

HEALTHWATCH CENTRAL BEDFORDSHIRE

England & Wales · Charity number 1154627

Details

Status Registered

Legal form Charitable company

Company number [08399922](#)

Registered 2013-11-18

Register [View on the Charity Commission register](#)

Contact

Address Capability House
Wrest Park
Silsoe
Bedford
MK45 4HR

Phone 03003038554

Email info@healthwatch-centralbedfordshire.org.uk

Website www.healthwatch-centralbedfordshire.org.uk

Activities

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

Activities: Healthwatch Central Bedfordshire is the local consumer champion promoting choice and influencing the provision of high quality health, social care and wellbeing services for all across Central Bedfordshire. We engage and consult with all sections of the local population so that a wide cross section of views are heard, understood and acted upon.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- **Area of benefit:** BEDFORDSHIRE
- Bedford
- Central Bedfordshire
- Luton

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£242,927	£218,172	-	-
2024-03-31	£200,066	£189,857	-	-
2023-03-31	£178,426	£175,333	-	-
2022-03-31	£167,771	£161,030	-	-
2021-03-31	£153,672	£141,182	-	-

Trustees

Name	Role	Appointed
Alan Jackson		2025-04-01
Alison Newnham		2024-12-01
GILL HISCOX		2014-11-01
LINDA GRANT		2014-11-01
Louise Cole		2022-11-01
Mandy HASLAM		2025-03-01

HEALTHWATCH CENTRAL BEDFORDSHIRE

England & Wales - Charity number 1154627

Accounts

HEALTHWATCH CENTRAL BEDFORDSHIRE

Registered Company No. 08399922 (England and Wales)
Registered Charity No. 1154627

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025
FOR
HEALTHWATCH CENTRAL BEDFORDSHIRE**

Russells Accountants
20 Riverview Way
Kempston
Bedford
MK42 7BB



HEALTHWATCH CENTRAL BEDFORDSHIRE

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HEALTHWATCH CENTRAL BEDFORDSHIRE

REFERENCE AND ADMINISTRATIVE DETAILS

for the year ended 31st March 2025

TRUSTEES

Mrs L Grant
Mrs G Hiscox
Mrs C A Carter (resigned 25/11/2024)
Mrs L Cole
Mrs V Filmer (resigned 13/01/2025)
Mrs A Newnham (appointed 01/12/2024)
Mrs M Haslam (appointed 01/03/2025)
Mr A J Jackson (appointed 01/04/2025)

COMPANY SECRETARY

Ms D Blackmun

REGISTERED OFFICE

Capability House
Wrest Park
Silsoe
Beds
MK45 4HR

COMPANY NUMBER

08399922 (England and Wales)

CHARITY NUMBER

1154627

INDEPENDENT EXAMINER

Ian Russell FCCA
Russells Accountants Limited
20 Riverview Way
Kempston, Bedford
MK42 7BB

HEALTHWATCH CENTRAL BEDFORDSHIRE

REPORT OF THE TRUSTEES for the year ended 31st March 2025

The Trustees who are also directors of the charity for the purpose of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2025. The trustees have adopted the provisions of 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)

OBJECTIVES AND ACTIVITIES

Significant activities

Healthwatch Central Bedfordshire is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

Our vision

A Central Bedfordshire where everyone receives the health and care they need, when they need it.

Our mission

To ensure the voices and lived experiences of local people shape and improve health and care services across Central Bedfordshire.

Our values are:

- Equity – being compassionate and inclusive, empowering diverse communities.
- Collaboration – working with individuals, groups, and partners to amplify local voices.
- Impact – driving improvements that matter to residents and holding systems to account.
- Independence – providing a trusted, critical friend to health and care decision-makers.
- Truth – acting with honesty, integrity, and transparency.

15,930 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

19,750 people came to us for clear advice and information on topics such as mental health support and finding an NHS dentist.

We published 11 reports, including on Men's Health, Diabetes, Hypertension, and our widely read report Behind Closed Doors: Shining a Light on Child and Adolescent to Parent Violence and Abuse (CAPVA).

We currently employ 6 staff, and our work is supported by 53 dedicated volunteers, who gave 1,134 hours to help improve local care.

This year we've helped people by:

- Providing up-to-date information people can trust.
- Helping people access the services they need.
- Supporting people to look after their health.
- Signposting people to additional support services.

To carry out our work, we receive statutory funding from Central Bedfordshire Council under the Health and Social Care Act 2012. In 2024/25, we received £172,201, the same as the previous year. We also generated additional income from research, joint projects, and sponsorship, totalling £70,726, bringing our overall income to £242,927.

Public Benefit

The Trustees have referred to guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities

ACHIEVEMENT AND PERFORMANCE

Charitable activities

We worked closely with our colleagues across Bedfordshire, Luton and Milton Keynes (BLMK) ICS to ensure that the voices of Central Bedfordshire residents shaped system-wide decisions, including improvements in translation and interpretation services, GP access, and mental health discharge pathways.

Our Healthwatch Board consists of six members, who work on a voluntary basis to provide direction, oversight, and scrutiny to our activities. In 2024/25, the Board met six times, making decisions on budget setting, future engagement, governance, and recruitment of new members.

HEALTHWATCH CENTRAL BEDFORDSHIRE

REPORT OF THE TRUSTEES for the year ended 31st March 2025

Charitable activities - cont'd

Healthwatch Central Bedfordshire is proud to host Young Healthwatch (YHWCB), one of only a few local Healthwatch with a dedicated youth arm. YHWCB provides a platform for children and young people to share their experiences, influence services, and shape a health and care system that meets their needs.

This year, 35 active members from diverse cultural and ethnic backgrounds have led projects, research, and campaigns to amplify young voices and drive positive change. Their work has directly influenced local health strategies, research priorities, and service improvements across Central Bedfordshire and beyond.

Key achievements in 2024/25 include:

- Neurodiversity and Mental Health research: YHWCB co-produced an NIHR event, bringing together professionals and young people to highlight the barriers faced by neurodivergent children and young people. Their findings are shaping mental health and education services locally.
- Enter and View visit to Sue Ryder St John's Hospice: Young volunteers engaged with patients and staff, providing feedback that helped to improve hospice care while deepening young people's understanding of end-of-life services.
- Influencing local services: Members worked with Bedford Hospitals Trust's Psychology team to improve youth-friendly resources and with HUC NHS 111 to redesign patient information, making it clearer and more accessible.
- Youth-led digital engagement: Volunteers supported GP practices by creating and managing social media accounts, strengthening communication and patient participation.
- Supporting health awareness events: Young Healthwatch played a key role in Diabetes, Hypertension and Men's Health events, boosting awareness and participation across age groups.
- National impact: Young Healthwatch secured a place on NICE's Voluntary and Community Sector Leadership Team, ensuring that youth perspectives influence national health priorities.

In total, YHWCB volunteers gave 134 days of their time this year. Their commitment not only improved local services but also built confidence, transferable skills, and pathways into education and careers in health and social care.

Young Healthwatch Central Bedfordshire continues to hold the Investing in Children Membership Award, recognising its commitment to actively involving children and young people in dialogue that leads to real change.

Looking ahead, YHWCB will focus on reaching underrepresented voices, strengthening regional collaboration with other Youthwatch groups, and tackling health inequalities to ensure all young people have a say in the services that matter most to them.

We wish to thank the following people and organisations for helping us to deliver the local Healthwatch service: Thank you to everyone that is helping us put people at the heart of health and social care, including:

- Members of the public who shared their views and experience with us
- The voluntary organisations that have contributed to our work
- Key stakeholders and partners who have responded to our recommendations for improvements to local services
- Central Bedfordshire Council
- East London Foundation Trust
- Bedfordshire, Luton & Milton Keynes Integrated Care System (BLMK ICS)
- Our regional Healthwatch colleagues, particularly local Healthwatch across BLMK; Bedford Borough, Luton and Milton Keynes
- Healthwatch England

FINANCIAL REVIEW

Financial position

Income has seen an increase of 21% this year, and expenses have seen an increase of 15%. Interest received has seen an increase of 47%, and other income 163%. Overall, expenses have remained fairly stable with an increase in events expenses, which is to be expected with the increase in revenue generated from them.

HEALTHWATCH CENTRAL BEDFORDSHIRE

REPORT OF THE TRUSTEES for the year ended 31st March 2025

FINANCIAL REVIEW (cont'd)

Reserves policy

The Trustees have agreed a level of reserves that is sufficient to manage end of contract closure and transition costs whilst also providing adequate funding to develop new income streams to help build the longer-term sustainability of the charity.

The Trustees aim to maintain reserves to a minimum of £40,000, approximately equivalent to three months' expenditure.

Grant Funder

Healthwatch Central Bedfordshire acknowledges Central Bedfordshire Council for the provision of the grant to provide a local Healthwatch service.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, its memorandum and articles of association, and constitutes a limited company, limited by guarantee, as defined by Companies Act 2006

Recruitment and appointment of new trustees

New trustees are appointed by the existing trustees. All trustees are required to resign from office at the end of their three year term, but may be re-elected according to the rules and procedures set out in the charity's governing documents.

Organisational structure

The company is run by a board of trustees/directors who are required to number at least four but no more than six.

Funds Held As Custodians For Others

During the period 1 April 2024 to 31 March 2025 the charity did not hold any funds as a custodian trustee on behalf of any other charitable organisation.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on and signed on its behalf by:

Mrs G Hiscox - Trustee

INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF HEALTHWATCH CENTRAL BEDFORDSHIRE

Independent Examiners Report to the Trustees of Healthwatch Central Bedfordshire ('the Company')

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

Responsibilities and basis of the report

As the charity's trustees of the company (and also its directors for the purpose 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 your charity's accounts as 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 examiners statement

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 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
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.



.....
Ian Russell FCCA
Russells Accountants Limited
20 Riverview Way
Kempston, Bedford
MK42 7BB

HEALTHWATCH CENTRAL BEDFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITIES for the year ended 31st March 2025

	Notes	2025 Unrestricted £	2024 Unrestricted £
INCOME AND ENDOWMENTS FROM			
Charitable activities		172,201	172,201
Other trading income	2	70,726	27,865
Total		<u>242,927</u>	<u>200,066</u>
EXPENDITURE ON			
Charitable activities		218,172	189,857
NET INCOME			
		<u>24,755</u>	<u>10,209</u>
RECONCILIATION OF FUNDS			
Total funds brought forward		67,640	57,431
TOTAL FUNDS CARRIED FORWARD		<u><u>92,395</u></u>	<u><u>67,640</u></u>

HEALTHWATCH CENTRAL BEDFORDSHIRE

BALANCE SHEET 31st March 2025

	Notes	2025 Unrestricted £	2024 Unrestricted £
FIXED ASSETS			
Tangible assets	6	230	1,909
CURRENT ASSETS			
Debtors	7	12,773	9,027
Cash at bank and in hand		<u>87,203</u>	<u>111,694</u>
		99,976	120,721
CREDITORS			
Amounts falling due within one year	8	(7,811)	(54,990)
NET CURRENT ASSETS		<u>92,165</u>	<u>65,731</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>92,395</u>	<u>67,640</u>
FUNDS	9		
Unrestricted funds		92,395	67,640
TOTAL FUNDS		<u>92,395</u>	<u>67,640</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees and authorised for issue on and were signed on its behalf by;

Mrs G Hiscox - Trustee

HEALTHWATCH CENTRAL BEDFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2025

1. ACCOUNTING POLICIES - continued

Donated services

In accordance with the Charities SORP (FRS 102), the general volunteer time is not recognised in the financial statements

2. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Event income	67,461	25,643

3. NET INCOME/(EXPENDITURE)

Net income / (expenditure) is stated after charging / (crediting):

	2025	2024
	£	£
Depreciation - owned assets	2,140	2,789
Independent examiners fee	700	600
Independent examiners fee - non assurance services	809	720

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

5. KEY MANAGEMENT PERSONNEL

The average monthly number of employees during the year was as follows:

	2025	2024
	£	£
Senior Management	1	1
Support Staff	6	4
	7	5

No employees received emoluments in excess of £60,000.

