

HEALTHWATCH NORFOLK
(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

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

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

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

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

● **Annual Report**

Annual Report

The full version of the 2020-21 annual report is available via the Healthwatch Norfolk website: 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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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2021

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

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

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).

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

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.

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

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 12th July 2021 and signed on their behalf by:


David Edwards, Chair

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

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

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

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

	Note	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:				
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
Total income		<u>465,317</u>	<u>465,317</u>	<u>470,946</u>
Expenditure on:				
Charitable activities	5	460,620	460,620	454,800
Total expenditure	6	<u>460,620</u>	<u>460,620</u>	<u>454,800</u>
Net income before other recognised gains and losses		4,697	4,697	16,146
Net movement in funds		4,697	4,697	16,146
Reconciliation of funds:				
Total funds brought forward	13	399,777	399,777	383,631
Total funds carried forward		<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
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REGISTERED NUMBER: 08366440

BALANCE SHEET
AS AT 31 MARCH 2021

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

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 *12th July 2021* and signed on their behalf, by:



David Edwards, Chair

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

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

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.

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

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.

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

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

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

3. Investment income

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

HEALTHWATCH NORFOLK
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**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
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**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 £	<i>Total 2020 £</i>
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
	358,682	5,541	96,397	460,620	454,800
<i>Total 2020</i>	<i>329,957</i>	<i>5,853</i>	<i>118,990</i>	<i>454,800</i>	

7. Net income/(expenditure)

This is stated after charging:

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

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.

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

9. Staff costs

Staff costs were as follows:

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

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:

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

The number of higher paid employees was:

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

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

10. Tangible fixed assets

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

11. Debtors

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

12. Creditors: Amounts falling due within one year

	2021 £	2020 £
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
	<u>199,848</u>	<u>69,509</u>

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

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

	£
Deferred income	
Resources deferred during the year	132,729
Deferred income at 31 March 2021	132,729

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 £
Unrestricted funds				
General funds - all funds	399,777	465,317	(460,620)	404,474

Statement of funds - prior year

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

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.

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

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 £
Amounts payable relating to land and buildings:		
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.