u>	<u>729,685</u>	<u>749,362</u>	<u>713,459</u>
<i>Total 2023</i>	<u>18,956</u>	<u>694,503</u>	<u>713,459</u>	

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**7. Independent examiner's remuneration**

	2024	2023
	£	£
Fees payable to the company's independent examiner for the independent examination of the company's annual accounts	1,830	1,705
	<u>1,830</u>	<u>1,705</u>

**8. Staff costs**

	2024	2023
	£	£
Wages and salaries	510,246	479,199
Social security costs	45,344	42,550
Contribution to defined contribution pension schemes	28,868	25,994
	<u>584,458</u>	<u>547,743</u>

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

	2024	2023
	No.	No.
Employees	17	16
	<u>17</u>	<u>16</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2024	2023
	No.	No.
In the band £80,001 - £90,000	1	1

The charity's trustees and two members of the executive team are considered to be Key Management Personnel. Compensation (including employers national insurance and pension contributions) payable totalled £161,896 (2023: £158,197)

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**9. Trustees' remuneration and expenses**

During the year, one Trustee has been paid remuneration or has received other benefits from an employment with the company. The value of Trustees' remuneration and other benefits was as follows:

	2024	2023
	£	£
Patrick Peal	Remuneration	8,500
		8,500

During the year ended 31 March 2024, expenses totalling £1,173 were reimbursed or paid directly to 4 Trustees (2023 - £123 to 1 Trustee).

**10. Tangible fixed assets**

	Fixtures, fittings and equipment £
<b>Cost or valuation</b>	
At 1 April 2023	60,435
Additions	2,310
At 31 March 2024	62,745
<b>Depreciation</b>	
At 1 April 2023	40,562
Charge for the year	13,883
At 31 March 2024	54,445
<b>Net book value</b>	
At 31 March 2024	8,300
At 31 March 2023	19,873

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**11. Fixed asset investments**

	<b>Listed investments £</b>
<b>Cost or valuation</b>	
Additions	100,169
Disposals	(4,739)
Revaluations	6,274
At 31 March 2024	101,704
 <b>Net book value</b>	
At 31 March 2024	101,704

**12. Debtors**

	<b>2024 £</b>	<b>2023 £</b>
<b>Due within one year</b>		
Trade debtors	875	42,200
Other debtors	1,054	-
Prepayments and accrued income	11,642	8,576
	13,571	50,776

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**13. Creditors: Amounts falling due within one year**

	2024 £	2023 £
Trade creditors	9,708	7,657
Other taxation and social security	34,738	15,596
Other creditors	2,695	4,058
Accruals and deferred income	100,892	22,477
	148,033	49,788
	2024 £	2023 £
Deferred income at 1 April 2023	20,000	139,037
Resources deferred during the year	93,234	20,000
Amounts released from previous periods	(20,000)	(139,037)
	93,234	20,000

Deferred income relates to contracted services that span the year end.

**14. Summary of funds**

**Summary of funds - current year**

	Balance at 1 April 2023 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2024 £
General funds	326,439	742,613	(749,362)	6,274	325,964
	326,439	742,613	(749,362)	6,274	325,964

**Summary of funds - prior year**

	Balance at 1 April 2022 £	Income £	Expenditure £	Balance at 31 March 2023 £
General funds	410,296	629,602	(713,459)	326,439
	410,296	629,602	(713,459)	326,439

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**15. Reconciliation of net movement in funds to net cash flow from operating activities**

	2024 £	2023 £
Net expenditure for the period (as per Statement of Financial Activities)	(475)	(83,857)
<b>Adjustments for:</b>		
Depreciation charges	13,883	5,282
Gains/(losses) on investments	(6,274)	-
Decrease in debtors	37,205	142,027
Increase/(decrease) in creditors	98,245	(319,619)
<b>Net cash provided by/(used in) operating activities</b>	<b>142,584</b>	<b>(256,167)</b>

**16. Analysis of cash and cash equivalents**

	2024 £	2023 £
Cash in hand	350,422	305,578
<b>Total cash and cash equivalents</b>	<b>350,422</b>	<b>305,578</b>

**17. Analysis of changes in net debt**

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank and in hand	305,578	44,844	350,422
	<b>305,578</b>	<b>44,844</b>	<b>350,422</b>

**18. Pension commitments**

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £28,868 (2023: £25,994). At the year end £4,873 (2023: £nil) was payable relating to unpaid contributions.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**19. Operating lease commitments**

At 31 March 2024 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024	2023
	£	£
Not later than 1 year	8,426	22,426
Later than 1 year and not later than 5 years	2,257	10,802
	<u>10,683</u>	<u>33,228</u>

**20. Related party transactions**

As set out in note 9 Patrick Peal received remuneration for their role as Chair for £8,500 (2023: £8,500). Payments are as permitted by the charity's articles.

During the year purchases totalling £300 and £3,750 (2023: £10,133) were made from Christine MacDonald and David Trevanion (trustees), respectively for consultancy services. As at 31 March 2024 no amounts were outstanding.

**21. Agency arrangements**

Healthwatch Norfolk acts as an agent in distributing funds from NHS England. In the year the charity received £Nil (2023: £Nil) and disbursed £277 (2023: £2,587) from the fund. An amount of £2,130 (2023: £2,407) is included in other creditors relating to undistributed funds.

Healthwatch Norfolk also act as agent in distributing the Digital project funds for Healthwatch England. In the year the charity received £Nil (2023: £Nil) and disbursed £986 (2022: 184,794) from the fund. An amount of £Nil (2023: £986) is included in other creditors relating to undistributed funds.

**HEALTHWATCH NORFOLK**

England & Wales - Charity number 1153506

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# Accounts

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Registered number: 08366440  
Charity number: 1153506

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2023**

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**HEALTHWATCH NORFOLK**  
**(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 2023**

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<b>Trustees</b>	Elaine Bailey Linda Bainton Vivienne Clifford-Jackson William Cruickshank Dr Andrew Hayward Christopher Humphris Mary Ledgard Christine Macdonald Marie-Lyse Numuhoza (resigned 10 January 2023) Patrick Peal, Chair Bridget Penhale David Trevanion
<b>Company registered number</b>	08366440
<b>Charity registered number</b>	1153506
<b>Registered office</b>	Suite 6 Elm Farm Norwich Common Wymondham Norfolk NR18 0SW
<b>Accountants</b>	Larking Gowen LLP Chartered Accountants 1st Floor Prospect House Rouen Road Norwich NR1 1RE

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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The Trustees present their annual report together with the financial statements of the company for the 1 April 2022 to 31 March 2023. 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 Norfolk was set up in April 2013 to represent everyone who lives in the county and to ensure that their needs, views and experiences on all health and social care are taken in account in the planning, commissioning and delivery of services. At a time when our care services are under significant financial pressure and undergoing substantial change, Healthwatch Norfolk is a key part of the improvement system for the NHS and social care in Norfolk.

Healthwatch Norfolk's purpose and aims as set out in the objects contained in the Articles of Association are:

1. Providing information and advice to the general public about local health and social care services;
2. Making the views and experiences of members of the general public known to health and social care providers;
3. Enabling local people to have a voice in the development, delivery and equality of access to local health and social care services and facilities;
4. The promotion of high standards by health and social care providers: and
5. Providing training and the development of skills for volunteers and the wider community in

**b. Strategies for achieving objectives**

There is a statutory requirement for Healthwatch organisations to exist in each top tier local authority area in England. The models for the commissioning and provision of local Healthwatch, however, are at the discretion of local authorities and communities. Healthwatch Norfolk is a registered charity and a statutory member of Norfolk's Health and Wellbeing Board and has a role to represent the voice of patients, service users, carers and the public at the highest strategic level. Healthwatch Norfolk engages with service users, providers and commissioners of services, as well as partner organisations in the voluntary and community sector to ensure that it fully and accurately represents the needs, priorities and concerns of consumers. This is the tenth Annual Report of Healthwatch Norfolk and gives information on the following aspects of the organisation's work in the financial year 2022/23.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Objectives and activities (continued)**

**c. Main activities undertaken to further the company's purposes for the public benefit**

The Trustees are mindful of the need to ensure the activities of the charity fulfil the criteria for public benefit and have given careful consideration to the Charity Commission general guidance.

The activities to further the charity's purpose are described below.

**Achievements and performance**

**a. Letter from the Chair and Chief Executive**

It has been a successful year for Healthwatch Norfolk.

Norfolk County Council is very clear that our role is to hold the health and social care system to account on behalf of the people of Norfolk. We do that with the help of the stories and experiences from Norfolk people which give us vital data on everything from dentistry and mental health care to appointment delays and technology problems.

During the year we heard from thousands of people across the county about their care; every piece of feedback helps to shape our focus and priorities.

We have also talked to people from a range of communities including:

- Those with no fixed abode to find out their thoughts on the Norwich Walk-In Centre
- Non-English speakers about their access to translation services while being cared for
- People with lower leg wounds or pressure ulcers (and their carers) about what help they would like.
- People awaiting orthopaedic care in South Norfolk and Broadland about the Waiting Well system
- People aged 40 to 74 about the free NHS Health Check system
- People from the LGBT+ community at Pride events about their health and social care experiences

Financially, we have recorded a loss due to delays in securing two significant contracts; this has been covered from our reserves.

However the outlook is bright, with new long-term contracts secured after the end of the financial year. We are confident that we will not only have a greater positive impact on the health and wellbeing of the community we serve, but we are confident we will also rebuild our reserves to the equivalent of nine months' operating costs within the next financial year.

We are grateful to our stakeholders and customers across the health and social care community in Norfolk and Waveney and look forward to working in partnership with them in the year ahead and beyond.

Patrick Peal, Chair, and Alex Stewart, Chief Executive of Healthwatch Norfolk

**b. Annual Report**

The full version of the 2022-23 annual report is available via the Healthwatch Norfolk website: [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk). This details our activities and achievements during 2022-23.

**Summary of Activities and Achievements during 2022-23**

2656 reviews were published on our website by people giving feedback on health and social care services.

471 enquiries came from people asking for information and advice about health and social care.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Achievements and performance (continued)**

We published 56 reports about the improvements people would like to see to health and social care services. Our most popular report was:

**Our project work 2022-2023 included:**

- NHS Health Checks
- Norwich Walk in Centre Engagement
- Patient Participation Groups Evaluation
- Community based Mental Health Services
- Digital Tools in GP surgeries
- Language barriers and access to health care
- How people want the Queen Elizabeth Hospital to communicate with them
- Access to GP services

**Volunteers**

Alongside our staff, we have a team of 20 wonderful volunteers who support and aid our work across the county and who gave up 175 days to make care better for our community. Thanks to their input and effort, our work can evolve and improve which leads to a better understanding of what works and what needs improving in NHS and social care. We have also welcomed new volunteers to our team.