6. TANGIBLE FIXED ASSETS

	Computer Equipment £
Cost	
At 1 April 2024	11,227
Additions	461
Disposals	(1,320)
At 31 March 2025	10,368
Depreciation	
At 1 April 2024	9,318
Charge for year	(1,320)
Disposal	2,140
At 31 March 2025	10,138
Net Book Value	
At 31 March 2025	230
At 31 March 2024	1,909

HEALTHWATCH CENTRAL BEDFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2025

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade debtors	331	-
Other debtors	492	492
Prepayments and accrued income	11,950	8,535
	12,773	9,027

8 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade creditors	2,795	1,652
Accruals and deferred income	2,310	52,930
PAYE payable	2,019	-
Pension payable	687	408
	7,811	54,990

9 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted 2025	Unrestricted 2024
	£	£
Fixed assets	230	1,909
Current assets	99,976	120,721
Current liabilities	(7,811)	(54,990)
	92,395	67,640

10 MOVEMENTS IN FUNDS

	At 1.4.24	Net movement in funds	At 31.3.25
	£	£	£
Unrestricted funds			
General fund	67,640	24,755	92,395
	67,640	24,755	92,395

Net movement in funds, included in the above are as follows;

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	242,927	(218,172)	24,755
	242,927	(218,172)	24,755

Comparatives for movement in funds

	At 1.4.23	Net movement in funds	At 31.3.24
	£	£	£
Unrestricted funds			
General fund	57,431	10,209	67,640
	57,431	10,209	67,640

Comparative net movement in funds, included in the above are as follows

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	200,066	(189,857)	10,209
	200,066	(189,857)	10,209

HEALTHWATCH CENTRAL BEDFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2025

11 RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2025 (2024: £NIL).

12. OTHER

The company is limited by guarantee and as such has no share capital. The members of the company whose liability is limited to a maximum of £1 each.

HEALTHWATCH CENTRAL BEDFORDSHIRE

INCOME AND EXPENDITURE ACCOUNT for the year ended 31st March 2025

	Unrestricted 2025		Unrestricted 2024	
	£	£	£	£
Income				
Charitable activities	172,201		172,201	
Interest receivable	3,265		2,222	
Other trading income	<u>67,461</u>		<u>25,643</u>	
		242,927		200,066
 Expenditure				
Wages	140,282		110,919	
Rent & rates	21,717		17,355	
Travel expenses	3,083		3,276	
Stationery & office costs	4,422		4,664	
IT & software	7,902		7,184	
Insurance	894		817	
Accountancy fees	1,509		1,320	
Professional fees	3,131		3,348	
Marketing & printing	2,006		3,362	
General expenses	6,903		5,453	
Telephone	1,899		1,513	
Young Healthwatch	4,840		2,626	
Older Peoples Festival	6,494		3,262	
Just Ask and local awareness events	1,181		887	
Young Peoples Event	-		14,932	
Macmillan Event	2,010		2,323	
Other projects and surveys	7,661		3,526	
Depreciation	2,140		2,789	
Bank charges & interest	60		61	
Bad debts	38		-	
Loss on disposal of fixed assets	<u>-</u>		<u>240</u>	
		<u>218,172</u>		<u>189,857</u>
 Net Surplus				
	£	<u>24,755</u>	£	<u>10,209</u>

HEALTHWATCH CENTRAL BEDFORDSHIRE

England & Wales - Charity number 1154627

Accounts

HEALTHWATCH CENTRAL BEDFORDSHIRE

Registered Company No. 08399922 (England and Wales)
Registered Charity No. 1154627

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024
FOR
HEALTHWATCH CENTRAL BEDFORDSHIRE**

Russells Accountants
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HEALTHWATCH CENTRAL BEDFORDSHIRE

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for the year ended 31st March 2024

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HEALTHWATCH CENTRAL BEDFORDSHIRE

REFERENCE AND ADMINISTRATIVE DETAILS

for the year ended 31st March 2024

TRUSTEES

Mrs L Grant
Mrs G Hiscox
Mrs C A Carter
Mrs L Cole (appointed 01/11/2022)
Mrs V Filmer (appointed 01/06/2023)
Mrs E Warwick (appointed 01/06/2023 & resigned 07/11/2023)

COMPANY SECRETARY

Ms D Blackmun

REGISTERED OFFICE

Capability House
Wrest Park
Silsoe
Beds
MK45 4HR

COMPANY NUMBER

08399922 (England and Wales)

CHARITY NUMBER

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INDEPENDENT EXAMINER

Ian Russell FCCA
Russells Accountants Limited
20 Riverview Way
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HEALTHWATCH CENTRAL BEDFORDSHIRE

REPORT OF THE TRUSTEES for the year ended 31st March 2024

The Trustees who are also directors of the charity for the purpose of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2024. The trustees have adopted the provisions of 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)

OBJECTIVES AND ACTIVITIES

Significant activities

Healthwatch Central Bedfordshire is your local health and social care champion. We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice. Our values are:

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who do not always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

10,911 people have shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

14,150 people came to us for clear advice and information about topics such as mental health and the cost of living cr

We published nine reports about the improvements people would like to see in health and social care services.

We're lucky to have 53 outstanding volunteers who gave up 272 days to make care better for our community.

We currently employ seven staff who help us carry out our work.

We collaborate with other Healthwatch to ensure the experiences of people in Central Bedfordshire influence decisions made about services at Bedfordshire, Luton & Milton Keynes Integrated Care System (BLMK ICS) level. This year we've helped people by:

- Providing up-to-date information people can trust.
- Helping people access the services they need.
- Helping people to find local support organisations and online forums.
- Supporting people to look after their health during the cost-of-living crisis.

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Public Benefit

The Trustees have referred to guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Healthwatch Central Bedfordshire is one of a few local Healthwatch who host a Young Healthwatch. Eliciting the views, feelings and aspirations of young people can be challenging and we have worked hard over the past year to encourage more young people to join our Young Healthwatch group, to give them the opportunity to share their views and experiences, to improve outcomes for children and young people, and help develop services that are 'fit for purpose'.

By joining young Healthwatch our volunteers have been able to learn new skills, build their confidence and become active members of their local community. They have listened to other young people and worked on projects like improving hospital experiences for children and young people, by visiting hospital wards including Paediatric A & E, observing the service and talking to patients and staff, with action taken based on their recommendations.

HEALTHWATCH CENTRAL BEDFORDSHIRE

REPORT OF THE TRUSTEES for the year ended 31st March 2024

Charitable activities - cont'd

Other projects that Young Healthwatch have worked on include being involved in research to help improve the mental health of young people by supporting the development of 'Time Out' cards for students to use in schools, and by working with colleagues at Central Bedfordshire Council to give valuable feedback on a 'Mindful Mentor Badge'.

A major event this year was to organise and facilitate a Health and Wellbeing Conference for Young People, an interactive event that addressed the challenges and highlighted the struggles young people experienced during the pandemic, and how to access help and support for their mental health. Young Healthwatch Central Bedfordshire are proud to hold the Investing in Children Membership Award which gives organisations national recognition for actively including children and young people in dialogue that results in change. It involves hearing directly from children and young people.

Our Healthwatch Board consists of five members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2023/24 the Board met six times and made decisions on matters such as budget setting, future engagement and activities, governance and recruitment of additional Board members.

We wish to thank the following people and organisations for helping us to deliver the local Healthwatch service: Thank you to everyone that is helping us put people at the heart of health and social care, including:

- Members of the public who shared their views and experience with us
- The voluntary organisations that have contributed to our work
- Key stakeholders and partners who have responded to our recommendations for improvements to local services
- Central Bedfordshire Council
- East London Foundation Trust
- Bedfordshire, Luton & Milton Keynes Integrated Care System (BLMK ICS)
- Our regional Healthwatch colleagues, particularly local Healthwatch across BLMK; Bedford Borough, Luton and Milton Keynes
- Healthwatch England
- Our amazing volunteers
- Our Young Healthwatch team for all their outstanding work and projects to highlight the experiences of young people in their community

FINANCIAL REVIEW

Financial position

Income has seen an increase of 12% this year, and expenses have seen an increase of 8%. Interest received has seen an increase of 3.75%, and other income 1.5%. Overall, expenses have remained fairly stable with an increase in events expenses. Rent and rates have seen a drop in the year due to the council amending how they calculate tax paid, resulting in a refund backdated to when business rates tax began being paid.

Reserves policy

The Trustees have agreed a level of reserves that is sufficient to manage end of contract closure and transition costs whilst also providing adequate funding to develop new income streams to help build the longer-term sustainability of the charity.

The Trustees aim to maintain reserves to a minimum of £40,000, approximately equivalent to three months' expenditure.

Grant Funder

Healthwatch Central Bedfordshire acknowledges Central Bedfordshire Council for the provision of the grant to provide a local Healthwatch service.

HEALTHWATCH CENTRAL BEDFORDSHIRE

REPORT OF THE TRUSTEES for the year ended 31st March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, its memorandum and articles of association, and constitutes a limited company, limited by guarantee, as defined by Companies Act 2006

Recruitment and appointment of new trustees

New trustees are appointed by the existing trustees. All trustees are required to resign from office at the end of their three year term, but may be re-elected according to the rules and procedures set out in the charity's governing documents.

Organisational structure

The company is run by a board of trustees/directors who are required to number at least four but no more than six.

Funds Held As Custodians For Others

During the period 1 April 2023 to 31 March 2024 the charity did not hold any funds as a custodian trustee on behalf of any other charitable organisation.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on and signed on its behalf by:

Mrs G Hiscox - Trustee

INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF HEALTHWATCH CENTRAL BEDFORDSHIRE

Independent Examiners Report to the Trustees of Healthwatch Central Bedfordshire ('the Company')

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

Responsibilities and basis of the report

As the charity's trustees of the company (and also its directors for the purpose 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 your charity's accounts as 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 examiners statement

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 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
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.



