

HEALTHWATCH NORFOLK
(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

HEALTHWATCH NORFOLK
(A company limited by guarantee)

CONTENTS

	Page
Reference and administrative details of the company, its Trustees and advisers	1
Trustees' report	2 - 8
Independent examiner's report	9 - 10
Statement of financial activities	11
Balance sheet	12
Statement of cash flows	13
Notes to the financial statements	14 - 25

HEALTHWATCH NORFOLK
(A company limited by guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2025**

Trustees	Elaine Bailey Linda Bainton Vivienne Clifford-Jackson William Cruickshank (resigned 31 March 2025) Dr Andrew Hayward Christopher Humphris Mary Ledgard (resigned 31 March 2025) Christine Macdonald Patrick Peal, Chair Bridget Penhale (resigned 31 March 2025) David Trevanion (resigned 31 July 2024) Dr Susan Crossman (appointed 23 June 2025) Dr Louise Smith (appointed 1 August 2024)
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 1st Floor, Prospect House Rouen Road Norwich NR1 1RE

HEALTHWATCH NORFOLK
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their Annual Report together with the financial statements of the company for the year 1 April 2024 to 31 March 2025. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the company qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

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

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

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

b. Strategies for achieving objectives

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

Objectives and activities (continued)

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

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

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

Achievements and performance

a. Letter from the Chair and Chief Executive

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

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

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

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

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

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

b. Annual Report

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

Achievements and performance (continued)

Summary of Activities and Achievements during 2024-25

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

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

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

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

Our project work 2024-2025 included:

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

Achievements and performance (continued)

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

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

c. Events since the balance sheet date

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

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

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

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

Financial review

a. Going concern

Having made appropriate enquiries, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements.

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

b. Reserves policy

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

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

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

c. Results for the year

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

d. Material investments policy

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

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

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

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

Structure, governance and management

a. Constitution

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

b. Methods of appointment or election of Trustees

The management of the company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association.

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

Structure, governance and management (continued)

c. Organisational structure and decision-making policies

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

The AGM is held in the Forum, Norwich.

Board Members Register of Attendance in 2024-25

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

Y denotes attendance

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

Declarations of interest

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

Staff attendance

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

Statement of Trustees' responsibilities

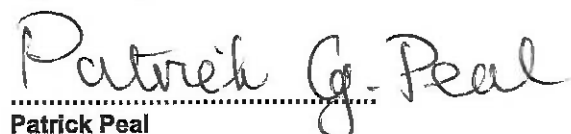
The Trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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



Patrick Peal

Date:

9/7/2025

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

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

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

Responsibilities and basis of report

As the Trustees of the company (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the company's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

This report is made solely to the company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the company and the company's Trustees as a body, for my work or for this report.

Signed: *Larking Gowen LLP*

Dated: 18 July 2025

Julie Grimmer

FCA DChA

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

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

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

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

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

BALANCE SHEET
AS AT 31 MARCH 2025

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

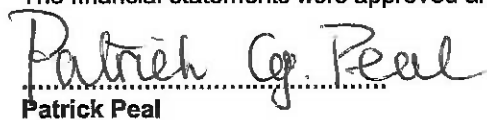
The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

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

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:


 Patrick Peal

Trustee

Date: 9/7/2025

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

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

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

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.

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

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.

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

2. Accounting policies (continued)

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

2.11 Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.12 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

2.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

2.14 Agency Arrangements

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

3. Income from charitable activities

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

4. Investment income

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

5. Analysis of expenditure on charitable activities

Summary by fund type

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

5. Analysis of expenditure on charitable activities (continued)

Summary by fund type (continued)

Summary by expenditure type

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

6. Analysis of expenditure by activities

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

6. Analysis of expenditure by activities (continued)

Analysis of support costs

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

7. Independent examiner's remuneration

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

8. Staff costs

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

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

	2025 No.	2024 No.
Employees	16	17

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

	2025 No.	2024 No.
In the band £80,001 - £90,000	1	1

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

9. Trustees' remuneration and expenses

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

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

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

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

10. Tangible fixed assets

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

11. Fixed asset investments

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

12. Debtors

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

13. Creditors: Amounts falling due within one year

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

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

14. Summary of funds

Summary of funds - current year

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

Summary of funds - prior year

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

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

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

16. Analysis of cash and cash equivalents

	2025 £	2024 £
Cash in hand	456,993	350,422
Total cash and cash equivalents	456,993	350,422

17. Analysis of changes in net debt

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

HEALTHWATCH NORFOLK
(A company limited by guarantee)

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

18. Pension commitments

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

19. Operating lease commitments

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

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

20. Related party transactions

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

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

21. Agency arrangements

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

22. Post balance sheet events

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