This year they:

- Reviewed and offered feedback on our projects, reports and campaigns.
- Attended virtual events on our behalf.
- Met with us (in person and remotely) to discuss upcoming projects and plans.
- Shared our work in their own local communities.
- Assisted as part of 'Readers' Panels' checking local services' publications to ensure they are people focussed and easy to read.
- Assisted staff with "Enter and View" Visits within the "My Views Matter" Project looking into the residential care provided for people with Learning Disabilities.

**Financial review**

**a. Going concern**

As outlined in the letter from the Chair, the Company have secured new long term contracts since the end of the financial year. The Trustees are confident that these contracts will restore the Company's reserves to the equivalent of 9 month's operating expenditure.

Having made 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.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**b. Reserves policy**

There is a reserves policy in place to enable the organisation to continue to operate for 3 months (including commitment to lease for office accommodation and redundancy payments) should funding cease. The funds are held readily accessible to mitigate against the funding volatility but also in case a decision is made to work on a particular project/piece of important work.

The financial reserves are invested in 3 separate bank accounts in order to mitigate against the limit of cover under the Financial Services Compensation Scheme.

General reserves at 31 March 2023 stood at £326,439 (2022: £410,296) and the net book value of tangible fixed assets was £19,873 (2022: £16,200). This leaves free reserves at 31 March 2023 of £306,566 (2022: £394,096).

**c. Results for the year**

Our annual funding from Norfolk County Council for 2023 was £355,300 (2022: £348,140). Other income including investment income amounted to £274,302 (2022: £205,581). The charity incurred expenditure during the year of £713,459 (2022: £547,899). Expenditure was funded both from current year income and from prior years surpluses which had been accumulated within reserves for this purpose. This resulted in a deficit of £83,857 for the year (2022: surplus of £5,822).

**Structure, governance and management**

**a. Constitution**

The company is a charitable company limited by guarantee and is constituted under a Memorandum of Association dated 18/1/13. It is a registered charity number 1153506.

**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 Articles of Association.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Structure, governance and management (continued)**

**c. Organisational structure and decision-making policies**

Following an independent governance review completed in April 2016 a number of administrative changes were made to the Articles of Association for Healthwatch Norfolk. In addition, as part of this review Board meetings are held quarterly in the Board room at Wymondham and a number of formal Board Sub Groups were established.

The AGM is held in the Forum, Norwich.

**Board Members Register of Attendance in 2022 23**

	11 April 2022	18 July 2022	17 Oct 2022	14 Jan 2023
Robert Ashton	N	N/A	N/A	N/A
Patrick Peal	Y	Y	Y	Y
Elaine Bailey	Y	Y	Y	Y
Dianne Butterfield	N	N/A	N/A	N/A
William Cruickshank	N	Y	Y	Y
Ann Donkin	N	N/A	N/A	N/A
Helen Jackson	N	N/A	N/A	N/A
Andrew Hayward	Y	Y	Y	Y
Siobhan McClelland	N	N/A	N/A	N/A
David Trevanion	Y	Y	Y	Y
Bridget Penhale	Y	Y	Y	N
Chris Humphris	Y	Y	Y	Y
Chris MacDonald	Y	Y	N	Y
Linda Bainton	Y	Y	Y	Y
Marie Lyse-Numuhoza	Y	Y	N	N/A
Mary Ledgard	Y	Y	Y	Y
Vivienne Clifford-Jackson	N/A	N/A	Y	Y

Y denotes attendance

N denotes non attendance. Apologies were received in advance where Trustees were unable to attend Board meetings.

**Declarations of interest**

HWN keeps a register of declarations of interest relating to Board Trustees. There were no specific declarations made at Board meetings during the year covered by this Annual Report.

**Staff attendance**

During 2022-23 48 days of sickness absence were recorded for staff .

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Statement of Trustees' responsibilities**

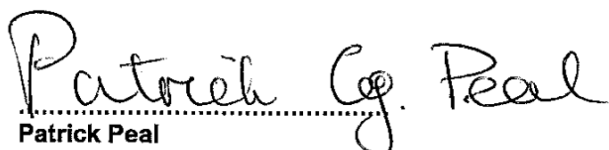
The Trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . 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 judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS102) 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.

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



**Patrick Peal**  
Chair

Date: 23/3/23

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Independent examiner's report to the Trustees of Healthwatch Norfolk ('the company')**

I report to the charity Trustees on my examination of the accounts of the company for the year ended 31 March 2023.

**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**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institution of Chartered Accountants in England and Wales, which is one of the listed bodies.

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.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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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:   
Julie Grimmer

Dated: 12 October 2023

FCA DChA

**Larking Gowen LLP**  
Chartered Accountants  
1st Floor Prospect House  
Rouen Road  
Norwich  
NR1 1RE

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2023**

	Note	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
<b>Income from:</b>				
Donations and legacies	3	355,300	355,300	348,140
Investments	4	3,789	3,789	2,268
Other income		270,513	270,513	203,313
<b>Total income</b>		<u>629,602</u>	<u>629,602</u>	<u>553,721</u>
<b>Expenditure on:</b>				
Charitable activities	5	713,459	713,459	547,899
<b>Total expenditure</b>		<u>713,459</u>	<u>713,459</u>	<u>547,899</u>
<b>Net movement in funds</b>		<u>(83,857)</u>	<u>(83,857)</u>	<u>5,822</u>
<b>Reconciliation of funds:</b>				
Total funds brought forward		410,296	410,296	404,474
Net movement in funds		(83,857)	(83,857)	5,822
<b>Total funds carried forward</b>		<u>326,439</u>	<u>326,439</u>	<u>410,296</u>

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 13 to 24 form part of these financial statements.

**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 08366440**

**BALANCE SHEET**  
**AS AT 31 MARCH 2023**

	Note	2023 £	2022 £
<b>Fixed assets</b>			
Tangible assets	10	<b>19,873</b>	16,200
		<u>19,873</u>	<u>16,200</u>
<b>Current assets</b>			
Debtors	11	<b>50,776</b>	192,803
Cash at bank and in hand		<b>305,578</b>	570,700
		<u>356,354</u>	<u>763,503</u>
Creditors: amounts falling due within one year	12	<b>(49,788)</b>	(369,407)
<b>Net current assets</b>		<b>306,566</b>	394,096
<b>Total net assets</b>		<b>326,439</b>	410,296
<b>Charity funds</b>			
Unrestricted funds		<b>326,439</b>	410,296
<b>Total funds</b>		<b>326,439</b>	410,296

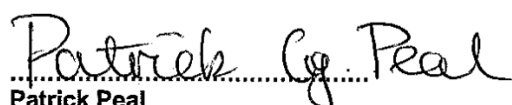
The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

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 and signed on their behalf by:

  
 Patrick Peal

Date: 23/8/23

The notes on pages 13 to 24 form part of these financial statements.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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	<b>2023</b>	<i>2022</i>
	<b>£</b>	<b>£</b>
<b>Cash flows from operating activities</b>		
Net cash used in operating activities	<b>(256,167)</b>	<i>148,940</i>
	<hr/>	<hr/>
<b>Cash flows from investing activities</b>		
Purchase of tangible fixed assets	<b>(8,955)</b>	<i>(6,740)</i>
	<hr/>	<hr/>
<b>Net cash used in investing activities</b>	<b>(8,955)</b>	<b>(6,740)</b>
	<hr/>	<hr/>
<b>Cash flows from financing activities</b>		
<b>Change in cash and cash equivalents in the year</b>	<b>(265,122)</b>	<b>142,200</b>
Cash and cash equivalents at the beginning of the year	<b>570,700</b>	<i>428,500</i>
	<hr/>	<hr/>
<b>Cash and cash equivalents at the end of the year</b>	<b>305,578</b>	<i>570,700</i>
	<hr/> <hr/>	<hr/> <hr/>

The notes on pages 13 to 24 form part of these financial statements

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**1. General information**

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company 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 Norfolk 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 Income**

All income is recognised once the 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.

Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the item is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised. The Trustees' report sets out more detail on the impact of volunteers for more information about their contribution.

Any donated professional services and donated facilities are recognised on receipt on the basis of the value of the gift to the company. The amount recognised by the company is the value the company would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

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.

**2.3 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.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**2. Accounting policies (continued)**

**2.3 Expenditure (continued)**

Charitable activities and governance costs are costs incurred on the company's operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

**2.4 Tangible fixed assets and depreciation**

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

The estimated useful lives are as follows:

Fixtures, fittings and equipment - 25% Reducing Balance

**2.5 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

**2.6 Operating leases**

Rentals paid under operating leases are charged to the Statement of financial activities on a straight line basis over the lease term.

**2.7 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.

**2.8 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.

**2.9 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 within interest payable and similar charges.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**2. Accounting policies (continued)**

**2.10 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.

**2.11 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.

**2.12 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.

**2.13 Agency Arrangements**

Healthwatch Norfolk act as an agent in distributing certain funds from NHS England, Healthwatch England and for the NHSE long covid fund. Payments received from NHS England and subsequent expenditure are excluded from the Statement of Financial Activities as the charity does not have control over the charitable application of the funds. Administration costs charged are recognised in the Statement of Financial Activities. Details of the agency funds and associated payments are disclosed in note 20.