.....
Ian Russell FCCA
Russells Accountants Limited
20 Riverview Way
Kempston, Bedford
MK42 7BB

HEALTHWATCH CENTRAL BEDFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITIES for the year ended 31st March 2024

	Notes	2024 Unrestricted £	2023 Unrestricted £
INCOME AND ENDOWMENTS FROM			
Charitable activities		172,201	161,252
Other trading income	2	27,865	17,174
Total		<u>200,066</u>	<u>178,426</u>
EXPENDITURE ON			
Charitable activities		189,857	175,333
NET INCOME		<u>10,209</u>	<u>3,093</u>
RECONCILIATION OF FUNDS			
Total funds brought forward		57,431	54,338
TOTAL FUNDS CARRIED FORWARD		<u><u>67,640</u></u>	<u><u>57,431</u></u>

HEALTHWATCH CENTRAL BEDFORDSHIRE

BALANCE SHEET 31st March 2024

		2024 Unrestricted £	2023 Unrestricted £
FIXED ASSETS	Notes		
Tangible assets	6	1,909	1,120
CURRENT ASSETS			
Debtors	7	9,027	2,572
Cash at bank and in hand		<u>111,694</u>	<u>61,040</u>
		120,721	63,612
CREDITORS			
Amounts falling due within one year	8	(54,990)	(7,301)
NET CURRENT ASSETS		<u>65,731</u>	<u>56,311</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>67,640</u>	<u>57,431</u>
FUNDS	9		
Unrestricted funds		67,640	57,431
TOTAL FUNDS		<u>67,640</u>	<u>57,431</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees and authorised for issue on and were signed on its behalf by;

Mrs G Hiscox - Trustee

HEALTHWATCH CENTRAL BEDFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2024

1. ACCOUNTING POLICIES - continued

Donated services

In accordance with the Charities SORP (FRS 102), the general volunteer time is not recognised in the financial statements

2. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Event income	25,643	16,580

3. NET INCOME/(EXPENDITURE)

Net income / (expenditure) is stated after charging / (crediting):

	2024	2023
	£	£
Depreciation - owned assets	2,789	1,559
Independent examiners fee	600	600
Independent examiners fee - non assurance services	720	710

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

5. KEY MANAGEMENT PERSONNEL

The average monthly number of employees during the year was as follows:

	2024	2023
	£	£
Senior Management	1	1
Support Staff	4	4
	5	5

No employees received emoluments in excess of £60,000.

6. TANGIBLE FIXED ASSETS

	Computer Equipment £
Cost	
At 1 April 2023	9,229
Additions	3,818
Disposals	(1,820)
At 31 March 2024	11,227
Depreciation	
At 1 April 2023	8,109
Charge for year	2,789
Disposal	(1,580)
At 31 March 2024	9,318
Net Book Value	
At 31 March 2024	1,909
At 31 March 2023	1,120

HEALTHWATCH CENTRAL BEDFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2024

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade debtors	-	50
Other debtors	492	492
Prepayments and accrued income	8,535	2,030
	9,027	2,572

8 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	1,652	4,481
Accruals and deferred income	52,930	2,820
Pension payable	408	-
	54,990	7,301

9 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted 2024	Unrestricted 2023
	£	£
Fixed assets	1,909	1,120
Current assets	120,721	63,612
Current liabilities	(54,990)	(7,301)
	67,640	57,431

10 MOVEMENTS IN FUNDS

	At 1.4.23	Net movement in funds	At 31.3.24
	£	£	£
Unrestricted funds			
General fund	57,431	10,209	67,640
	57,431	10,209	67,640

Net movement in funds, included in the above are as follows;

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	200,066	(189,857)	10,209
	200,066	(189,857)	10,209

Comparatives for movement in funds

	At 1.4.22	Net movement in funds	At 31.3.23
	£	£	£
Unrestricted funds			
General fund	54,338	3,093	57,431
	54,338	3,093	57,431

Comparative net movement in funds, included in the above are as follows

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	178,426	(175,333)	3,093
	178,426	(175,333)	3,093

HEALTHWATCH CENTRAL BEDFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2024

11 RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2024 (2023, £NIL).

12. OTHER

The company is limited by guarantee and as such has no share capital. The members of the company whose liability is limited to a maximum of £1 each.

HEALTHWATCH CENTRAL BEDFORDSHIRE

INCOME AND EXPENDITURE ACCOUNT for the year ended 31st March 2024

	Unrestricted 2024		Unrestricted 2023	
	£	£	£	£
Income				
Charitable activities	172,201		161,252	
Interest receivable	2,222		594	
Other trading income	<u>25,643</u>		<u>16,580</u>	
		200,066		178,426
Expenditure				
Wages	110,919		109,757	
Rent & rates	17,355		23,254	
Travel expenses	3,276		3,440	
Stationery & office costs	4,664		2,729	
IT & software	7,184		5,389	
Insurance	817		791	
Accountancy fees	1,320		1,310	
Professional fees	3,348		2,173	
Marketing & printing	3,362		4,210	
General expenses	5,453		2,187	
Telephone	1,513		1,450	
Young Healthwatch	2,626		3,211	
Older Peoples Festival	3,262		4,022	
Just Ask and local awareness events	887		1,719	
Young Peoples Event	14,932		-	
Macmillan Event	2,323		-	
Other projects and surveys	3,526		8,060	
Depreciation	2,789		1,559	
Bank charges & interest	61		72	
Loss on disposal of fixed assets	<u>240</u>		<u>-</u>	
		<u>189,857</u>		<u>175,333</u>
Net Surplus	£	<u>10,209</u>	£	<u>3,093</u>

HEALTHWATCH CENTRAL BEDFORDSHIRE

England & Wales - Charity number 1154627

Accounts

HEALTHWATCH CENTRAL BEDFORDSHIRE

Registered Company No. 08399922 (England and Wales)
Registered Charity No. 1154627

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023
FOR
HEALTHWATCH CENTRAL BEDFORDSHIRE**

Russells Accountants
20 Riverview Way
Kempston
Bedford
MK42 7BB



HEALTHWATCH CENTRAL BEDFORDSHIRE

CONTENTS TO THE FINANCIAL STATEMENTS

for the year ended 31st March 2023

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HEALTHWATCH CENTRAL BEDFORDSHIRE

REFERENCE AND ADMINISTRATIVE DETAILS

for the year ended 31st March 2023

TRUSTEES

Mr D P Simpson (resigned 19/01/2023)
Mrs L Grant
Mrs G Hiscox
Mr P Downing (resigned 10/05/2022)
Ms K Proctor (resigned 01/11/2022)
Mrs C A Carter
Mr D Lee (appointed 01/08/2022 & resigned 27/02/2023)
Mrs L Cole (appointed 01/11/2022)
Mrs V Filmer (appointed 01/06/2023)
Mrs E Warwick (appointed 01/06/2023)

COMPANY SECRETARY

Ms D Blackmun

REGISTERED OFFICE

Capability House
Wrest Park
Silsoe
Beds
MK45 4HR

COMPANY NUMBER

08399922 (England and Wales)

CHARITY NUMBER

1154627

INDEPENDENT EXAMINER

Ian Russell FCCA
Russells Accountants Limited
20 Riverview Way
Kempston, Bedford
MK42 7BB

HEALTHWATCH CENTRAL BEDFORDSHIRE

REPORT OF THE TRUSTEES for the year ended 31st March 2023

The Trustees who are also directors of the charity for the purpose of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2023. The trustees have adopted the provisions of 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)

OBJECTIVES AND ACTIVITIES

Significant activities

The charity acts as the local independent consumer champion for the public to promote better outcomes in health and social care for all in Central Bedfordshire. In fulfilling this aim, the charity has:

- Contributed to the Health and Wellbeing Board and Overview & Scrutiny Committee of Central Bedfordshire Council, the Governing Body of the BLMK Integrated Care Board (BLMK ICB) and other key decision-making public service committees in health and social care.
- Held virtual meetings as part of our 'outreach programme' inviting partner organisations to join us to collectively gather local people's experiences of health and social care.
- Worked with local schools and colleges with Young Healthwatch Members to listen to young people talking about the challenges and issues they face whilst engaging with health professionals.
- Encouraged people via social media, who may live outside of Central Bedfordshire but who use services within our area, to give their feedback about local services using the Feedback Centre on our website.
- Continued to recruit and train Volunteers to act as representatives, champions and in other roles within Healthwatch Central Bedfordshire in a variety of user groups, health and social care consultative bodies, public events, etc.
- Conducted surveys and online events to validate and better understand specific issues raised by service users and members of the public and report on these.
- Developed a programme of virtual 'Enter and View' visits for young volunteers, to hospital services and clinics within Central Bedfordshire.
- Led and participated in numerous virtual meetings for the public across Central Bedfordshire.
- Undertaken extensive signposting activities.
- Maintained and developed channels of communication with various service areas of Central Bedfordshire Council, the BLMK Integrated Care System (BLMK ICB) as the health service commissioner, with other key health providers including the statutory mental health providers, East London Foundation Trust, and with a range of voluntary sector providers of health and social care related services across Bedfordshire.

Public Benefit

The Trustees have referred to guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities

ACHIEVEMENT AND PERFORMANCE

Charitable activities

During 2022/23 Healthwatch Central Bedfordshire (HWCB) has continued to build on our working relationships with the Local Authority, Central Bedfordshire Council, the BLMK Integrated Care Board (BLMK ICB) and many providers of health and social care services across Central Bedfordshire to ensure that, by working together, we can influence and improve health and social care services for local residents.

We use all of our resources to fund unique and helpful ways to ensure that service users are heard and supported in sharing their experience and giving their opinions. We are committed to taking the patient and service user voice and satisfaction measures back to the commissioners and seeing the changes local people have asked for being put in place.

HEALTHWATCH CENTRAL BEDFORDSHIRE

REPORT OF THE TRUSTEES for the year ended 31st March 2023

It has been a very challenging but rewarding year for Healthwatch Central Bedfordshire as staff, Directors and volunteers have worked tirelessly, to ensure that the voice of local people continues to be heard, listened to and acted upon.

During 2022/23, sadly our Chair, Dave Simpson passed away in April 2023. Our Vice Chair, Gill Hiscox, took on the role of Chair and was officially appointed in June 2023. We also recruited two new Board Members and one Board Member stepped down. The new Board members bring a wealth of experience to complement the strong Board we already had.

The priorities we focussed on in 2022/23 were based on what people told us about health and social care services, as follows:

- Improved and timely access to non-medical interventions for people with mental illnesses.
- A greater voice for young people to have their say on how health and social care is delivered in their local community.
- Appropriate and suitable access to health and social care services available in the local community.
- Services that work better together for the benefit of patients.
- Improved access to primary care and community services.
- More accessible services for those that live in rural areas.

The Healthwatch Central Bedfordshire team consists of five staff, and six Directors/Trustees, Plus 49 adult and young volunteers. During 2022/23 we have engaged with a wide cross section of the community via various different mediums including our website, feedback centre, social media and community events.

Healthwatch Central Bedfordshire's operational priority actions for 2022/23 have been to continue to gather the experiences and understanding of people's needs through many different techniques including our 'Feedback Centre' on our website, the continued development of our volunteer programme and targeted research and insight studies into defined areas of concern.

