

HEALTHWATCH NORFOLK
(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

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 2022**

Trustees	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
Company registered number	08366440
Charity registered number	1153506
Registered office	Suite 6 Elm Farm Norwich Common Wymondham Norfolk NR18 0SW
Accountants	Larking Gowen LLP Chartered Accountants 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 2022

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.

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

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. 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.

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

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

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.

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

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 .

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

Statement of Trustees' responsibilities

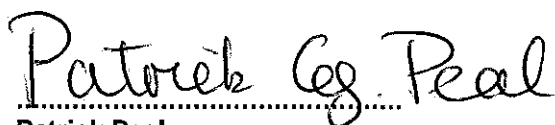
The Trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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: 18th July 2022

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

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

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
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**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 £
Income from:				
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
Total income		553,721	553,721	465,317
Expenditure on:				
Charitable activities	5	547,899	547,899	460,620
Total expenditure		547,899	547,899	460,620
Net movement in funds		5,822	5,822	4,697
Reconciliation of funds:				
Total funds brought forward		404,474	404,474	399,777
Net movement in funds		5,822	5,822	4,697
Total funds carried forward		410,296	410,296	404,474

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
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REGISTERED NUMBER: 08366440

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	10	16,200	13,746
		<u>16,200</u>	<u>13,746</u>
Current assets			
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)
Net current assets		<u>394,096</u>	<u>390,728</u>
Total net assets		<u><u>410,296</u></u>	<u><u>404,474</u></u>
Charity funds			
Unrestricted funds		410,296	404,474
Total funds		<u><u>410,296</u></u>	<u><u>404,474</u></u>

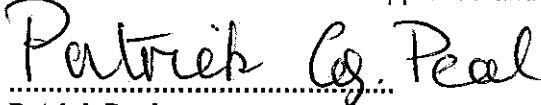
The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

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: 18th July 2022

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

HEALTHWATCH NORFOLK
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STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

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

The notes on pages 13 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 2022

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.

HEALTHWATCH NORFOLK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

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.

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

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

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

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

4. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
Investment income	2,268	2,268	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

	Unrestricted funds 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
Governance costs	18,386	18,386	17,661
Charitable activities and support costs	529,513	529,513	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

	Staff costs 2022 £	Depreciation 2022 £	Other costs 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
Expenditure on governance	16,836	-	1,550	18,386	17,661
Direct and support costs	400,145	4,286	125,082	529,513	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>	

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

6. Analysis of expenditure by activities

	Support costs 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
Expenditure on governance	18,386	18,386	17,661
Direct and support costs	529,513	529,513	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>	

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

6. Analysis of expenditure by activities (continued)

Analysis of support costs

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

HEALTHWATCH NORFOLK
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**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	1,550	1,470

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
	416,981	358,682

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

	2022 No.	2021 No.
Employees	14	12

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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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:

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

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

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

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

11. Debtors

	2022 £	2021 £
Due within one year		
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.

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13. Summary of funds

Summary of funds - current year

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

Summary of funds - prior year

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

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

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

15. Analysis of cash and cash equivalents

	2022 £	2021 £
Cash in hand	570,700	428,500
Total cash and cash equivalents	570,700	428,500

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**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
	<u>428,500</u>	<u>142,200</u>	<u>570,700</u>

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
	<u>15,404</u>	<u>29,750</u>

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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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.