**3. Income from donations and legacies**

	<b>Unrestricted funds 2023 £</b>	<b>Total funds 2023 £</b>	<i>Total funds 2022 £</i>
Grants	355,300	<b>355,300</b>	348,140
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
<i>Total 2022</i>	348,140	348,140	
	<hr/> <hr/>	<hr/> <hr/>	

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**4. Investment income**

	<b>Unrestricted funds 2023 £</b>	<b>Total funds 2023 £</b>	<i>Total funds 2022 £</i>
Investment income	3,789	<b>3,789</b>	2,268
<i>Total 2022</i>	2,268	2,268	

**5. Analysis of expenditure on charitable activities**

**Summary by fund type**

	<b>Unrestricted funds 2023 £</b>	<b>Total 2023 £</b>	<i>Total 2022 £</i>
Governance costs	18,956	<b>18,956</b>	18,386
Charitable activities and support costs	694,503	<b>694,503</b>	529,513
	713,459	<b>713,459</b>	547,899
<i>Total 2022</i>	547,899	547,899	

**Summary by expenditure type**

	<b>Staff costs 2023 £</b>	<b>Depreciation 2023 £</b>	<b>Other costs 2023 £</b>	<b>Total 2023 £</b>	<i>Total 2022 £</i>
Expenditure on governance	17,251	-	1,705	<b>18,956</b>	18,386
Direct and support costs	530,492	5,282	158,729	<b>694,503</b>	529,513
	547,743	5,282	160,434	<b>713,459</b>	547,899
<i>Total 2022</i>	416,981	4,286	126,632	547,899	

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**6. Analysis of expenditure by activities**

	<b>Support costs 2023 £</b>	<b>Total funds 2023 £</b>	<i>Total funds 2022 £</i>
Expenditure on governance	18,956	<b>18,956</b>	18,386
Direct and support costs	694,503	<b>694,503</b>	529,513
	<u>713,459</u>	<u><b>713,459</b></u>	<u>547,899</u>
<i>Total 2022</i>	<u>547,899</u>	<u>547,899</u>	

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**6. Analysis of expenditure by activities (continued)**

**Analysis of support costs**

	<b>Governance costs</b>	<b>Charitable activities and support costs</b>	<b>Total funds</b>	<b>Total funds</b>
	<b>2023</b>	<b>2023</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Staff costs	-	530,492	<b>530,492</b>	400,145
Depreciation	-	5,282	<b>5,282</b>	4,286
Travel and subsistence	-	12,269	<b>12,269</b>	8,906
Telephone	-	6,295	<b>6,295</b>	3,503
Rent and rates	-	36,874	<b>36,874</b>	31,153
Room hire	-	1,409	<b>1,409</b>	-
Computer and website costs	-	19,049	<b>19,049</b>	14,336
Printing, postage and stationery	-	5,929	<b>5,929</b>	4,823
Advertising and promotion	-	8,577	<b>8,577</b>	9,207
Legal and professional	-	8,317	<b>8,317</b>	6,346
Repairs and maintenance	-	5,970	<b>5,970</b>	-
Subscriptions	-	3,807	<b>3,807</b>	4,398
Training and development	-	6,611	<b>6,611</b>	7,570
Project costs	-	6,906	<b>6,906</b>	2,276
Sundry	-	181	<b>181</b>	501
Insurance	-	2,625	<b>2,625</b>	2,215
Consultancy	-	20,194	<b>20,194</b>	14,565
Bank charges	-	105	<b>105</b>	93
Irrecoverable VAT	-	12,694	<b>12,694</b>	11,299
Recruitment costs	-	917	<b>917</b>	3,891
Governance costs	18,956	-	<b>18,956</b>	18,386
	<u>18,956</u>	<u>694,503</u>	<u><b>713,459</b></u>	<u>547,899</u>
<i>Total 2022</i>	<u>18,386</u>	<u>529,513</u>	<u>547,899</u>	

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**7. Independent examiner's remuneration**

	<b>2023</b>	<i>2022</i>
	<b>£</b>	<i>£</i>
Fees payable to the company's independent examiner for the independent examination of the company's annual accounts	<b>1,705</b>	<i>1,550</i>

**8. Staff costs**

	<b>2023</b>	<i>2022</i>
	<b>£</b>	<i>£</i>
Wages and salaries	<b>479,199</b>	<i>365,114</i>
Social security costs	<b>42,550</b>	<i>32,236</i>
Contribution to defined contribution pension schemes	<b>25,994</b>	<i>19,631</i>
	<b>547,743</b>	<i>416,981</i>

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

	<b>2023</b>	<i>2022</i>
	<b>No.</b>	<i>No.</i>
Employees	<b>16</b>	<i>14</i>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	<b>2023</b>	<i>2022</i>
	<b>No.</b>	<i>No.</i>
In the band £80,001 - £90,000	<b>1</b>	<i>1</i>

The charity's trustees and two members of the executive team are considered to be Key Management Personnel. Compensation (including employers national insurance and pension contributions) payable totalled £158,197 (2022: £152,628)

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**9. Trustees' remuneration and expenses**

During the year, one Trustee has been paid remuneration or has received other benefits from an employment with the company. The value of Trustees' remuneration and other benefits was as follows:

		2023	2022
		£	£
David Edwards	Remuneration	-	2,833
Patrick Peal	Remuneration	<b>8,500</b>	5,667

During the year ended 31 March 2023, expenses totalling £123 were reimbursed or paid directly to 1 Trustee (2022 - £730 to 3 Trustees).

**10. Tangible fixed assets**

	Fixtures, fittings and equipment £
<b>Cost or valuation</b>	
At 1 April 2022	51,480
Additions	8,955
At 31 March 2023	60,435
<b>Depreciation</b>	
At 1 April 2022	35,280
Charge for the year	5,282
At 31 March 2023	40,562
<b>Net book value</b>	
At 31 March 2023	19,873
At 31 March 2022	16,200

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**11. Debtors**

	2023 £	2022 £
<b>Due within one year</b>		
Trade debtors	42,200	179,704
Other debtors	-	3,333
Prepayments and accrued income	8,576	9,766
	<b>50,776</b>	<b>192,803</b>
	<b>50,776</b>	<b>192,803</b>

**12. Creditors: Amounts falling due within one year**

	2023 £	2022 £
Trade creditors	7,657	7,048
Other taxation and social security	15,596	11,499
Other creditors	4,058	209,521
Accruals and deferred income	22,477	141,339
	<b>49,788</b>	<b>369,407</b>
	<b>49,788</b>	<b>369,407</b>
	2023 £	2022 £
Deferred income at 1 April 2022	139,037	132,729
Resources deferred during the year	20,000	139,037
Amounts released from previous periods	(139,037)	(132,729)
	<b>20,000</b>	<b>139,037</b>
	<b>20,000</b>	<b>139,037</b>

Deferred income relates to contracted services to commence in the 2023/24 period for NHS Norfolk and Waveney ICB.

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**13. Summary of funds**

**Summary of funds - current year**

	Balance at 1 April 2022 £	Income £	Expenditure £	Balance at 31 March 2023 £
General funds	410,296	629,602	(713,459)	326,439

**Summary of funds - prior year**

	<i>Balance at 1 April 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Balance at 31 March 2022 £</i>
General funds	404,474	553,721	(547,899)	410,296

**14. Reconciliation of net movement in funds to net cash flow from operating activities**

	2023 £	2022 £
Net income/expenditure for the year (as per Statement of Financial Activities)	(83,857)	5,822
<b>Adjustments for:</b>		
Depreciation charges	5,282	4,286
Decrease/(increase) in debtors	142,027	(30,727)
Increase/(decrease) in creditors	(319,619)	169,559
<b>Net cash provided by/(used in) operating activities</b>	<b>(256,167)</b>	<b>148,940</b>

**15. Analysis of cash and cash equivalents**

	2023 £	2022 £
Cash in hand	305,578	570,700
<b>Total cash and cash equivalents</b>	<b>305,578</b>	<b>570,700</b>

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**16. Analysis of changes in net debt**

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	570,700	(265,122)	305,578
	570,700	(265,122)	305,578
	570,700	(265,122)	305,578

**17. Pension commitments**

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £25,994 (2022: £19,631). At the year end £Nil (2022: £3,482) was payable relating to unpaid contributions.

**18. Operating lease commitments**

At 31 March 2023 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023	2022
	£	£
Not later than 1 year	22,426	10,176
Later than 1 year and not later than 5 years	10,802	5,228
	33,228	15,404
	33,228	15,404

**19. Related party transactions**

As set out in note 9 Patrick Peal received remuneration for their role as Chair for £8,500 (2022: £8,500 across two chairs). Payments are as permitted by the charity's articles.

During the year purchases totalling £1,800 and £8,333 (2022: £Nil) were made from Christine MacDonald and David Trevanion (trustees), respectively for consultancy services. As at 31 March 2023 no amounts were outstanding.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**20. Agency arrangements**

Healthwatch Norfolk acts as an agent in distributing funds from NHS England. In the year the charity received £Nil (2022: £Nil) and disbursed £2,587 (2022: £2,840) from the fund. An amount of £2,407 (2022: £4,994) is included in other creditors relating to undistributed funds.

Healthwatch Norfolk also act as agent in distributing the Digital project funds for Healthwatch England. In the year the charity received £Nil (2022: £180,000) and disbursed £184,794 (2022: 13,780) from the fund. An amount of £986 (2022: £185,780) is included in other creditors relating to undistributed funds.

The final fund in which Healthwatch Norfolk acts as agent in distributing funds is for NHSE long covid. In the year the charity received £Nil (2022: £Nil) and disbursed £14,700 (2022: £Nil) from the fund. An amount of £Nil (2022: £14,700) is included in other creditors relating to undistributed funds.

**HEALTHWATCH NORFOLK**

England & Wales - Charity number 1153506

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# Accounts

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Registered number: 08366440  
Charity number: 1153506

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2022**

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**HEALTHWATCH NORFOLK**  
**(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 2022**

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<b>Trustees</b>	Robert Ashton (resigned 31 March 2022) Elaine Bailey Linda Bainton (appointed 1 April 2022) Dianne Butterfield (resigned 31 March 2022) Vivienne Clifford-Jackson (appointed 7 July 2022) William Cruickshank Ann Donkin (resigned 31 March 2022) David Edwards, Chair (resigned 31 July 2021) Dr Andrew Hayward Christopher Humphris (appointed 1 April 2022) Mary Ledgard (appointed 1 April 2022) Siobhan McClelland (resigned 15 November 2021) Christine Macdonald (appointed 1 April 2022) Marie-Lyse Numuhoza (appointed 25 April 2022) Patrick Peal, Chair (appointed 1 August 2021) Bridget Penhale (appointed 1 April 2022) Helen Toussaint-Jackson (resigned 31 March 2022) David Trevanion
<b>Company registered number</b>	08366440
<b>Charity registered number</b>	1153506
<b>Registered office</b>	Suite 6 Elm Farm Norwich Common Wymondham Norfolk NR18 0SW
<b>Accountants</b>	Larking Gowen LLP Chartered Accountants King Street House 15 Upper King Street Norwich NR3 1RB

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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The Trustees present their annual report together with the financial statements of the company for the year 1 April 2021 to 31 March 2022. 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 Norfolk was set up in April 2013 to represent everyone who lives in the county and to ensure that their needs, views and experiences on all health and social care are taken in account in the planning, commissioning and delivery of services. At a time when our care services are under significant financial pressure and undergoing substantial change, Healthwatch Norfolk is a key part of the improvement system for the NHS and social care in Norfolk.