Positive and negative comments about specific health and social care services are logged and fed through into reports that help service providers, and the decision makers understand how the experiences of local people can help to influence change and improve the quality of care received. Through our Newsletters, E-bulletins, social media and our website, we have also kept thousands of people up to date on the issues that matter to them.

By growing our online and social media presence we have seen a vast increase in the number of people contacting us to tell us about their health and social care experiences, which is used in our reports or to develop a survey to learn more about the issues affecting local residents.

Our volunteers help us to raise awareness of the work we do and visit services to ensure they are providing people with the support they require. They also help with the day to day running of the organisation and listen, and feedback, people's experiences to help us to know which areas we need to focus on.

We are supported by an amazing team of volunteers who are the heart of Healthwatch Central Bedfordshire. Thanks to their efforts in the community, we are able to understand what is working and what needs improving in health and social care.

We have continued to reach out to our community and offered help with signposting, advice and information. During 2022/23 we increased our public engagements, held events and distributed surveys to find out more about people's experience of health and care services and produced various reports of our findings, with recommendations for actions to improve access and treatment.

HEALTHWATCH CENTRAL BEDFORDSHIRE

REPORT OF THE TRUSTEES for the year ended 31st March 2023

Young Healthwatch

Our Young Healthwatch team continues to represent the voice of young people in Central Bedfordshire, and produced reports of their activities.

Young Healthwatch volunteers have made a difference by amplifying the voices of young people. The young volunteers have been very active on social media; creating awareness through their posts which has seen an increase in followers throughout the year.

Healthwatch – Engagement Activities

Our team continue to respond positively to a rapidly changing environment to ensure that the voice of local residents is used to influence change and to inform our work.

Healthwatch plays an important role in helping people to get the information they need. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible.

We often work behind the scenes with health and care services to consistently raise issues and push for changes. It has long been reported that accessing a GP appointment can be a challenge and many people have been telling us they are continuing to experience problems securing an appointment, or even just getting through to their local practice. In addition, securing an appointment or attempting to register with an NHS Dentist is also proving a challenge for many local residents. We continue to feedback intelligence received across different areas to healthcare colleagues and are working with them to help alleviate patient issues and concerns.

Enter & View Visits

Part of HWCB's programme of work is to carry out 'Enter & View' visits to health and social care services to find out how they are managed and to make recommendations where there are areas for improvement. The Health and Social Care Act 2012 allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families, patients and carers on premises such as hospitals, residential homes, GP Practices, dental surgeries, optometrists and pharmacies.

Many examples of our work throughout 2022/23 can be found on our website at www.healthwatch-centralbedfordshire.org.uk, and in HWCB's Annual Report 2022/23, which can be found here: <https://healthwatch-centralbedfordshire.org.uk/annual-report-2022-23>

Young Healthwatch also produce their own Annual Report 2022/23, to highlight their activities and projects which can be viewed here: <https://healthwatch-centralbedfordshire.org.uk/young-healthwatch-annual-report-2022-23>

Young Healthwatch also produce their own Annual Report 2022/23, to highlight their activities and projects which can be viewed here: <https://healthwatch-centralbedfordshire.org.uk/young-healthwatch-annual-report-2022-23>

Both Annual Report's 2022/23 also list examples of case studies which highlight how speaking up about health and care services is the first step to change, and how people's views can help make a difference to the care and support people receive in Central Bedfordshire.

Other ways that we helped people in the community are listed in the 'You said, We did' section of the Annual reports which cover a variety of different healthcare services and the ways in which people were supported.

Healthwatch Central Bedfordshire has used our reports and recommendations to suggest how people's health and care services might be improved, in the following ways:

- Publishing reports on our website about our engagement activities.
- Commissioners of those services.
- Parliamentary Health Service Ombudsman.

Everything we do is based on discussion and feedback from Central Bedfordshire residents who present us with the evidence to challenge providers and commissioners to improve their quality of care.

HEALTHWATCH CENTRAL BEDFORDSHIRE

REPORT OF THE TRUSTEES for the year ended 31st March 2023

Future Plans

Future projects for both young and older volunteers will include supporting Healthwatch Central Bedfordshire to continue to gather valuable feedback from our local community about how they are accessing and receiving services in this new and constantly evolving landscape.

The total population of Central Bedfordshire is set to increase by 22.6% between 2014 and 2031. In line with national trends the biggest rate of increase is expected in older people, with the greatest proportional growth projected for older people. While the actual number of older people will remain relatively small, the increased proportion will have implications for the provision of health and care services. In addition, there are sizeable health inequalities in the area. For example, men in the richest parts of Central Bedfordshire can expect to live more than seven years longer than their poorer peers.

The Health and Care Act 2022 enabled Integrated Care Systems (ICSs) to move onto a statutory footing with the establishment of Integrated Care Boards (ICBs) and Integrated Care Partnerships (ICPs). This took place on 1 July 2022 as communicated in the NHS 2022/2023 priorities and operational planning guidance.

Each Integrated Care System (ICS) has an Integrated Care Board (ICB), a statutory organisation bringing the NHS together locally to improve population health and establish shared strategic priorities within the NHS. When ICBs were legally established, clinical commissioning groups (CCGs) were abolished.

The local authority, Central Bedfordshire Council, and the newly formed BLMK ICS may be required to make unprecedented financial savings as part of this transformation, which places pressure on their budget to effectively deliver health and social care services that people want and need. Health and social care is going through a huge period of change and throughout 2023/24 we will continue to focus on improving the quality of services in Central Bedfordshire and influence the decision makers to ensure services are delivered that meet the needs of diverse

Delivery of health and social care services will need to change as a result of the Coronavirus pandemic and our focus for the future will be to continue to gather valuable feedback from our local community about how they are accessing and receiving services in this new and constantly evolving landscape.

Healthwatch Central Bedfordshire recognises its role and responsibility over the next 12 months to support and engage with the population of Central Bedfordshire and to empower people to take more control of their own health and care as well as the decisions that affect them. It is our job to work towards a better fit between people's aspirations and their current experience. Engaging to ensure a compassionate, patient centered approach across services will be a key role for HWCB, from using patient experiences to influencing transformation and remodeling, to more specific monitoring of current activities being delivered day to day.

Patient views can enhance learning from the pandemic and therefore our focus for the future will be, in addition to our planned activities and projects, to continue to gather valuable public feedback to help inform future commissioning decisions, as well as communicating system changes to the public and providing clarity to interpret future guidance.

Our top priorities for 2023/24 will include the following:

- Develop engagement projects relating to Pharmaceutical services, women's healthcare, and the cost-of-living crisis to support Healthwatch England national campaigns.
- Progress and develop activities reaching out to the local community, engaging with seldom heard communities, to ensure all voices are represented and included in commissioning decisions.
- Continue to develop our Enter & View programme visiting health and care settings, listening to patients and the public and liaising with the Care Quality Commission to identify areas of concern.

HEALTHWATCH CENTRAL BEDFORDSHIRE

REPORT OF THE TRUSTEES for the year ended 31st March 2023

Next Steps

In the ten years since Healthwatch was launched, we have demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services. We will also continue our work into tackling inequalities that exist within our services and work to reduce the barriers the local community face when accessing care, regardless of whether that is because of where they live, income or race.

Healthwatch Central Bedfordshire would like to thank all our Directors and Trustees for their continued support during 2022/23.

FINANCIAL REVIEW

Financial position

Income has seen an increase of 6% this year, however, expenses have seen an increase of 9%. Wages have risen in line with the income, however, other expenses have seen more significant rises, such as rent and rates, this is mainly due to renting an extra room at Wrest Park throughout the year. Marketing and printing has also seen a large increase due to doing a lot more promotional work.

Reserves policy

The Trustees have agreed a level of reserves that is sufficient to manage end of contract closure and transition costs whilst also providing adequate funding to develop new income streams to help build the longer-term sustainability of the charity.

The Trustees aim to maintain reserves to a minimum of £25,000, approximately equivalent to two months' expenditure.

Grant Funder

Healthwatch Central Bedfordshire acknowledges Central Bedfordshire Council for the provision of the grant to provide a local Healthwatch service.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, its memorandum and articles of association, and constitutes a limited company, limited by guarantee, as defined by Companies Act 2006

Recruitment and appointment of new trustees

New trustees are appointed by the existing trustees. All trustees are required to resign from office at the end of their three year term, but may be re-elected according to the rules and procedures set out in the charity's governing documents.

Organisational structure

The company is run by a board of trustees/directors who are required to number at least four but no more than six.

Funds Held As Custodians For Others

During the period 1 April 2022 to 31 March 2023 the charity did not hold any funds as a custodian trustee on behalf of any other charitable organisation.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 7/11/23 and signed on its behalf by:



Mrs L Grant - Trustee

INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF HEALTHWATCH CENTRAL BEDFORDSHIRE

Independent Examiners Report to the Trustees of Healthwatch Central Bedfordshire ('the Company')
I report to the charity trustees on my examination of the accounts for the year ended 31st March 2023.

Responsibilities and basis of the report

As the charity's trustees of the company (and also its directors for the purpose 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 your charity's accounts as 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 examiners statement

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 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
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.



.....
Ian Russell FCCA
Russells Accountants Limited
20 Riverview Way
Kempston, Bedford
MK42 7BB

HEALTHWATCH CENTRAL BEDFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31st March 2023

	Notes	2023 Unrestricted £	2022 Unrestricted £
INCOME AND ENDOWMENTS FROM			
Charitable activities		161,252	153,110
Other trading income	2	17,174	-
Total		<u>178,426</u>	<u>167,771</u>
EXPENDITURE ON			
Charitable activities		175,333	161,030
NET INCOME		<u>3,093</u>	<u>6,741</u>
RECONCILIATION OF FUNDS			
Total funds brought forward		54,338	47597
TOTAL FUNDS CARRIED FORWARD		<u><u>57,431</u></u>	<u><u>54,338</u></u>

HEALTHWATCH CENTRAL BEDFORDSHIRE

BALANCE SHEET 31st March 2023

	Notes	2023 Unrestricted £	2022 Unrestricted £
FIXED ASSETS			
Tangible assets	6	1,120	440
CURRENT ASSETS			
Debtors	7	2,572	1,694
Cash at bank and in hand		61,040	74,988
		63,612	76,682
CREDITORS			
Amounts falling due within one year	8	(7,301)	(22,784)
NET CURRENT ASSETS		56,311	53,898
TOTAL ASSETS LESS CURRENT LIABILITIES		57,431	54,338
FUNDS	9		
Unrestricted funds		57,431	54,338
TOTAL FUNDS		57,431	54,338

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2023.


The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees and authorised for issue on and were signed on its behalf by;



Mrs L Grant - Trustee

7/11/23

HEALTHWATCH CENTRAL BEDFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2023

1. ACCOUNTING POLICIES - continued

Donated services

In accordance with the Charities SORP (FRS 102), the general volunteer time is not recognised in the financial statements

2. OTHER TRADING ACTIVITIES

	2023	2022
	£	£
Event income	16,580	14,661

3. NET INCOME/(EXPENDITURE)

Net income / (expenditure) is stated after charging / (crediting):

	2023	2022
	£	£
Depreciation - owned assets	1,559	1,624
Independent examiners fee	600	600
Independent examiners fee - non assurance services	720	1,200

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

5. KEY MANAGEMENT PERSONNEL

The average monthly number of employees during the year was as follows:

	2023	2022
	£	£
Senior Management	1	1
Support Staff	4	4
	5	5

No employees received emoluments in excess of £60,000.

