

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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**CONTENTS**

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|   | Page    |
|---|---------|
| <b>Reference and administrative details of the company, its Trustees and advisers</b> | 1       |
| <b>Trustees' report</b>   | 2 - 7   |
| <b>Independent examiner's report</b>  | 8 - 9   |
| <b>Statement of financial activities</b>  | 10      |
| <b>Balance sheet</b>  | 11      |
| <b>Statement of cash flows</b>  | 12      |
| <b>Notes to the financial statements</b>  | 13 - 24 |

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

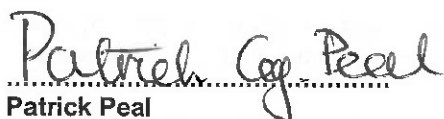
The Trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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<br>funds<br>2024<br>£ | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|--|------|------------------------------------|-----------------------------|-----------------------------|
| <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>                                    |      | <b>742,613</b>                     | <b>742,613</b>              | <b>629,602</b>              |
| <b>Expenditure on:</b>                                 |      |                                    |                             |                             |
| Charitable activities                                  | 5    | 749,362                            | 749,362                     | 713,459                     |
| <b>Total expenditure</b>                               |      | <b>749,362</b>                     | <b>749,362</b>              | <b>713,459</b>              |
| <b>Net expenditure before net gains on investments</b> |      | <b>(6,749)</b>                     | <b>(6,749)</b>              | <b>(83,857)</b>             |
| Net gains on investments                               |      | 6,274                              | 6,274                       | -                           |
| <b>Net movement in funds</b>                           |      | <b>(475)</b>                       | <b>(475)</b>                | <b>(83,857)</b>             |
| <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>                     |      | <b>325,964</b>                     | <b>325,964</b>              | <b>326,439</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 2024**

|  | Note | 2024<br>£             | 2023<br>£             |
|--|------|-----------------------|-----------------------|
| <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                             |      | 325,964               | 326,439               |
| <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.

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

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

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

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

**Summary by fund type**

|   | Unrestricted<br>funds<br>2024<br>£ | Total<br>2024<br>£ | Total<br>2023<br>£ |
|---|------------------------------------|--------------------|--------------------|
| 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**

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

**6. Analysis of expenditure by activities**

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

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

**8. Staff costs**

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

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

|           | <b>2024</b> | <b>2023</b> |
|-----------|-------------|-------------|
|           | <b>No.</b>  | <b>No.</b>  |
| Employees | <b>17</b>   | <b>16</b>   |

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

|                               | <b>2024</b> | <b>2023</b> |
|-------------------------------|-------------|-------------|
|                               | <b>No.</b>  | <b>No.</b>  |
| In the band £80,001 - £90,000 | <b>1</b>    | <b>1</b>    |

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:

|              |              | <b>2024</b>  | <b>2023</b>  |
|--------------|--------------|--------------|--------------|
|              |              | <b>£</b>     | <b>£</b>     |
| Patrick Peal | Remuneration | <b>8,500</b> | <b>8,500</b> |

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**

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

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

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

**11. Fixed asset investments**

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

**12. Debtors**

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

**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<br>£      | 2023<br>£     |
|--|----------------|---------------|
| 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        |
|  | <u>148,033</u> | <u>49,788</u> |
|  |                |               |
|  | 2024<br>£      | 2023<br>£     |
| 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)     |
|  | <u>93,234</u>  | <u>20,000</u> |

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

**14. Summary of funds**

**Summary of funds - current year**

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

**Summary of funds - prior year**

|               | Balance at<br>1 April 2022<br>£ | Income<br>£    | Expenditure<br>£ | Balance at<br>31 March<br>2023<br>£ |
|---------------|---------------------------------|----------------|------------------|-------------------------------------|
| General funds | <u>410,296</u>                  | <u>629,602</u> | <u>(713,459)</u> | <u>326,439</u>                      |

**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<br>£      | 2023<br>£        |
|---|----------------|------------------|
| 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<br>£      | 2023<br>£      |
|--|----------------|----------------|
| 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<br>2023<br>£ | Cash flows<br>£ | At 31 March<br>2024<br>£ |
|--------------------------|-------------------------|-----------------|--------------------------|
| 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<br>£     | 2023<br>£     |
|--|---------------|---------------|
| 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.