Healthwatch Norfolk's purpose and aims as set out in the objects contained in the Articles of Association are:

1. Providing information and advice to the general public about local health and social care services;
2. Making the views and experiences of members of the general public known to health and social care providers;
3. Enabling local people to have a voice in the development, delivery and equality of access to local health and social care services and facilities;
4. The promotion of high standards by health and social care providers: and
5. Providing training and the development of skills for volunteers and the wider community in

**b. Strategies for achieving objectives**

There is a statutory requirement for Healthwatch organisations to exist in each top tier local authority area in England. The models for the commissioning and provision of local Healthwatch, however, are at the discretion of local authorities and communities. Healthwatch Norfolk is a registered charity and a statutory member of Norfolk's Health and Wellbeing Board and has a role to represent the voice of patients, service users, carers and the public at the highest strategic level. Healthwatch Norfolk engages with service users, providers and commissioners of services, as well as partner organisations in the voluntary and community sector to ensure that it fully and accurately represents the needs, priorities and concerns of consumers. This is the ninth Annual Report of Healthwatch Norfolk and gives information on the following aspects of the organisation's work in the financial year 2021/22.

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**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Objectives and activities (continued)**

**c. Main activities undertaken to further the company's purposes for the public benefit**

The Trustees are mindful of the need to ensure the activities of the charity fulfil the criteria for public benefit and have given careful consideration to the Charity Commission general guidance.

The activities to further the charity's purpose are described below.

**Achievements and performance**

**a. Letter from the Chair**

From the Chair and Chief Executive

Our relationships and communication with the people and organisations of Norfolk are vital. Without both of those, we cannot function.

The last year has undoubtedly brought challenges and we have done our best to help and guide people through them, whether ensuring they are aware of the latest Covid-19 guidance or helping to navigate the often tricky path to get better care and support.

Set against this is the new health and social care system which promises to bring services closer together and the opportunities this brings. We are realistic about the challenges ahead but we hope by working very closely with health and social care providers and those who commission care, we can continue our role as a 'critical friend.'

Of course, we will highlight concerns when we need to as the voice of Norfolk's patients, but we also have a key role in shaping and supporting these services in the challenging and exciting future ahead.

Alex Stewart,  
Healthwatch Norfolk Chief Executive  
And Patrick Peal  
Healthwatch Norfolk Chair

**b. Annual Report**

The full version of the 2021-22 annual report is available via the Healthwatch Norfolk website: [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk). This details our activities and achievements during 2021-22.

**Summary of Activities and Achievements during 2021-22**

2033 reviews were published on our website by people giving feedback on health and social care services.

823 enquiries came from people asking for information and advice about health and social care.

We published 16 reports about the improvements people would like to see to health and social care services. Our most popular report was:

**Access to dental provision in Norfolk**

which highlighted the struggles people have in getting NHS dental care.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Achievements and performance (continued)**

**Our project work 2021-2022 included:**

- Knowledge and understanding of domestic abuse in older adults in Norfolk
- Experience of cancer appointments during the Covid-19 pandemic
- Type 2 diabetes prevention and management
- Access to NHS dentistry in Norfolk
- Healthwatch England engagement platform evaluation
- Hearing loss and deaf-friendly practice charter
- Healthwatch England Accessible Information Standard
- GP Access for people of no fixed abode

**Volunteers**

Alongside our staff, we have a team of 16 wonderful volunteers who support and aid our work across the county and who gave up 150 days to make care better for our community. Thanks to their input and effort, our work can evolve and improve which leads to a better understanding of what works and what needs improving in NHS and social care. We have also welcomed new volunteers to our team.

This year they:

- Reviewed and offered feedback on our projects, reports and campaigns.
- Attended virtual events on our behalf.
- Met with us (in person and remotely) to discuss upcoming projects and plans.
- Shared our work in their own local communities.
- Assisted as part of 'Readers' Panels' checking local services' publications to make them more people-focused and easier to read.

**Financial review**

**a. Going concern**

The Trustees have considered the Company's position at the time of signing the financial statements, and in particular the current issues caused by Covid 19 and its potential impact on the Company and the wider economy. As such under the current circumstances, it is difficult to produce meaningful forecasts for the remainder of the financial year and medium term. Nevertheless, the Trustees have considered the current financial strength of the Company, together with the range of measures the Trustees can take to mitigate ongoing costs should they need to.

Based on this, the Trustees have concluded that they have a reasonable expectation that the Company will have adequate resources to continue in operational existence for the foreseeable future, and, based on the economic environment recovering within the timeframe currently being widely anticipated, at least twelve months from the date of signing these financial statements, they therefore continue to adopt the going concern basis of accounting in preparing these financial statements.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**b. Reserves policy**

There is a reserves policy in place to enable the organisation to continue to operate for 3 months (including commitment to lease for office accommodation and redundancy payments) should funding cease. The funds are held readily accessible to mitigate against the funding volatility but also in case a decision is made to work on a particular project/piece of important work.

The financial reserves are invested in 5 separate bank accounts in order to mitigate against the limit of cover under the Financial Services Compensation Scheme.

General reserves at 31 March 2022 stood at £410,296 (2021: £404,474) and the net book value of tangible fixed assets was £16,200 (2021: £13,746). This leaves free reserves at 31 March 2022 of £394,096 (2021: £390,728).

**c. Results for the year**

Our annual funding from Norfolk County Council for 2022 was £348,140 (2021: £348,140). Other income including investment income amounted to £205,581 (2021: £117,177). The charity incurred expenditure during the year of £547,899 (2021: £460,620). Expenditure was funded both from current year income and from prior years surpluses which had been accumulated within reserves for this purpose. This resulted in a surplus of £5,822 for the year (2021: surplus of £4,697).

**Structure, governance and management**

**a. Constitution**

The company is a charitable company limited by guarantee and is constituted under a Memorandum of Association dated 18/1/13. It is a registered charity number 1153506.

**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 Articles of Association.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Structure, governance and management (continued)**

**c. Organisational structure and decision-making policies**

Following an independent governance review completed in April 2016 a number of administrative changes were made to the Articles of Association for Healthwatch Norfolk. In addition, as part of this review Board meetings are held quarterly in the Board room at Wymondham and a number of formal Board Sub Groups were established.

The AGM is held in the Forum, Norwich.

**Board Members Register of Attendance in 2021 22**

	12 April 2021	11 July 2021	11 Oct 2021	17 Jan 2022
Robert Ashton	N	N	N	Y
Elaine Bailey	N	Y	Y	Y
Dianne Butterfield	N	Y	N	N
William Cruickshank	Y	Y	Y	Y
Ann Donkin	N	Y	Y	N
David Edwards	Y	Y	N/A	N/A
Helen Jackson	Y	Y	Y	Y
Andrew Hayward	N	Y	Y	Y
Siobhan McClelland	Y	N	Y	N/A
David Trevanion	Y	Y	Y	Y

Y denotes attendance

N denotes non attendance. Apologies were received in advance where Trustees were unable to attend Board meetings.

**Declarations of interest**

HWN keeps a register of declarations of interest relating to Board Trustees. There were no specific declarations made at Board meetings during the year covered by this Annual Report.

**Staff attendance**

During 2021-22 6.5 days of sickness absence were recorded for staff .

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Statement of Trustees' responsibilities**

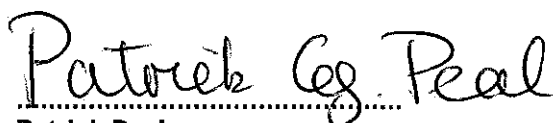
The Trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 judgements 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.

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



Patrick Peal

Chair

Date: 18<sup>th</sup> July 2022

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Independent examiner's report to the Trustees of Healthwatch Norfolk ('the company')**

I report to the charity Trustees on my examination of the accounts of the company for the year ended 31 March 2022.

**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**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institution of Chartered Accountants in England and Wales, which is one of the listed bodies.

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.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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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: 

Julie Grimmer

Dated: 1 August 2022

FCA DChA

**Larking Gowen LLP**  
Chartered Accountants  
King Street House  
15 Upper King Street  
Norwich  
NR3 1RB

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2022**

	Note	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
<b>Income from:</b>				
Donations and legacies	3	348,140	348,140	348,140
Investments	4	2,268	2,268	3,551
Other income		203,313	203,313	113,626
<b>Total income</b>		<b>553,721</b>	<b>553,721</b>	<b>465,317</b>
<b>Expenditure on:</b>				
Charitable activities	5	547,899	547,899	460,620
<b>Total expenditure</b>		<b>547,899</b>	<b>547,899</b>	<b>460,620</b>
<b>Net movement in funds</b>		<b>5,822</b>	<b>5,822</b>	<b>4,697</b>
<b>Reconciliation of funds:</b>				
Total funds brought forward		404,474	404,474	399,777
Net movement in funds		5,822	5,822	4,697
<b>Total funds carried forward</b>		<b>410,296</b>	<b>410,296</b>	<b>404,474</b>

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 13 to 24 form part of these financial statements.

**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 08366440**

**BALANCE SHEET**  
**AS AT 31 MARCH 2022**

	Note	2022 £	2021 £
<b>Fixed assets</b>			
Tangible assets	10	16,200	13,746
		<u>16,200</u>	<u>13,746</u>
<b>Current assets</b>			
Debtors	11	192,803	162,076
Cash at bank and in hand		570,700	428,500
		<u>763,503</u>	<u>590,576</u>
Creditors: amounts falling due within one year	12	(369,407)	(199,848)
<b>Net current assets</b>		<u>394,096</u>	<u>390,728</u>
<b>Total net assets</b>		<u><u>410,296</u></u>	<u><u>404,474</u></u>
<b>Charity funds</b>			
Unrestricted funds		410,296	404,474
<b>Total funds</b>		<u><u>410,296</u></u>	<u><u>404,474</u></u>

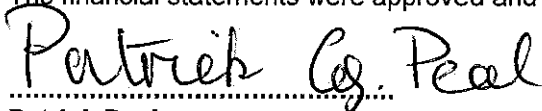
The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

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 and signed on their behalf by:

  
 .....  
**Patrick Peal**

Date: 18<sup>th</sup> July 2022

The notes on pages 13 to 24 form part of these financial statements.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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	2022 £	2021 £
<b>Cash flows from operating activities</b>		
Net cash used in operating activities	<b>148,940</b>	<b>(2,178)</b>
	<hr/>	<hr/>
<b>Cash flows from investing activities</b>		
Purchase of tangible fixed assets	<b>(6,740)</b>	<b>(3,974)</b>
	<hr/>	<hr/>
<b>Net cash used in investing activities</b>	<b>(6,740)</b>	<b>(3,974)</b>
	<hr/>	<hr/>
<b>Cash flows from financing activities</b>		
<b>Change in cash and cash equivalents in the year</b>	<b>142,200</b>	<b>(6,152)</b>
Cash and cash equivalents at the beginning of the year	<b>428,500</b>	<b>434,652</b>
	<hr/>	<hr/>
<b>Cash and cash equivalents at the end of the year</b>	<b>570,700</b>	<b>428,500</b>
	<hr/> <hr/>	<hr/> <hr/>

The notes on pages 13 to 24 form part of these financial statements

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**1. General information**

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company 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 Norfolk 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 Income**

All income is recognised once the 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.

Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the item is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised. The Trustees' report sets out more detail on the impact of volunteers for more information about their contribution.

Any donated professional services and donated facilities are recognised on receipt on the basis of the value of the gift to the company. The amount recognised by the company is the value the company would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

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.

**2.3 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.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**2. Accounting policies (continued)**

**2.3 Expenditure (continued)**

Charitable activities and governance costs are costs incurred on the company's operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

**2.4 Tangible fixed assets and depreciation**

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

The estimated useful lives are as follows:

Fixtures, fittings and equipment - 25% Reducing Balance

**2.5 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

**2.6 Operating leases**

Rentals paid under operating leases are charged to the Statement of financial activities on a straight line basis over the lease term.

**2.7 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.

**2.8 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.

**2.9 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 within interest payable and similar charges.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**2. Accounting policies (continued)**

**2.10 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.

**2.11 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.

**2.12 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.

**2.13 Agency Arrangements**

Healthwatch Norfolk act as an agent in distributing certain funds from NHS England, Healthwatch England and for the NHSE long covid fund. Payments received from NHS England and subsequent expenditure are excluded from the Statement of Financial Activities as the charity does not have control over the charitable application of the funds. Administration costs charged are recognised in the Statement of Financial Activities. Details of the agency funds and associated payments are disclosed in note 20.

**3. Income from donations and legacies**

	<b>Unrestricted funds 2022 £</b>	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Grants	348,140	<b>348,140</b>	348,140
	<hr/> <hr/>	<hr/> <hr/>	
<i>Total 2021</i>	348,140	<b>348,140</b>	
	<hr/> <hr/>	<hr/> <hr/>	

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

**4. Investment income**

	<b>Unrestricted funds 2022 £</b>	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Investment income	2,268	<b>2,268</b>	3,551
<i>Total 2021</i>	<u>3,551</u>	<u>3,551</u>	

**5. Analysis of expenditure on charitable activities**

**Summary by fund type**

	<b>Unrestricted funds 2022 £</b>	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Governance costs	18,386	<b>18,386</b>	17,661
Charitable activities and support costs	529,513	<b>529,513</b>	442,959
	<u>547,899</u>	<u>547,899</u>	<u>460,620</u>
<i>Total 2021</i>	<u>460,620</u>	<u>460,620</u>	

**Summary by expenditure type**

	<b>Staff costs 2022 £</b>	<b>Depreciation 2022 £</b>	<b>Other costs 2022 £</b>	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Expenditure on governance	16,836	-	1,550	<b>18,386</b>	17,661
Direct and support costs	400,145	4,286	125,082	<b>529,513</b>	442,959
	<u>416,981</u>	<u>4,286</u>	<u>126,632</u>	<u>547,899</u>	<u>460,620</u>
<i>Total 2021</i>	<u>358,682</u>	<u>5,541</u>	<u>96,397</u>	<u>460,620</u>	

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**6. Analysis of expenditure by activities**

	<b>Support costs 2022 £</b>	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Expenditure on governance	18,386	<b>18,386</b>	17,661
Direct and support costs	529,513	<b>529,513</b>	442,959
	<u>547,899</u>	<u><b>547,899</b></u>	<u>460,620</u>
<i>Total 2021</i>	<u>460,620</u>	<u>460,620</u>	

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**6. Analysis of expenditure by activities (continued)**

**Analysis of support costs**

	<b>Governance costs 2022 £</b>	<b>Charitable activities and support costs 2022 £</b>	<b>Total funds 2022 £</b>	<b>Total funds 2021 £</b>
Staff costs	-	400,145	<b>400,145</b>	342,491
Depreciation	-	4,286	<b>4,286</b>	5,541
Travel and subsistence	-	8,906	<b>8,906</b>	6,586
Telephone	-	3,503	<b>3,503</b>	3,939
Rent and rates	-	31,153	<b>31,153</b>	30,416
Room hire	-	-	-	28
Computer and website costs	-	14,336	<b>14,336</b>	14,108
Printing, postage and stationery	-	4,823	<b>4,823</b>	5,077
Advertising and promotion	-	9,207	<b>9,207</b>	2,104
Legal and professional	-	6,346	<b>6,346</b>	8,181
Subscriptions	-	4,398	<b>4,398</b>	2,814
Training and development	-	7,570	<b>7,570</b>	4,090
Project costs	-	2,276	<b>2,276</b>	-
Sundry	-	486	<b>486</b>	177
Insurance	-	2,215	<b>2,215</b>	1,207
Consultancy	-	14,565	<b>14,565</b>	4,766
Bank charges	-	93	<b>93</b>	78
Loss/(profit) on disposal of assets	-	-	-	5,871
Irrecoverable VAT	-	11,299	<b>11,299</b>	4,698
Recruitment costs	-	3,891	<b>3,891</b>	199
Research	-	15	<b>15</b>	588
Governance costs	18,386	-	<b>18,386</b>	17,661
	<u>18,386</u>	<u>529,513</u>	<u><b>547,899</b></u>	<u>460,620</u>
<i>Total 2021</i>	<u>17,661</u>	<u>442,959</u>	<u>460,620</u>	

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**7. Independent examiner's remuneration**

	2022 £	2021 £
Fees payable to the company's independent examiner for the independent examination of the company's annual accounts	<u>1,550</u>	<u>1,470</u>

**8. Staff costs**

	2022 £	2021 £
Wages and salaries	365,114	312,038
Social security costs	32,236	27,869
Contribution to defined contribution pension schemes	19,631	18,775
	<u>416,981</u>	<u>358,682</u>

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

	2022 No.	2021 No.
Employees	<u>14</u>	<u>12</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2022 No.	2021 No.
In the band £70,001 - £80,000	-	1
In the band £80,001 - £90,000	1	-

The charity's trustees and two members of the executive team are considered to be Key Management Personnel. Compensation (including employers national insurance and pension contributions) payable totalled £160,964 (2021: £140,630)

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**9. Trustees' remuneration and expenses**

During the year, two Trustees has been paid remuneration or has received other benefits from an employment with the company. Dave Edwards resigned as chair on the 31/07/2021, with Patrick Peal taking on the role from 01/08/2021. The value of Trustees' remuneration and other benefits was as follows:

		<b>2022</b>	<b>2021</b>
		<b>£</b>	<b>£</b>
David Edwards	Remuneration	<b>2,833</b>	8,500
Patrick Peal	Remuneration	<b>5,667</b>	-

During the year ended 31 March 2022, expenses totalling £730 were reimbursed or paid directly to 3 Trustees (2021 - £461 to 2 Trustees).

**10. Tangible fixed assets**

	<b>Fixtures, fittings and equipment £</b>
<b>Cost or valuation</b>	
At 1 April 2021	<b>44,740</b>
Additions	<b>6,740</b>
	<hr/>
At 31 March 2022	<b>51,480</b>
	<hr/>
<b>Depreciation</b>	
At 1 April 2021	<b>30,994</b>
Charge for the year	<b>4,286</b>
	<hr/>
At 31 March 2022	<b>35,280</b>
	<hr/>
<b>Net book value</b>	
At 31 March 2022	<b>16,200</b>
	<hr/> <hr/>
At 31 March 2021	<b>13,746</b>
	<hr/> <hr/>

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

**11. Debtors**

	2022 £	2021 £
<b>Due within one year</b>		
Trade debtors	179,704	149,896
Other debtors	3,333	-
Prepayments and accrued income	9,766	12,180
	<u>192,803</u>	<u>162,076</u>

**12. Creditors: Amounts falling due within one year**

	2022 £	2021 £
Trade creditors	7,048	10,642
Other taxation and social security	11,499	8,934
Other creditors	209,521	45,306
Accruals and deferred income	141,339	134,966
	<u>369,407</u>	<u>199,848</u>

	2022 £	2021 £
Deferred income at 1 April 2021	132,729	-
Resources deferred during the year	139,037	132,729
Amounts released from previous periods	(132,729)	-
	<u>139,037</u>	<u>132,729</u>

Deferred income relates to contracted services to commence in the 2022/23 period for NHS Norfolk and Waveney CCG and for Norfolk Community Health and Care NHS Trust.

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

**13. Summary of funds**

**Summary of funds - current year**

	<b>Balance at 1 April 2021 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Balance at 31 March 2022 £</b>
General funds	404,474	553,721	(547,899)	410,296

**Summary of funds - prior year**

	<i>Balance at 1 April 2020 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Balance at 31 March 2021 £</i>
General funds	399,777	465,317	(460,620)	404,474

**14. Reconciliation of net movement in funds to net cash flow from operating activities**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Net income for the year (as per Statement of Financial Activities)	<b>5,822</b>	4,697
<b>Adjustments for:</b>		
Depreciation charges	<b>4,286</b>	5,541
Loss on the sale of fixed assets	-	5,871
Increase in debtors	<b>(30,727)</b>	(148,626)
Increase in creditors	<b>169,559</b>	130,339
<b>Net cash provided by/(used in) operating activities</b>	<b>148,940</b>	(2,178)

**15. Analysis of cash and cash equivalents**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Cash in hand	<b>570,700</b>	428,500
<b>Total cash and cash equivalents</b>	<b>570,700</b>	428,500

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

**16. Analysis of changes in net debt**

	At 1 April 2021	Cash flows	At 31 March 2022
	£	£	£
Cash at bank and in hand	428,500	142,200	570,700
	428,500	142,200	570,700
	428,500	142,200	570,700

**17. Pension commitments**

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £19,631 (2021: £18,775). At the year end £3,482 (2020: 2,637) was payable relating to unpaid contributions.

**18. Operating lease commitments**

At 31 March 2022 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2022	2021
	£	£
Not later than 1 year	10,176	21,000
Later than 1 year and not later than 5 years	5,228	8,750
	15,404	29,750
	15,404	29,750

**19. Related party transactions**

As set out in note 9 David Edwards and Patrick Peal received remuneration for their role as independent Chair for £2,833 and £5,667 respectively. This equates to a total annual salary for the chair of £8,500 (2021: £8,500 for David Edwards). Payments are as permitted by the charity's articles.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**20. Agency arrangements**

Healthwatch Norfolk acts as an agent in distribution funds from NHS England. In the year the charity received £Nil (2021: £Nil) and disbursed £2,840 (2021: £3,681) from the fund. An amount of £4,994 (2021: £7,834) is included in other creditors relating to undistributed funds.