6. TANGIBLE FIXED ASSETS

	Computer Equipment £
Cost	
At 1 April 2022	8,670
Additions	2,239
Disposals	(1,680)
At 31 March 2023	9,229
Depreciation	
At 1 April 2022	8,230
Charge for year	1,559
Disposal	(1,680)
At 31 March 2023	8,109
Net Book Value	
At 31 March 2023	1,120
At 31 March 2022	440

HEALTHWATCH CENTRAL BEDFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2023

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade debtors	50	1,694
Other debtors	492	-
Prepayments and accrued income	2,030	-
	2,572	1,694
	2,572	1,694

8 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	4,481	1,484
Accruals and deferred income	2,820	21,300
	7,301	22,784
	7,301	22,784

9 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted 2023	Unrestricted 2022
	£	£
Fixed assets	1,120	440
Current assets	63,612	76,682
Current liabilities	(7,301)	(22,784)
	57,431	54,338
	57,431	54,338

10 MOVEMENTS IN FUNDS

	At 1.4.22	Net movement in funds	At 31.3.23
	£	£	£
Unrestricted funds			
General fund	54,338	3,093	57,431
	54,338	3,093	57,431
TOTAL FUNDS	54,338	3,093	57,431

Net movement in funds, included in the above are as follows;

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	178,426	(175,333)	3,093
	178,426	(175,333)	3,093

Comparatives for movement in funds

	At 1.4.21	Net movement in funds	At 31.3.22
	£	£	£
Unrestricted funds			
General fund	47,597	6,741	54,338
	47,597	6,741	54,338
TOTAL FUNDS	47,597	6,741	54,338

Comparative net movement in funds, included in the above are as follows

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	167,771	(161,030)	6,741
	167,771	(161,030)	6,741

HEALTHWATCH CENTRAL BEDFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2023

11 RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2023 (2022, £NIL).

11. OTHER

The company is limited by guarantee and as such has no share capital. The members of the company whose liability is limited to a maximum of £1 each.

HEALTHWATCH CENTRAL BEDFORDSHIRE

INCOME AND EXPENDITURE ACCOUNT for the year ended 31st March 2023

	Unrestricted 2023		Unrestricted 2022	
	£	£	£	£
Income				
Charitable activities	161,252		153,110	
Interest receivable	594		-	
Other trading income	<u>16,580</u>		<u>14,661</u>	
		178,426		167,771
Expenditure				
Wages	109,757		103,465	
Rent & rates	23,254		17,503	
Travel expenses	3,440		1,480	
Stationery & office costs	2,729		3,676	
IT & software	5,389		5,103	
Insurance	791		744	
Accountancy fees	1,310		1,200	
Professional fees	2,173		3,121	
Marketing & printing	4,210		2,893	
General expenses	2,187		1,728	
Telephone	1,450		2,035	
Young Healthwatch	3,211		3,620	
Older Peoples Festival	4,022		5,565	
Just Ask and local awareness events	1,719		1,270	
Public Engagement Films	-		576	
Other projects and surveys	8,060		5,340	
Depreciation	1,559		1,624	
Bank charges & interest	<u>72</u>		<u>87</u>	
		<u>175,333</u>		<u>161,030</u>
Net Surplus	£	<u>3,093</u>	£	<u>6,741</u>

HEALTHWATCH CENTRAL BEDFORDSHIRE

England & Wales - Charity number 1154627

Accounts

REGISTERED COMPANY NUMBER: 08399922 (England and Wales)
REGISTERED CHARITY NUMBER: 1154627

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022
FOR
HEALTHWATCH CENTRAL BEDFORDSHIRE**

FKCA Limited
260 - 270 Butterfield
Great Marlings
Luton
Bedfordshire
LU2 8DL

HEALTHWATCH CENTRAL BEDFORDSHIRE

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for the Year Ended 31 MARCH 2022**

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HEALTHWATCH CENTRAL BEDFORDSHIRE

**REFERENCE AND ADMINISTRATIVE DETAILS
for the Year Ended 31 MARCH 2022**

TRUSTEES	Mr D P Simpson Mrs L Grant Mrs G Hiscox Mr P Downing (resigned 10.5.22) Ms K Proctor Mrs C A Carter Mr D Lee (appointed 1.8.22)
COMPANY SECRETARY	Ms D Blackmun
REGISTERED OFFICE	Capability House Wrest Park Silsoe Beds MK45 4HR
REGISTERED COMPANY NUMBER	08399922 (England and Wales)
REGISTERED CHARITY NUMBER	1154627
INDEPENDENT EXAMINER	FKCA Limited 260 - 270 Butterfield Great Marlings Luton Bedfordshire LU2 8DL

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2022**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of 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).

OBJECTIVES AND ACTIVITIES

Significant activities

The charity acts as the local independent consumer champion for the public to promote better outcomes in health and social care for all in Central Bedfordshire. In fulfilling this aim, the charity has:

- Contributed to the Health and Wellbeing Board and Overview & Scrutiny Committee of Central Bedfordshire Council, the Governing Body of the BLMK Clinical Commissioning Group (CCG) and other key decision making public service committees in health and social care
- Held virtual meetings as part of our 'outreach programme' inviting partner organisations to join us to collectively gather local people's experiences of health and social care.
- Worked with local schools and colleges with Young Healthwatch Members to listen to young people talking about the challenges and issues they face whilst engaging with health professionals.
- Encouraged people via social media, who may live outside of Central Bedfordshire but who use services within our area, to give their feedback about local services using the Feedback Centre on our website.
- Continued to recruit and train Volunteers to act as representatives, champions and in other roles within Healthwatch Central Bedfordshire in a variety of user groups, health and social care consultative bodies, public events, etc.
- Conducted surveys and online events to validate and better understand specific issues raised by service users and members of the public and report on these.
- Developed a programme of virtual 'Enter and View' visits for young volunteers, to hospital services and clinics within Central Bedfordshire.
- Led and participated in numerous virtual meetings for the public across Central Bedfordshire
- Undertaken extensive signposting activities.
- Maintained and developed channels of communication with various service areas of Central Bedfordshire Council, the BLMK Clinical Commissioning Group as the health service commissioner, with other key health providers including the statutory mental health providers, East London Foundation Trust, and with a range of voluntary sector providers of health and social care related services across Bedfordshire.

Public benefit

The Trustees have referred to guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2022**

ACHIEVEMENT AND PERFORMANCE

Charitable activities

During 2021/22 Healthwatch Central Bedfordshire (HWCB) has continued to build on our working relationships with the Local Authority, Central Bedfordshire Council, the BLMK Clinical Commissioning Group and the many providers of health and social care services across Central Bedfordshire to ensure that, by working together, we can influence and improve health and social care services for local residents.

We use all of our resources to fund unique and helpful ways to ensure that service users are heard and supported in sharing their experience and giving their opinions. We are committed to taking the patient and service user voice and satisfaction measures back to the commissioners and seeing the changes local people have asked for being put in place.

It has been a very challenging but rewarding year for Healthwatch Central Bedfordshire as staff, Directors and volunteers have worked tirelessly, as restrictions have eased, to ensure that the voice of local people continues to be heard, listened to and acted upon.

As the country returned to some sort of normality, following various lockdowns, we continued to reach out to our community and offered help with signposting, advice and information.

During 2021/22 we recruited one new Board Member and one Board Member stepped down. We also welcomed two new Youth Parliament Members to our Board. The new Board member brings a wealth of experience to complement the strong Board we already had.

The priorities we focussed on in 2021/22 were based on what people told us about health and social care services, as follows:

- Improved and timely access to non-medical interventions for people with mental illnesses.
- A greater voice for young people to have their say on how health and social care is delivered in their local community.
- Appropriate and suitable access to health and social care services available in the local community.
- Services that work better together for the benefit of patients.
- Improved access to primary care and community services.
- More accessible services for those that live in rural areas

The Healthwatch Central Bedfordshire team consists of five staff, six Directors/Trustees plus two youth parliament members and 52 adult and young volunteers. During 2021/22 we have engaged with a wide cross section of the community via various different mediums including our website, feedback centre, social media and community events, broken down as follows:

Reaching Out:

- 8326 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.
- 4567 people came to us for clear advice and information about topics such as mental health and COVID-19

Making a difference to care:

- We published 13 reports about the improvements people would like to see to health and social care services.
- Our most popular report was 'Seen and Heard' which highlighted the struggles the Deaf community face when accessing health and care services.

Healthwatch Central Bedfordshire's operational priority actions for 2021/22 have been to continue to gather the experiences and understanding of people's needs through many different techniques including our 'Feedback Centre' on our website, the continued development of our volunteer programme and targeted research and insight studies into defined areas of concern.

Positive and negative comments about specific health and social care services are logged and fed through into reports that help service providers, and the decision makers understand how the experiences of local people can help to influence change and improve the quality of care received. Through our Newsletters, E-bulletins, social media and our website, we have also kept thousands of people up to date on the issues that matter to them.

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2022**

By growing our online and social media presence we have seen a vast increase in the number of people contacting us to tell us about their health and social care experiences, which is used in our reports or to develop a survey to learn more about the issues affecting local residents.

Our volunteers help us to raise awareness of the work we do and visit services to ensure they are providing people with the support they require. They also help with the day to day running of the organisation and listen, and feedback, people's experiences to help us to know which areas we need to focus on.

We are supported by an amazing team of volunteers who are the heart of Healthwatch Central Bedfordshire. Thanks to their efforts in the community, we are able to understand what is working and what needs improving in health and social care.

During 2021/22, our volunteers:

- Created digital content on our website and social media, and continually reviewed articles and updates.
- Carried out interviews and telephone calls with service users to help inform a report about domiciliary care agencies.
- Assisted in transcribing interviews with Carers as part of a joint Carers project with NHS England
- Supported outreach activities and large scale events by being part of the planning committee and being actively involved in each project.
- Helped to plan a programme of Enter & View visits, designing questionnaires and being a part of the Enter & View Team.
- Contributed to discussions and training sessions at Volunteer Engagement Days and Awaydays.
- Provided invaluable office administrative support, accounts and budget setting.
- As Board members, supported the operational and strategic functions of the organisation.

We have continued to reach out to our community and offered help with signposting, advice and information. During 2021/22 we returned to face to face engagement and held events and distributed surveys to find out more about people's experience of health and care services and produced various reports of our findings, with recommendations for actions to improve access and treatment.

We worked with mental health providers and support organisations to help resolve issues and concerns with many positive outcomes, and addressed national issues, for example, 'Waiting times for services are long at all stages of the mental health system'; and our feedback contributed to Healthwatch England's national post pandemic report: 'What are people telling us about mental health support?'

<https://www.healthwatch.co.uk/blog/2022-07-07/post-pandemic-what-are-people-telling-us-about-mental-health-support>

Young Healthwatch

Our Young Healthwatch team continues to represent the voice of young people in Central Bedfordshire, and produced reports of their activities, including addressing discrimination on public transport to determine how aware people are of hidden disabilities when travelling on public transport. Read their full report here: <https://healthwatch-centralbedfordshire.org.uk/on-the-buses-hidden-disabilities-report>

Young Healthwatch volunteers have made a difference by amplifying the voices of young people. Some of the projects they worked on in 2021/22 are listed below:

- Developed a research project working with students from Central Bedfordshire College to address how domestic violence amongst young people has changed as a result of C-19. This subject was very important to all the young people, and the aim was to raise awareness and provide genuine information and advice to other young people, as well as offer recommendations and guidance on where to find support and how to access it.
- Invited to give their support to a regional research study that aims to find out whether exercise is an effective treatment for young people with depression. Volunteers took part in a video to support the project, as well as helping to design a poster and promote via a marketing campaign and social media. Young volunteers are providing insight into how to encourage young people to take part in the trial, what type of language to use and identifying potential barriers to taking part. The overall aim is to improve the mental health of young people in the region.

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2022**

- Invited to be involved in an Oral Health Needs Assessment for Children and Young People in Central Bedfordshire working with Central Bedfordshire Council's Public Health Team. The aim is to encourage young people to think more about their oral health requirements and what it means to them. Young people provided feedback on survey questions and engaged with other young people in the area asking key questions about dental care. Feedback was given to the Stakeholder Group, responsible for creating a care plan for oral care for young people.
- The Pen Pal project aims to connect young people with older, more vulnerable residents in the local community and has continued to gather momentum. Young Healthwatch Volunteers have developed new relationships and expanded the project to help combat isolation and loneliness for older members of the community, whilst also improving the writing skills and confidence for the young people.
- During the first lockdown in 2020, Young Healthwatch volunteers published a report called 'Home Becomes School'. Following the many challenges faced by young people since that time, relating to education and demands at school, the young volunteers wanted to determine how well schools had adapted to the changing circumstances. A survey was designed in October 2021 to address the issues and concerns young people had about returning to school. The results showed that many young people had concerns about their mental health and feeling safe. They also felt that lateral flow test requirements were not being adhered to. The final reports were shared with local schools and the local authority with recommendations to help improve the student experience.
- Recognising the importance of involving the public to improve service delivery, Young Healthwatch volunteers were asked by commissioners of Kooth, the digital mental health and wellbeing service, to review a questionnaire used by Kooth. Many young people gave direct informative feedback thus ensuring that Kooth were able to gather more reviews and provide a better, more efficient service, and help to improve the mental health and wellbeing of young people in Central Bedfordshire.
- Young Healthwatch Volunteers determined to raise more awareness and understanding of young people with eating disorders. For some time eating disorders amongst young people has been increasing, even more so during the pandemic, and Young Healthwatch are continuing to highlight this issue and will be exploring a project involving the development of a podcast, which will be a popular platform to reach young audiences, to help raise awareness, understanding and support for the condition. This will be followed up with supporting leaflets that continue to help young people navigate eating disorders.

Thanks to a Cheering Volunteer Grant from Central Bedfordshire Council, Young Healthwatch were able to deliver training for young people in Cardiopulmonary Resuscitation (CPR) to many young people across Central Bedfordshire. Young Healthwatch volunteers were initially trained by the British Heart Foundation, and with the support of a training video, rolled out lifesaving training across Central Bedfordshire to youth groups, schools, colleges and other specific CPR training events facilitated by Young Healthwatch. Training was delivered to young people in the age range 14 - 18+. Our target was to train 320 young people in Central Bedfordshire in the life saving skill of CPR. The training actually included 539 young people which far exceeded our target and these young people are now equipped with the knowledge and training to help save lives. Read their report here: <https://healthwatch-centralbedfordshire.org.uk/dont-stop-the-beat>

Young Healthwatch volunteers have helped to 'Bust the Myths' relating to the uptake of the C-19 vaccine amongst young people. Concerns about the high number of Covid-19 cases amongst young people led to an engagement project to talk to young people and determine why they were hesitant about having the vaccine. Young Healthwatch created a short snapshot survey, the results of which clearly highlighted key themes such as distrust of the vaccine and unknown risks or possible side effects. The full report of the engagement activity, and all the interviews and videos made by the young people were published on our website and shared with Beds, Luton and Milton Keynes Clinical Commissioning Group (BLMK CCG).

BLMK CCG used the videos across their networks, and on their website, specifically targeted at young people to help 'bust the myths' and encourage take up of the vaccine. Read their report here: <https://healthwatch-centralbedfordshire.org.uk/vaccine-hesitancy-among-young-people-in-central-bedfordshire>

The young volunteers have been very active on social media; creating awareness through their posts which has seen an increase in followers throughout the year.

Next Steps 2022/23 for Young Healthwatch

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2022**

Young Healthwatch volunteers always strive to improve health and social care services for young people living in Central Bedfordshire. They have been busy planning new projects for the next 12 months and are looking forward to ensuring their voice is heard, to influence the decision makers and planners of services for young people. Future projects will include:

Keech Hospice - they have a high percentage of young residents but do not currently seek the advice of young people on how best to shape the services they provide. Young Healthwatch are in discussions with Keech staff to plan a review of their services to help improve the experience for young people, both as visitors and patients. The volunteers will be offering advice relating to an Ambassador position with the organisation and how this will feed into the organisations strategy. They plan to advise on content for a Hospice leaflet designed specifically for young people to take away and share with family and friends. During the summer they will be undertaking a '15 steps' review, which is an approach to service/quality improvement that focuses on 'walkarounds' and their first impressions of the service from both a visitor and patient perspective. The outcomes will help to inform improvement actions and to give an insight into service delivery from a young person's view.

First Aid Training - following the success of our CPR training project, many young people asked for further training around general first aid. They want to be equipped to deal with emergency situations and feel training in first aid will enable young people to build their confidence and gain key life skills. The training will be open to all young people across Central Bedfordshire, from different backgrounds and life situations. It will be held locally and supported by a well-known organisation that teaches and provides first aid and emergency medical services. The training is designed to empower young people; help them to feel happier and safer and prevent anti-social behaviour.

Health Academy at Bedford Hospital - The Health Academy is set up within Bedford Hospital Education Suite and training courses are aimed at young people between the ages of 14-18 years old. The academy runs a programme of learning to pursue a career in healthcare. Young Healthwatch have been asked to provide feedback on their website, programme of material, and to attend a session with the students. The Health Academy are keen to ensure they are appealing to as many young people as possible, from many different areas, and providing a wide variety of opportunities. Being part of this review will give confidence to the young volunteers and help support the work of the academy for future students.

Healthwatch - Engagement Activities

Our team continue to respond positively to a rapidly changing environment to ensure that the voice of local residents is used to influence change and to inform our work.

Healthwatch plays an important role in helping people to get the information they need. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible. During 2021/22 we helped thousands of people by:

- Providing up to date information and guidance on COVID-19, and supporting the vaccination and booster programme
- Signposting people to reliable information they could trust
- Helping People access the services they need
- Supporting people to resolve their complaint, concern or issue

We often work behind the scenes with health and care services to consistently raise issues and push for changes. It has long been reported that accessing a GP appointment can be a challenge and many people have been telling us they are continuing to experience problems securing an appointment, or even just getting through to their local practice. We continue to feedback intelligence received across different areas to healthcare colleagues and are working with them to help alleviate patient issues and concerns.

Just Ask 2021/22

Our engagement activities for 2021/22 have included face to face activities such as 'Just Ask' events. This programme of events is designed to provide information, advice and guidance on health, social care and housing to local residents. HWCB staff and volunteers were able to hold the events at strategic venues across Central Bedfordshire and signpost residents to appropriate health and social care services using local knowledge, with support from the organisations that joined us at each event. Visitors joining us had the opportunity to speak directly to health and social care colleagues from local organisations and community groups. View or full report here: <https://healthwatch-centralbedfordshire.org.uk/just-ask-2021-report>

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2022**

Festival for Older People 2021

It's important for the NHS and social care to hear experiences people have with their local services as this provides a deeper understanding than using data alone. Our annual event, the Festival for Older People, is usually planned well in advance of delivery, with work beginning in early August. Previous events have been a huge success, with over 300 people attending to talk directly to service providers and exhibitors, to hear more about the support services they offer to older people, and are available to them in the local community, which they may have been unaware of. In October 2021, we held a Festival for Older People and invited many statutory, voluntary and community organisations to join us to provide information and advice unique to their services, which also gave the public the opportunity to talk directly to commissioners and providers about the issues they were experiencing. Healthcare staff were able to listen to their concerns and offer direct support and guidance. This helped many people to resolve their issues by speaking directly to the right people. Read our full report of the event here: <https://healthwatch-centralbedfordshire.org.uk/festival-for-older-people-2021>

Improving Hospital Discharge in Central Bedfordshire

Thanks to people sharing their experience of hospital discharge, we are supporting the local Trust and care providers to improve their discharge processes for all patients and Carers. To speed up the discharge process and free up beds, under new guidance, acute and community hospitals were required to discharge all patients as soon as it was clinically safe to do so. Healthwatch Central Bedfordshire, working with the local authority, undertook a programme of engagement and developed a survey to determine, from local residents, their experience of hospital discharge in the last few months, to help inform the Councils ongoing work. We shared patient feedback with the Health & Wellbeing Board, Overview & Scrutiny Committee, the local Safeguarding Board and Joint Strategic Planning Group. Actions taken included updating discharge leaflets to include key points of contact if patients want to raise concerns, a plan to develop information videos, design of a process to allocate a Care Coordinator following person-centred principles, and the development of a patient charter that will support both discharge planning and workforce training. Read our full report here: <https://healthwatch-centralbedfordshire.org.uk/hospital-to-home>.

Giving the Deaf Community a stronger voice

Access to health and social care services has gone from 'slightly improving' to 'severely deteriorated' according to the Deaf Community. In a focus group, jointly facilitated by Healthwatch Central Bedfordshire and Bedford Borough, members of the Deaf Community felt that professionals do not understand the concerns and needs of their community and the detrimental effect this has on their health and wellbeing. There is general anxiety in the Deaf Community about how to access services - who will accompany them to an appointment, whether they will have access to an interpreter, and who will be paying for the interpreter. The Deaf Community feel that health and care services have 'gone back in time' and with all the technology currently available to support marginalized people there should not be such difficulty when communicating with health and social care professionals. Our report was shared with the Care Quality Commission to include a formal request to help increase awareness of communicating successfully with the Deaf Community to identify their needs, and to raise a query on how they intend to comply with the AIS requirements, and how they will help to resolve the issues highlighted in the report. It was strongly felt, by all participants of the focus group that, by improving services now, accessibility for future generations of the Deaf Community will be much improved. Read our full report here: <https://healthwatch-centralbedfordshire.org.uk/seen-and-heard-report>

Helping to improve a Carers Experience

Many Carers shared their experience of caring for someone who had recently been discharged from hospital. Working with NHS England to support their Commitment to Carer's programme, we interviewed Carers to determine which processes and outcomes are most important to get right and what best practice should look like before and after leaving hospital. Carers told us that they often feel overlooked, unsupported and exhausted by their caring role, and clearly feel that the process of recognising a Carer, and provision of the right support at the right time, is of paramount importance. A focus group was held with key stakeholders to review our recommendations and develop an action plan to address the issues raised. 'Easy wins' were suggested along with longer term actions. More importantly it was recognised that sharing good practice between the different health, social and community sectors is essential to improve a Carers experience and the person they care for. Read our full report here: <https://healthwatch-centralbedfordshire.org.uk/carers-experience-of-hospital-discharge>

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2022**

Enter & View Visits

Part of HWCB's programme of work is to carry out 'Enter & View' visits to health and social care services to find out how they are managed and to make recommendations where there are areas for improvement. The Health and Social Care Act 2012 allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families, patients and carers on premises such as hospitals, residential homes, GP Practices, dental surgeries, optometrists and pharmacies.