Healthwatch Norfolk also act as agent in distributing the Digital project funds for Healthwatch England. In the year the charity received £180,000 (2021: £Nil) and disbursed £13,780 (2021: £32,640) from the fund. An amount of 185,780 (2021: £19,560) is included in other creditors relating to undistributed funds.

The final fund in which Healthwatch Norfolk acts as agent in distributing funds is for NHSE long covid. In the year the charity received £Nil (2021: £14,700) and disbursed £Nil (2021: £Nil) from the fund. An amount of £14,700 (2021: £14,700) is included in other creditors relating to undistributed funds.

**HEALTHWATCH NORFOLK**

England & Wales - Charity number 1153506

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# Accounts

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2021**

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**HEALTHWATCH NORFOLK**  
**(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**

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**Trustees**

David Edwards, Chair  
Robert Ashton  
Elaine Bailey  
Diane Butterfield  
William Cruickshank  
Ann Donkin  
Siobhan McClelland  
Helen Toussaint-Jackson  
David Trevanion  
Andrew Hayward (appointed 19 October 2020)

**Company registered number**

08366440

**Charity registered number**

1153506

**Registered office**

Suite 6, Elm Farm, Norwich Common, Wymondham, Norfolk, NR18 0SW

**Accountants**

Larking Gowen LLP, King Street House, 15 Upper King Street, Norwich, NR3 1RB

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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The Trustees present their annual report together with the financial statements for the 1 April 2020 to 31 March 2021. The 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 1 January 2015) as amended by Update Bulletin 1 (effective 1 January 2015).

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

### **Objectives and Activities**

#### **● Policies and objectives**

Healthwatch Norfolk was set up in April 2013 to represent everyone who lives in the county and to ensure that their needs, views and experiences on all health and social care are taken in account in the planning, commissioning and delivery of services. At a time when our care services are under significant financial pressure and undergoing substantial change, Healthwatch Norfolk is a key part of the improvement system for the NHS and social care in Norfolk.

Healthwatch Norfolk's purpose and aims as set out in the objects contained in the Articles of Association are:

1. Providing information and advice to the general public about local health and social care services;
2. Making the views and experiences of members of the general public known to health and social care providers;
3. Enabling local people to have a voice in the development, delivery and equality of access to local health and social care services and facilities;
4. The promotion of high standards by health and social care providers: and
5. Providing training and the development of skills for volunteers and the wider community in understanding, scrutinizing, reviewing and monitoring local health care services and facilities.

#### **● Main activities undertaken to further the charity's purposes for the public benefit**

The Trustees are mindful of the need to ensure the activities of the charity fulfil the criteria for public benefit and have given careful consideration to the Charity Commission general guidance.

The activities to further the charity's purpose are described below.

#### **● Strategies for achieving objectives**

There is a statutory requirement for Healthwatch organisations to exist in each top tier local authority area in England. The models for the commissioning and provision of local Healthwatch, however, are at the discretion of local authorities and communities. Healthwatch Norfolk is a registered charity and a statutory member of Norfolk's Health and Wellbeing Board and has a role to represent the voice of patients, service users, carers and the public at the highest strategic level. Healthwatch Norfolk engages with service users, providers and commissioners of services, as well as partner organisations in the voluntary and community sector to ensure that it fully and accurately represents the needs, priorities and concerns of consumers. This is the eight Annual Report of Healthwatch Norfolk and gives information on the following aspects of the organisation's work in the financial year 2020/21.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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## **Achievements and performance**

- **Letter from the Chair**

### **Introduction**

In my report this year I am happy to share with you the considerable success achieved by Healthwatch in the past year on behalf of the public we serve. Reflections As my term of office as Chair comes to an end I want to look back and also think about some of the challenges for the future. I do hope you enjoy reading this Annual Report.

### **The Role Of Healthwatch**

To be clear Healthwatch Norfolk is the only voice representing the public across the county and covering the whole of Health and Social Care. Please be reassured that your key messages get to both local and National leaders. We remain independent and are both critical and supportive as appropriate. We contribute to and influence the key organisations and decision making groups.

### **The Past Year**

Despite the continuing pandemic, dreadful though it is, Healthwatch has continued its work in an innovative way. Technology has been embraced where necessary and its project base expanded whilst engaging with the public to ensure we hear your voices.

We continue to be a critical friend to all Health and Social Care organisations within Norfolk representing the public on key committees at both local and National levels.

Our core funding has been used wisely and appropriately. Since the budget was reduced a few years ago we have successfully won a considerable number of contracts which fit the aims and values of Healthwatch. This expansion reflects the reputation and relationship of the organisation and our ability to deliver. I expect this impressive progress to continue in next year and beyond.

### **Our Staff**

Of course to deliver we have and continue to increase our staffing. Alex Stewart, our CEO, and all the managers and staff are to be congratulated. The skill base is exceptional and I remain upbeat about the future having such an excellent team. We are in good shape in terms of workforce, finance and skills.

### **Our Board**

My colleagues all make an excellent contribution reflecting vast experience from across Health and Social Care. We harness their expertise to further our core mission. Always challenging and much appreciated.

The same goes for our volunteers whose contribution is invaluable and not forgotten it is amazing the range of skills present in the community and we must continue to harness those.

### **The Future**

We welcome the concept of Integrated Care. Patients and the Public do not recognise organisational boundaries and they must remain at the centre of care planning and provision.

The Queen's speech will give us more detail but Partnership and Collaboration has already accelerated in Norfolk and Waveney and delivered the opportunity to transform the way services are provided. There is clearly much more to do. We are just starting the journey.

Sadly we don't yet have a National plan for Social Care, long overdue despite numerous promises. When announced we expect it to support the strengthening of partnership working. In this regard I would urge those in positions of responsibility to embrace public engagement to achieve better solutions and public support.

I remain concerned that Health and Social Care in Norfolk is underfunded to meet the demands of our population for both physical and mental health services together with Social Care.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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As important as funding is the staffing issue. More generally vacancy levels across Norfolk are a cause for concern in terms of maintaining and growing services. Norfolk is a great place to live and work in our public services. Retention as well as recruitment requires more work and will help build successful organisations. Further expansion of training places is also needed now to meet the future demands of hopefully expanded services. My involvement with The University of East Anglia and the University of Suffolk allows me to say that both organisations will deliver Final word Health and Social Care in the UK remain amongst the finest humanitarian organisations in the world. This is evidenced by the fantastic efforts to achieve the Covid-19 vaccination programme together with an amazing Public Health effort here in Norfolk.

It has been a pleasure and a privilege to have been involved and I wish Healthwatch every success in the future

David Edwards OBE  
Chair Healthwatch Norfolk

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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- **Letter from the CEO**

Firstly, I would like to pay tribute to our outgoing Chair who has worked tirelessly over the last three years to ensure that Healthwatch Norfolk's voice is heard. He, along with Trustees, volunteers and staff have provided constant support to ensure that, despite the pandemic, we are still managing to make contact with the public.

I also want to congratulate and give a heartfelt thank you to all of our Health and Social Care colleagues who have gone "beyond the pale" to both care for those who have sadly died as a result of COVID and for those that have recovered. Our Public Health Team has managed one of the most successful Track and Trace Test Teams in the country and the CCG has been instrumental in delivering an outstanding vaccination rollout.

Despite the pandemic, Healthwatch has continued its work in an innovative way. Technology has been embraced enabling us to engage with the public. We have managed to work with many marginalised members of our community ranging from sex workers to refugees; helped people trying to access services and have been commissioned to identify how best to help people who find themselves digitally excluded.

All of the evidence and stories that we gather are used to feed back the patient and carer view to those who are responsible for commissioning and providing our services.

We have been Highly Commended for our work by Healthwatch England and have also been awarded Best Independent Champion for Users of Health & Social Care 2020 - a Global Pharma Award.

We have undertaken a number of surveys, Teams and Zoom focus groups to understand peoples' fears, concerns and hopes both as we went into the worst health crisis and, as the vaccination roll out continues, we are in regular contact with the public.

As we return to normality, the Team are preparing to start meeting with the public face to face. We will be ensuring that the Integrated Care System keeps the public informed about any proposed changes moving forwards and we will be working with our acute and community trusts to ensure that your views and concerns continue to be represented and at the forefront of all their decisions.

I am also proud of the considerable success achieved by Healthwatch in the past year on behalf of the public we serve. We contribute to and influence the key organisations and decision-making groups.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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- **Annual Report**

**Annual Report**

The full version of the 2020-21 annual report is available via the Healthwatch Norfolk website: [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk).

In addition to the statutory activities described in the previous pages under thematic headings we have undertaken the following activities in relation to our statutory role.

**Raising Concerns with National and Regional Organisations**

We have passed on intelligence to the information sharing meetings held between the Care Quality Commission (CQC) and Norfolk County Council (NCC). This information has been received via service users, their carers and families, staff, Board Trustees and volunteers about the quality of care provision in residential nursing and care homes. This information has been welcomed from an independent source. We have also shared relevant intelligence information with NHS England and Improvement East.

**Clinical Commissioning Groups – Assurance Meetings**

Due to COVID 19, there have been no Assurance Meetings held either virtually or via Team with NHSE/I.

**Oversight Assurance Boards**

HWN is represented on all Oversight Assurance Boards which come into effect if a Trust is put into "Special Measures". In 2020/21 we have been attending these for the Norfolk and Suffolk Foundation Trust and The Queen Elizabeth Hospital Kings Lynn.

**Engagement**

For any organisation working in community engagement, COVID-19 turned everything upside down. Suddenly, our normal ways of working were no longer viable and opportunities to collect feedback from the public were erased in an instant.

However, thanks to the quick thinking and innovation of our staff we have been able to reach thousands of people across Norfolk this year. In fact, we have never been busier! Although the pandemic has been tragic for so many, the range of engagement we have undertaken this year proves that the patient voice is important, especially in times of crisis.