This year, due to the ongoing effects of the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity during 2021/22. However, we continue to work with the Care Quality Commission as we share a national organisational structure and will be planning a programme of Enter & View visits during the latter half of 2022 and into 2023. We hope to continue to be at the forefront of improvements in service provision.

Many more examples of our work throughout 2021/22 can be found on our website at www.healthwatch-centralbedfordshire.org.uk, and in HWCB's Annual Report 2021/22, which can be found here: https://healthwatch-centralbedfordshire.org.uk/hwcb-annual-report-2021_2022.

This year, Young Healthwatch have also produced their own Annual Report 2021/22, to highlight their activities and projects which can be viewed here: <https://healthwatch-centralbedfordshire.org.uk/yhw-annual-report-2021-22>

Both Annual Report's 2021/22 also list examples of case studies which highlight how speaking up about health and care services is the first step to change, and how people's views can help make a difference to the care and support people receive in Central Bedfordshire.

Other ways that we helped people in the community are listed in the 'You said, We did' section of the Annual report which cover a variety of different healthcare services and the ways in which people were supported.

Healthwatch Central Bedfordshire has used our reports and recommendations to suggest how people's health and care services might be improved, in the following ways:

- Publishing reports on our website about our engagement activities
Sharing the results of various surveys about local services on our website and with the Providers and Commissioners of those services.
- Supporting local people to report their complaint to the Commissioners of health and care services and the Parliamentary Health Service Ombudsman.

Everything we do is based on discussion and feedback from Central Bedfordshire residents who present us with the evidence to challenge providers and commissioners to improve their quality of care.

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2022**

ACHIEVEMENT AND PERFORMANCE

Future Plans

Future projects for both young and older volunteers will include supporting Healthwatch Central Bedfordshire to continue to gather valuable feedback from our local community about how they are accessing and receiving services in this new and constantly evolving landscape.

Central Bedfordshire's population is 289,000, according to the 2019 mid-year estimate. This was published by the Office for National Statistics in June 2020.

The total population of Central Bedfordshire is set to increase by 22.6% between 2014 and 2031. In line with national trends the biggest rate of increase is expected in older people, with the greatest proportional growth projected for older people. While the actual number of older people will remain relatively small, the increased proportion will have implications for the provision of health and care services. In addition, there are sizeable health inequalities in the area. For example, men in the richest parts of Central Bedfordshire can expect to live more than seven years longer than their poorer peers.

NHS England wanted all Clinical Commissioning Groups (CCG's) to merge across their integrated care system (ICS) boundaries by April 2022, as part of proposed changes to legislation designed to hand ICSs the direct commissioning power. The Health and Care Act 2022 enabled Integrated Care Systems (ICSs) to move onto a statutory footing with the establishment of Integrated Care Boards (ICBs) and Integrated Care Partnerships (ICPs). This took place on 1 July 2022 as communicated in the NHS 2022/2023 priorities and operational planning guidance.

Each Integrated Care System (ICS) has an Integrated Care Board (ICB), a statutory organisation bringing the NHS together locally to improve population health and establish shared strategic priorities within the NHS. When ICBs were legally established, clinical commissioning groups (CCGs) were abolished.

The local authority, Central Bedfordshire Council, and the newly formed BLMK ICS may be required to make unprecedented financial savings as part of this transformation, which places pressure on their budget to effectively deliver health and social care services that people want and need. Health and social care is going through a huge period of change and throughout 2022/23 we will continue to focus on improving the quality of services in Central Bedfordshire and influence the decision makers to ensure services are delivered that meet the needs of diverse communities.

Delivery of health and social care services will need to change as a result of the Coronavirus pandemic and our focus for the future will be to continue to gather valuable feedback from our local community about how they are accessing and receiving services in this new and constantly evolving landscape.

Healthwatch Central Bedfordshire staff and volunteers may not be able to fully engage with some people in the way that we have done in the past so will be looking at new ways of hearing people's views, whether this is face to face or virtually, to feed back to the decision makers, and to work with them to ensure that the consumer voice is used to inform a different type of service delivery and design.

Healthwatch Central Bedfordshire recognises its role and responsibility over the next 12 months to support and engage with the population of Central Bedfordshire and to empower people to take more control of their own health and care as well as the decisions that affect them. It is our job to work towards a better fit between people's aspirations and their current experience. Engaging to ensure a compassionate, patient centered approach across services will be a key role for HWCB, from using patient experiences to influencing transformation and remodeling, to more specific monitoring of current activities being delivered day to day.

The comments and stories shared are vitally important to us which are used to influence service improvement, to collaborate with key decision makers, and to report on the changes people would like to see. The commitment and work of the NHS, social care and the voluntary sector in dealing with the pandemic has been amazing as we have all adapted to a rapidly changing environment. However, we will be facing new challenges as restrictions continue to ease and services are faced with a large backlog of non-Covid-19 care, storing up greater problems for the future, which will mean added pressure on front line services as well as support services.

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2022**

ACHIEVEMENT AND PERFORMANCE

Patient views can enhance learning from the pandemic and therefore our focus for the future will be, in addition to our planned activities and projects, to continue to gather valuable public feedback to help inform future commissioning decisions, as well as communicating system changes to the public and providing clarity to interpret future guidance.

Our top priorities for 2022/23 will include the following:

- Tackling health inequalities jointly with healthcare colleagues as part of a countywide review, engaging with seldom heard communities.
- Progressing engagement projects relating to community nursing and domiciliary care to ensure that patient and Carer voices are represented and incorporated into commissioning decisions.
- Setting a programme of Enter & View visits, following disruption and an interruption to visits due to the pandemic, to include Acute Trusts with our Healthwatch colleagues in Bedfordshire and other healthcare settings where concerns have been raised.

Next steps

The pandemic has shone a stark light on the impact of existing inequalities when using health and care services, highlighting the importance of championing the voices of those who all too often go unheard.

Over the coming years, our goal is to help reduce these inequalities by making sure their voice is heard, and decision makers reduce the barriers people face, regardless of whether that is because of where they live, income or race.

As restrictions have eased we plan to continue engaging face to face with local residents, at our outreach events across Central Bedfordshire, and undertaking various focus groups, to find out what matters to them.

We will be reviewing the recommendations in our most recent reports and following up with Commissioners and Providers to determine actions implemented to help improve local health and care services.

Finally, we will be encouraging the public to share their lived experiences with us to enable us to use that information to influence future service delivery and design.

Our work will include helping to address and highlight inequalities across health and care services to ensure the most vulnerable people in our local community, and seldom heard communities, are able to access the services and support they need.

With the help and support of our Board of Trustees we will continue with a review of our governance arrangements to ensure they are robust and fit for the future of the organisation; this will include changes to our Articles of Association.

Healthwatch Central Bedfordshire would like to thank all our Directors and Trustees for their continued support during 2021/22

FINANCIAL REVIEW

Reserves policy

The Trustees have agreed a level of reserves that is sufficient to manage end of contract closure and transition costs whilst also providing adequate funding to develop new income streams to help build the longer-term sustainability of the charity.

The Trustees aim to transfer 5% of income to reserves annually and in addition every opportunity will be taken to increase reserves at the earliest possible time to a minimum of £20,000, approximately equivalent to two months' expenditure.

Grant Funder

Healthwatch Central Bedfordshire acknowledges Central Bedfordshire Council for provision of the grant to provide a local Healthwatch service.

REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

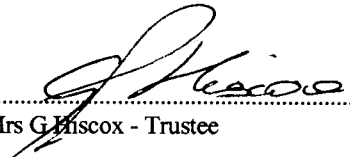
Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

The recruitment and appointment of new Trustees is considered by the existing Trustees to ensure that the board of Trustees has the appropriate skill sets to carry out its responsibilities.

Approved by order of the board of trustees on 01.11.2022 and signed on its behalf by:


.....
Mrs G Hiscox - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
HEALTHWATCH CENTRAL BEDFORDSHIRE**

Independent examiner's report to the trustees of Healthwatch Central Bedfordshire ('the Company')

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

Responsibilities and basis of report

As the charity's trustees of the Company (and also 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').

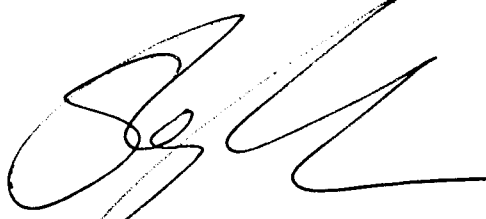
Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). 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

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.



Mr Stephen Mason BSc FCA
FKCA Limited
260 - 270 Butterfield
Great Marlings
Luton
Bedfordshire
LU2 8DL

Date: 07/12/2022

HEALTHWATCH CENTRAL BEDFORDSHIRE

**STATEMENT OF FINANCIAL ACTIVITIES
for the Year Ended 31 MARCH 2022**

	Notes	2022 Unrestricted fund £	2021 Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Charitable Activities		153,110	151,410
Other trading activities	2	14,661	2,262
Total		<u>167,771</u>	<u>153,672</u>
EXPENDITURE ON			
Charitable activities			
Charitable Activities		161,030	141,182
NET INCOME		6,741	12,490
RECONCILIATION OF FUNDS			
Total funds brought forward		47,597	35,107
TOTAL FUNDS CARRIED FORWARD		<u>54,338</u>	<u>47,597</u>

The notes form part of these financial statements

HEALTHWATCH CENTRAL BEDFORDSHIRE (REGISTERED NUMBER: 08399922)

**BALANCE SHEET
31 MARCH 2022**

	Notes	2022 Unrestricted fund £	2021 Total funds £
FIXED ASSETS			
Tangible assets	6	440	2,064
CURRENT ASSETS			
Debtors	7	1,694	1,700
Cash at bank		74,988	49,432
		<hr/>	<hr/>
		76,682	51,132
CREDITORS			
Amounts falling due within one year	8	(22,784)	(5,599)
		<hr/>	<hr/>
NET CURRENT ASSETS		53,898	45,533
		<hr/>	<hr/>
TOTAL ASSETS LESS CURRENT LIABILITIES		54,338	47,597
		<hr/>	<hr/>
NET ASSETS		54,338	47,597
		<hr/>	<hr/>
FUNDS	9		
Unrestricted funds		54,338	47,597
		<hr/>	<hr/>
TOTAL FUNDS		54,338	47,597
		<hr/>	<hr/>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

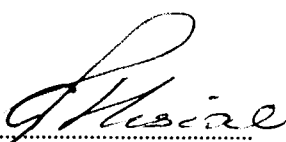
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 21st November 2022 and were signed on its behalf by:



 Mrs G Hiscox - Trustee

The notes form part of these financial statements

HEALTHWATCH CENTRAL BEDFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS for the Year Ended 31 MARCH 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements and assessment of going concern

The financial statements of the charitable company, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The presentational and functional currency is GBP.