In the last 12 months our engagement team have been involved in:

- Staffing of a public phone line and enquiries inbox, to which queries about access to NHS and social care services are responded to.
- Creation of information resources about COVID-19, including an extensive web directory and physical resource pack. Topics covered include up-to-date government guidelines, hospital updates and signposting to psychological, financial and practical support for the extremely clinically vulnerable population.
- Delivered a series of partnership engagement projects in which public feedback was used directly by core service providers such as NSFT and NCC's Adult Social Services and Public Health departments.
- Acted as a conduit for between patients and professionals on several critical issues such as cancer diagnostic pathways, BSL interpretation services and experience of COVID-19 information and support.
- Using staff, trustees and volunteers to champion patient experience at professional forums and meetings.
- Undertaking targeted programmes of engagement in line with local and national clinical policy priorities such as diabetes prevention and improved cancer detection and diagnosis.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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### **Carers**

Throughout the pandemic we have continued to attend Carers Locality Network Meetings coordinated by Carers Matter Norfolk. These meetings have been a fantastic opportunity to keep abreast of issues affecting carers and promote opportunities for them to get involved in Healthwatch Norfolk projects. Our strong relationship with this community means we have had a significant response to our COVID-19 surveys; a total of 133 carers sharing their experience. Our report highlighted that for carers more than other people, practical support for themselves and the people they care for is crucial in a pandemic situation where they are not able to leave the house. Young carers also featured in our Annual Engagement Exercise project with NSFT and will continue to be in our plans as we enter a post-pandemic world.

### **Children, young people and families**

As with many sections of the community, young people have been hard to reach during the pandemic. However, we are pleased to have successfully adapted to reach audiences via video platforms such as Zoom and MS Teams. In February we spoke to a group of young carers about their attitudes towards mental health services. Participants expressed their views about how services could be tailored to be more accessible to young people in need of support. This work was commissioned by Norfolk & Suffolk Foundation Trust (NSFT) and is being reviewed by Trust governors and leadership alike, to inform NSFT's outreach strategies for 2021/22.

We have also capitalised on our new online engagement software by collecting in-depth case studies from parents and carers who have tried to access children's neurodevelopmental assessments. Focussing on autism and learning disabilities, the feedback we have collected has been presented to NHS service leaders, who are using the information to make improvements.

### **Lesbian, Gay, Bisexual and Transgender (LGBT+) community**

Championing the views of Norfolk's LGBT+ community has long been a priority for us at Healthwatch Norfolk. The curtailing of face-to-face engagement has limited opportunities to speak with LGBT+ people over the last year, but it has not stopped us completely. This year we partnered with Norfolk LGBT+ Project to evaluate their services based on the views of their clients. The organisation provides a wide range of information, education and support that supports the health and wellbeing of Norfolk's lesbian, gay, bisexual and transgender population, so we are really pleased to have contributed to the ongoing advancement of the service.

### **Older people**

Proportionally, over 65s use health and social care services more frequently than others. This fact coupled with the increased risk presented to older people by COVID-19 means that listening to the views of older people throughout the pandemic has been crucial. The surveys we released between April and July 2020 received high levels of engagement from older people, with around 30% of respondents being aged 65 or over. Many of these responses were submitted online, but to afford participation opportunities to people with limited digital access we partnered with Age UK and used our physical newsletter mailing list to disseminate paper surveys.

Over 65s engaged with several other projects, including our outreach around experience of cancer screening services, where 38% of respondents (108) were in this age bracket. Furthermore, we have undertaken focussed work in which we engaged directly with care home residents about their experiences of living in residential and nursing care settings during the pandemic. This work has since been used to by Norfolk County Council's Adult Social Services department to review their care home support plans.

### **Traveller community**

The Covid-19 pandemic has meant that we have not been able to conduct any face-to-face engagement with the Gypsy Roma Traveller Community. We did hold a staff awareness session with one member of the community to explore if we could assist with dissemination of information about the vaccination programme. Safeguarding

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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### **Safeguarding**

During 2020/21, we did not refer any safeguarding concerns to the Norfolk County Council Safeguarding Team, relating to vulnerable adults. We continue to highlight to all staff, Board of Trustees and volunteers the need to ensure that any issues they become aware of that may constitute a safeguarding issue must be reported to us to ensure information is passed on appropriately. We are also a member of the Norfolk Safeguarding Adults Board.

### **Quality Account**

We were invited to review the annual Quality Accounts of each healthcare provider in Norfolk and submit a statement for inclusion. Ten of our trustees, volunteers and staff assisted in the production of nine statements for the 2019-20 Quality Accounts published (later than normal due to the pandemic) with dates between June and November 2020. These documents are lengthy and complex and it is all credit to those involved who are able to review the documents effectively to ensure that they include an independent perspective on behalf of health and social care service users. Quality Account

### **Role of Volunteers**

During 2020/21, our volunteers attended 90 meetings remotely on our behalf to ensure the views of service users and carers are part of all discussions with commissioners and providers. We currently have 21 volunteers and continue to hold regular (albeit remote/online) volunteer meetings to keep them informed about our work and give them the opportunity to share information and participate in any surveys we have been running. Other work that volunteers would usually help with such as Enter and View Visits and PLACE assessments have not been possible due to the pandemic. We are very grateful and appreciative of the work undertaken by our volunteers and continue to review how we can best support our volunteers.

### **Patient Led Assessment of the Care Environment (PLACE)**

PLACE visits help organisations understand how well they are meeting the needs of their patients and identify where improvements can be made. Patient assessors report how well a setting is performing, looking at non clinical services and condition of their buildings. No PLACE assessments took place in this year as a result of Covid-19 and we look forward to getting involved again when they restart.

### **Complaints Handling**

Whilst the handling of individual complaints is outside our remit, we do have a role in making sure that the complexity of how to make a complaint is clearly signposted. In addition, we continue to seek assurance that the complaints handling process undertaken by all health and social care commissioners and providers in Norfolk is easily accessible, effective and meaningful.

### **Enter and View**

Enter and View visits provide us with a statutory "vehicle" to visit health and social care providers and observe service provision and talk to service users and their carers about their experiences. This was another activity that could not take place as a consequence of the Covid-19 pandemic this year. We look forward to resuming this activity when permitted and have intentions to further embed this process within our project and engagement work.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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**Financial review**

● **Going concern**

The Trustees have considered the Company's position at the time of signing the financial statements, and in particular the current issues caused by Covid-19 and its potential impact on the Company and the wider economy. As such under the current circumstances, it is difficult to produce meaningful forecasts for the remainder of the financial year and medium term. Nevertheless, the Trustees have considered the current financial strength of the Company, together with the range of measures the Trustees can take to mitigate ongoing costs should they need to, and ultimately should it be required, the support being offered by the UK government for which the Company would be eligible to apply.

Based on this, the Trustees have concluded that they have a reasonable expectation that the Company will have adequate resources to continue in operational existence for the foreseeable future, and, based on the economic environment recovering within the timeframe currently being widely anticipated, at least twelve months from the date of signing these financial statements, they therefore continue to adopt the going concern basis of accounting in preparing these financial statements.

● **Reserves policy**

There is a reserves policy in place to enable the organisation to continue to operate for 3 months (including commitment to lease for office accommodation and redundancy payments) should funding cease. This was agreed in the April 2020 board meeting with the previous reserves policy being 6 months of operating reserves. The funds are held readily accessible to mitigate against the funding volatility but also in case a decision is made to work on a particular project/piece of important work.

The financial reserves are invested in 5 separate bank accounts in order to mitigate against the limit of cover under the Financial Services Compensation Scheme.

General reserves at 31 March 2021 stood at £404,474 (2020: £399,777) and the net book value of tangible fixed assets was £13,746 (2020: £21,184). This leaves free reserves at 31 March 2021 of £390,728 (2020: £378,593).

● **Result for the year**

Our annual funding from Norfolk County Council for 2021 was £348,140 (2020: £338,000). Other income amounted to £113,626 (2020: £128,939). The charity incurred expenditure during the year of £460,620 (2020: £454,800). Expenditure was funded both from current year income and from prior years surpluses which had been accumulated within reserves for this purpose. This resulted in a surplus of £4,697 for the year (2020: surplus of £16,146).

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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**Structure, governance and management**

● **Constitution**

The company is a charitable company limited by guarantee and is constituted under a Memorandum of Association dated 18/1/13. It is a registered charity number 1153506.

● **Method 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 Articles of Association.

● **Organisational structure and decision making**

Following an independent governance review completed in April 2016 a number of administrative changes were made to the Articles of Association for Healthwatch Norfolk. In addition, as part of this review Board meetings are held quarterly in the Board room at Wymondham and a number of formal Board Sub Groups were established.

The AGM is held in the Forum, Norwich.

**Board Members Register of Attendance in 2020-21**

	20 April 2020	17 July 2020	19 Oct 2020	11 Jan 2021
Robert Ashton	Y	Y	N	Y
Elaine Bailey	Y	N	Y	Y
Dianne Butterfield	Y	Y	N	Y
William Cruickshank	Y	Y	Y	N
Ann Donkin	Y	Y	N	N
David Edwards	Y	Y	Y	Y
Helen Jackson	Y	Y	Y	Y
Andrew Hayward	N/A	N/A	N	Y
Siobhan McClelland	Y	Y	Y	Y
David Trevanion	Y	Y	Y	Y

Y denotes attendance

N denotes non attendance. Apologies were received in advance where Trustees were unable to attend Board meetings.

● **Declarations of interest**

HWN keeps a register of declarations of interest relating to Board Trustees. There were no specific declarations made at Board meetings during the year covered by this Annual Report.

● **Staff attendance**

During 2020-21 42 days of sickness absence were recorded for staff staff which included one period of 30 days relating to surgery for one member of staff.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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**Trustees' responsibilities statement**

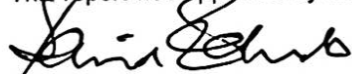
The Trustees (who are also directors of Healthwatch Norfolk for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the Trustees, on 12<sup>th</sup> July 2021 and signed on their behalf by:

  
David Edwards, Chair

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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**Independent examiner's report to the Trustees of Healthwatch Norfolk (the 'company')**

I report to the charity Trustees on my examination of the accounts of the company for the year ended 31 March 2021.

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.

**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**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I can 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)].

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT (continued)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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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.

Signed:  Dated: 16 August 2021

Julie Grimmer FCA DChA

Larking Gowen LLP  
Chartered Accountants  
King Street House  
15 Upper King Street  
Norwich  
NR3 1RB

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

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

	Note	Unrestricted funds 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
<b>Income from:</b>				
Donations and legacies	2	348,140	348,140	338,000
Investments	3	3,551	3,551	4,007
Other income		113,626	113,626	128,939
<b>Total income</b>		<u>465,317</u>	<u>465,317</u>	<u>470,946</u>
<b>Expenditure on:</b>				
Charitable activities	5	460,620	460,620	454,800
<b>Total expenditure</b>	6	<u>460,620</u>	<u>460,620</u>	<u>454,800</u>
<b>Net income before other recognised gains and losses</b>		4,697	4,697	16,146
<b>Net movement in funds</b>		4,697	4,697	16,146
<b>Reconciliation of funds:</b>				
Total funds brought forward	13	399,777	399,777	383,631
<b>Total funds carried forward</b>		<u><u>404,474</u></u>	<u><u>404,474</u></u>	<u><u>399,777</u></u>

The notes on pages 16 to 24 form part of these financial statements.

**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 08366440**

**BALANCE SHEET**  
**AS AT 31 MARCH 2021**

	Note	£	2021 £	£	2020 £
<b>Fixed assets</b>					
Tangible assets	10		13,746		21,184
<b>Current assets</b>					
Debtors	11	162,076		13,450	
Cash at bank and in hand		428,500		434,652	
		<u>590,576</u>		<u>448,102</u>	
<b>Creditors:</b> amounts falling due within one year	12	<u>(199,848)</u>		<u>(69,509)</u>	
<b>Net current assets</b>			<b>390,728</b>		<b>378,593</b>
<b>Net assets</b>			<b>404,474</b>		<b>399,777</b>
<b>Charity Funds</b>					
Unrestricted funds	13		<u>404,474</u>		<u>399,777</u>
<b>Total funds</b>			<b>404,474</b>		<b>399,777</b>

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

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act.

The Trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The financial statements were approved and authorised for issue by the Trustees on *12<sup>th</sup> July 2021* and signed on their behalf, by:



**David Edwards, Chair**

The notes on pages 16 to 24 form part of these financial statements.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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**1. Accounting policies**

**1.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Healthwatch Norfolk 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.

**1.2 Company status**

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

**1.3 Income**

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

Donated services or facilities are recognised when the has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the item is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised. The Trustees' report sets out more detail on the impact of volunteers for more information about their contribution.

Any donated professional services and donated facilities are recognised on receipt on the basis of the value of the gift to the company. The amount recognised by the company is the value the company would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

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.

**1.4 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.

Charitable activities and governance costs are costs incurred on the company's operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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**1. Accounting policies (continued)**

**1.5 Tangible fixed assets and depreciation**

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixtures, fitting and equipment - 25% Reducing Balance

**1.6 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

**1.7 Operating leases**

Rentals under operating leases are charged to the Statement of financial activities incorporating income and expenditure account on a straight line basis over the lease term.

**1.8 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.

**1.9 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.

**1.10 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 within interest payable and similar charges.

**1.11 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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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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**1. Accounting policies (continued)**

**1.12 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.

**1.13 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.

**1.14 Agency Arrangements**

Healthwatch Norfolk act as an agent in distributing certain funds from NHS England, Healthwatch England and for the NHSE diabetes fund. Payments received from NHS England and subsequent expenditure are excluded from the statement of financial activities as the charity does not have control over the charitable application of the funds. Administration costs charged are recognised in the statement of financial activities. Details of the agency funds and associated payments are disclosed in note 17.

**2. Income from donations and legacies**

	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<i>Total funds 2020 £</i>
Grants	<b>348,140</b>	<b>348,140</b>	338,000
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
<i>Total 2020</i>	<i>338,000</i>	<i>338,000</i>	
	<hr/> <hr/>	<hr/> <hr/>	

**3. Investment income**

	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<i>Total funds 2020 £</i>
Investment income	<b>3,551</b>	<b>3,551</b>	4,007
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
<i>Total 2020</i>	<i>4,007</i>	<i>4,007</i>	
	<hr/> <hr/>	<hr/> <hr/>	

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

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

**4. Charitable Activities and Support Costs**

	Unrestricted funds £	Total 2021 £	Total 2020 £
Travel and subsistence	6,586	6,586	20,001
Telephone	3,939	3,939	3,326
Rent and rates	30,416	30,416	35,806
Room hire	28	28	3,140
Computer and website costs	14,108	14,108	14,931
Printing, postage and stationery	5,077	5,077	6,459
Advertising and promotion	2,104	2,104	5,132
Legal and professional	8,181	8,181	13,435
Subscriptions	2,814	2,814	1,108
Training and development	4,090	4,090	5,426
Project costs	-	-	3,267
Sundry	4,943	4,943	369
Insurance	1,207	1,207	1,865
Bank charges	78	78	82
Loss/ (profit) on disposal of assets	5,871	5,871	-
Recruitment Costs	4,897	4,897	1,428
Research	588	588	1,485
Wages and salaries	295,847	295,847	265,670
National insurance	27,869	27,869	25,845
Pension cost	18,775	18,775	23,164
Depreciation	5,541	5,541	5,853
	<u>442,959</u>	<u>442,959</u>	<u>437,792</u>
<i>Total 2020</i>	<u>446,292</u>	<u>446,292</u>	

**5. Governance costs**

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Independent examination fee	1,470	1,470	1,730
Governance expense - wages and salaries	16,191	16,191	15,278
	<u>17,661</u>	<u>17,661</u>	<u>17,008</u>

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

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

**6. Analysis of Expenditure by expenditure type**

	Staff costs 2021 £	Depreciation 2021 £	Other costs 2021 £	Total 2021 £	Total 2020 £
Direct and support costs	342,491	5,541	94,927	442,959	437,792
Expenditure on governance	16,191	-	1,470	17,661	17,008
	<u>358,682</u>	<u>5,541</u>	<u>96,397</u>	<u>460,620</u>	<u>454,800</u>
<i>Total 2020</i>	<u>329,957</u>	<u>5,853</u>	<u>118,990</u>	<u>454,800</u>	

**7. Net income/(expenditure)**

This is stated after charging:

	2021 £	2020 £
Depreciation of tangible fixed assets: - owned by the charity	<u>5,541</u>	<u>5,853</u>

During the year one Trustee received remuneration of £8,500 (2020 - one trustee received remuneration of £8,500).

During the year, no Trustees received any benefits in kind (2020 - £NIL).

2 Trustees received reimbursement of expenses amounting to £461 in the current year, (2020 - 6 Trustees - £1,116).

**8. Independent Examination Fees**

The Independent Examiner's fees amount to £1,470 (2020 - £1,730). The Independent Examiner's fee has been recorded net of VAT for the current period following VAT registration.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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**9. Staff costs**

Staff costs were as follows:

	<b>2021</b>	<i>2020</i>
	<b>£</b>	<b>£</b>
Wages and salaries	<b>312,038</b>	<i>280,948</i>
Social security costs	<b>27,869</b>	<i>25,845</i>
Other pension costs	<b>18,775</b>	<i>23,164</i>
	<b>358,682</b>	<i>329,957</i>

During the year, no payments in lieu of notice (2020: £3,500) were made to staff.

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

	<b>2021</b>	<i>2020</i>
	<b>No.</b>	<i>No.</i>
	<b>11</b>	<i>12</i>

The number of higher paid employees was:

	<b>2021</b>	<i>2020</i>
	<b>No.</b>	<i>No.</i>
In the band £60,001 - £70,000	<b>0</b>	<i>1</i>
In the band £70,001 - £80,000	<b>1</b>	<i>0</i>

The charity's trustees and two members of the executive team are considered to be Key Management Personnel. Compensation (including employers national insurance and pension contributions) payable totalled £140,630 (2020: £131,644).

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

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

**10. Tangible fixed assets**

	<b>Fixtures, fitting and equipment £</b>
<b>Cost</b>	
At 1 April 2020	77,875
Additions	3,974
Disposals	(37,109)
	44,740
<b>Depreciation</b>	
At 1 April 2020	56,691
Charge for the year	5,541
On disposals	(31,238)
	30,994
<b>Net book value</b>	
At 31 March 2021	13,746
<i>At 31 March 2020</i>	21,184

**11. Debtors**

	<b>2021 £</b>	<b>2020 £</b>
Trade debtors	149,896	11,409
Prepayments and accrued income	12,180	2,041
	162,076	13,450

**12. Creditors: Amounts falling due within one year**

	<b>2021 £</b>	<b>2020 £</b>
Trade creditors	10,642	3,548
Other taxation and social security	8,934	-
Other creditors	45,306	63,715
Accruals and deferred income	134,966	2,246
	199,848	69,509

**HEALTHWATCH NORFOLK**  
(A company limited by guarantee)

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

**12. Creditors: Amounts falling due within one year (continued)**

	<b>£</b>
<b>Deferred income</b>	
Resources deferred during the year	<b>132,729</b>
Deferred income at 31 March 2021	<b>132,729</b>

Deferred income relates to contracted services to commence in the 2021/22 period for Norfolk and Waveney CCG.

**13. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2020 £	Income £	Expenditure £	Balance at 31 March 2021 £
<b>Unrestricted funds</b>				
General funds - all funds	<b>399,777</b>	<b>465,317</b>	<b>(460,620)</b>	<b>404,474</b>

**Statement of funds - prior year**

	Balance at 1 April 2020 £	Income £	Expenditure £	Balance at 31 March 2020 £
<b>Unrestricted funds</b>				
General funds - all funds	<b>383,631</b>	<b>470,946</b>	<b>(454,800)</b>	<b>399,777</b>

**14. Pension commitments**

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £18,775 (2020: £23,164). At the year end £2,637 (2019: £Nil) was payable relating to unpaid contributions.

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**HEALTHWATCH NORFOLK**  
**(A company limited by guarantee)**

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

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**15. Operating lease commitments**

At 31 March 2021 the total of the Charity's future minimum lease payments under non-cancellable operating leases were:

	2021 £	2020 £
<b>Amounts payable relating to land and buildings:</b>		
Within 1 year	21,000	17,500
Between 1 and 5 years	8,750	29,750
Total	<u>29,750</u>	<u>47,250</u>

**16. Related party transactions**

As set out in note 7 David Edwards received remuneration for his role as independent Chair of £8,500 (2020: £8,500). Payments are as permitted by the charity's articles.

**17. Agency arrangements**

Healthwatch Norfolk act as an agent in distributing funds from NHS England. In the year the charity received £Nil (2020: £Nil) and disbursed £3,681 (2020: £10,848) from the fund. An amount of £7,834 (2020: £11,515) is included in other creditors relating to undistributed funds.

Healthwatch Norfolk also act as an agent in distributing the Innovation fund for Healthwatch England. In the year the charity received £Nil (2020: £52,200) and disbursed £32,640 (2020: £Nil) from the fund. An amount of £19,560 (2020: £52,200) is included in other creditors relating to undistributed funds.

in the period Healthwatch Norfolk has started to act as an agent in distribution of the NHSE diabetes fund. In the year the charity received £33,000 (2020: £Nil) and disbursed £18,300 (2020: £Nil) from the fund. An amount of £14,700 (2020: £Nil) is included in other creditors relating to undistributed funds.