The charity meets the definition of a public benefit entity under FRS 102.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

The following policies are applied to particular categories of income:

Income received by way of grants and donations is included in full in the Statement of Financial Activities when receivable.

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Incoming resources from charitable trading activity are accounted for when earned.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Tangible fixed assets held for the company's own use are stated at cost less accumulated depreciation and accumulated impairment losses.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 2 years straight line

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

HEALTHWATCH CENTRAL BEDFORDSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 MARCH 2022**

1. ACCOUNTING POLICIES - continued

Donated services

In accordance with the Charities SORP (FRS 102), the general volunteer time is not recognised in the financial statements.

2. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Event income	14,661	2,262
	<u>14,661</u>	<u>2,262</u>

3. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2022	2021
	£	£
Depreciation - owned assets	1,624	2,872
Independent examiners fee	600	613
Independent examiners fee for non-assurance services	1,200	600
	<u>1,200</u>	<u>600</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were two trustees' travel expenses paid totalling £251 for the year ended 31 March 2022 (2021 : £45). Two trustees' received travel expenses for the year ended 31 March 2021.

5. KEY MANAGEMENT PERSONNEL

The average monthly number of employees during the year was as follows:

	2022	2021
Senior Management	1	1
Support Staff	4	4
	<u>5</u>	<u>5</u>

No employees received emoluments in excess of £60,000.

Total employee benefits paid to key management personnel for the year was £47,225 (2021: £47,225)

HEALTHWATCH CENTRAL BEDFORDSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 MARCH 2022**

6. TANGIBLE FIXED ASSETS

	Computer equipment	
		£
COST		
At 1 April 2021 and 31 March 2022		8,670
DEPRECIATION		
At 1 April 2021		6,606
Charge for year		1,624
At 31 March 2022		8,230
NET BOOK VALUE		
At 31 March 2022		440
At 31 March 2021		2,064

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade debtors	1,694	1,700

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	1,484	2,349
Accruals and deferred income	21,300	3,250

9. MOVEMENT IN FUNDS

		Net movement in funds	At
	At 1.4.21	in funds	31.3.22
	£	£	£
Unrestricted funds			
General fund	47,597	6,741	54,338
TOTAL FUNDS	47,597	6,741	54,338

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	167,771	(161,030)	6,741
TOTAL FUNDS	167,771	(161,030)	6,741

HEALTHWATCH CENTRAL BEDFORDSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 MARCH 2022**

9. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	35,107	12,490	47,597
TOTAL FUNDS	<u>35,107</u>	<u>12,490</u>	<u>47,597</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	153,672	(141,182)	12,490
TOTAL FUNDS	<u>153,672</u>	<u>(141,182)</u>	<u>12,490</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	35,107	19,231	54,338
TOTAL FUNDS	<u>35,107</u>	<u>19,231</u>	<u>54,338</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	321,443	(302,212)	19,231
TOTAL FUNDS	<u>321,443</u>	<u>(302,212)</u>	<u>19,231</u>

HEALTHWATCH CENTRAL BEDFORDSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 MARCH 2022**

10. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022. During the year 31 March 2021, Healthwatch Central Bedfordshire made purchases from Highland Interiors Limited, a company where Diana Blackmun is a director for £600. There was no balance outstanding at the year end.

HEALTHWATCH CENTRAL BEDFORDSHIRE

England & Wales - Charity number 1154627

Accounts

REGISTERED COMPANY NUMBER: 08399922 (England and Wales)
REGISTERED CHARITY NUMBER: 1154627

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021
FOR
HEALTHWATCH CENTRAL BEDFORDSHIRE**

FKCA Limited
260 - 270 Butterfield
Great Marlings
Luton
Bedfordshire
LU2 8DL

HEALTHWATCH CENTRAL BEDFORDSHIRE

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for the Year Ended 31 MARCH 2021**

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HEALTHWATCH CENTRAL BEDFORDSHIRE

**REFERENCE AND ADMINISTRATIVE DETAILS
for the Year Ended 31 MARCH 2021**

TRUSTEES	Mr D P Simpson Mrs L Grant Mrs G Hiscox Mr K Daly (resigned 10.11.20) Mrs L Gazeley (resigned 10.11.20) Mr P Downing Ms K Proctor Mrs C A Carter (appointed 1.3.21)
COMPANY SECRETARY	Ms D Blackmun
REGISTERED OFFICE	Capability House Wrest Park Silsoe Beds MK45 4HR
REGISTERED COMPANY NUMBER	08399922 (England and Wales)
REGISTERED CHARITY NUMBER	1154627
INDEPENDENT EXAMINER	FKCA Limited 260 - 270 Butterfield Great Marlings Luton Bedfordshire LU2 8DL

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2021**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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).

OBJECTIVES AND ACTIVITIES

Significant activities

The charity acts as the local independent consumer champion for the public to promote better outcomes in health and social care for all in Central Bedfordshire. In fulfilling this aim, the charity has:

- Contributed to the Health and Wellbeing Board and Overview & Scrutiny Committee of Central Bedfordshire Council, the Governing Body of the BLMK Clinical Commissioning Group (CCG) and other key decision making public service committees in health and social care
- Held virtual meetings as part of our 'outreach programme' inviting partner organisations to join us to collectively gather local people's experiences of health and social care.
- Worked with local schools and colleges with Young Healthwatch Members to listen to young people talking about the challenges and issues they face whilst engaging with health professionals.
- Encouraged people via social media, who may live outside of Central Bedfordshire but who use services within our area, to give their feedback about local services using the Feedback Centre on our website.
- Continued to recruit and train Volunteers to act as representatives, champions and in other roles within Healthwatch Central Bedfordshire in a variety of user groups, health and social care consultative bodies, public events, etc.
- Conducted surveys and online events to validate and better understand specific issues raised by service users and members of the public and report on these.
- Developed a programme of virtual 'Enter and View' visits for young volunteers, to hospital services and clinics within Central Bedfordshire.
- Led and participated in numerous virtual meetings for the public across Central Bedfordshire
- Undertaken extensive signposting activities.
- Maintained and developed channels of communication with various service areas of Central Bedfordshire Council, the BLMK Clinical Commissioning Group as the health service commissioner, with other key health providers including the statutory mental health providers, East London Foundation Trust, and with a range of voluntary sector providers of health and social care related services across Bedfordshire.

Public benefit

The Trustees have referred to guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2021

ACHIEVEMENT AND PERFORMANCE

Charitable activities

During 2020/21 Healthwatch Central Bedfordshire (HWCB) has continued to build on our working relationships with the Local Authority, Central Bedfordshire Council, the BLMK Clinical Commissioning Group and the many providers of health and social care services across Central Bedfordshire to ensure that, by working together, we can influence and improve health and social care services for local residents.

We use all of our resources to fund unique and helpful ways to ensure that service users are heard and supported in sharing their experience and giving their opinions. We are committed to taking the patient and service user voice and satisfaction measures back to the commissioners and seeing the changes local people have asked for being put in place.

It has been a very challenging but rewarding year for Healthwatch Central Bedfordshire as staff, Directors and volunteers have worked tirelessly during the pandemic to ensure that the voice of local people continues to be heard, listened to and acted upon.

Despite limitations of engagement during 2020/21, due to the ongoing pandemic and lockdowns, we have continued to reach out to our community and offered help with signposting, advice and information.

During 2020/21 we recruited one new Board Member and two Board Members stepped down. We also welcomed two new Youth Parliament Members to our Board. The new Board member brings a wealth of experience to complement the strong Board we already had.

The priorities we focussed on in 2020/21 were based on what people told us about health and social care services, as follows:

- Improved and timely access to non-medical interventions for people with mental illnesses.
- A greater voice for young people to have their say on how health and social care is delivered in their local community.
- Appropriate and suitable access to health and social care services available in the local community.
- Services that work better together for the benefit of patients.
- Improved access to primary care and community services.
- More accessible services for those that live in rural areas.

The Healthwatch Central Bedfordshire team consists of five staff, six Directors/Trustees plus two youth parliament members and 54 adult and young volunteers. During 2020/21 we have engaged with a wide cross section of the community via various different mediums including our website, feedback centre, social media and community events, broken down as follows

Reaching Out

- We heard from 4,635 people this year about their experiences of health and social care.
- We directly provided advice and information to 2,015 people in 2020/21
- 25,657 people accessed Healthwatch advice and information online or contacted us with questions about local support.
- 91,567 people engaged with us through social media

Responding to the Pandemic

- We engaged with and supported 2,973 people during the COVID-19 pandemic this year.

Making a difference to care

- We published 12 reports about the improvements people would like to see to health and social care services. From this, we made 72 recommendations for improvement
- 26% of recommendations for improvement we made in 2020/21 have been acted upon, at the point where we reviewed progress.

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2021**

Healthwatch Central Bedfordshire's operational priority actions for 2020/21 have been to continue to gather the experiences and understanding of people's needs through many different techniques including our 'Feedback Centre' on our website, the continued development of our volunteer programme and targeted research and insight studies into defined areas of concern.

Positive and negative comments about specific health and social care services are logged and fed through into reports that help service providers, and the decision makers understand how the experiences of local people can help to influence change and improve the quality of care received. Through our Newsletters, E-bulletins, social media and our website, we have also kept thousands of people up to date on the issues that matter to them.

By growing our online and social media presence we have seen a vast increase in the number of people contacting us to tell us about their health and social care experiences, which is used in our reports or to develop a survey to learn more about the issues affecting local residents.

Our volunteers help us to raise awareness of the work we do and visit services to ensure they are providing people with the right support. They also help with the day to day running of the organisation and listen, and feedback, people's experiences to help us to know which areas we need to focus on.

Due to the ongoing pandemic, during 2020/21 our volunteers:

- Helped people have their say from home, carrying out surveys over the telephone and online.
- Helped out at the growing number of vaccination centres across Central Bedfordshire and wrote blogs about their experience.
- Carried out website reviews for local services on the information they provide.
- Helped with the local volunteering efforts of shopping and collecting prescriptions, providing befriending services, and walking their neighbours' dog, for those self-isolating or shielding.

Despite limitations of engagement during 2020/21, we have continued to reach out to our community and offered help with signposting, advice and information. We held virtual events and distributed surveys to find out more about people's experience of health and care services during lockdowns, and produced various reports of our findings, with recommendations for actions to improve access and treatment.

We worked with mental health providers and support organisations to help resolve issues and concerns with many positive outcomes, and addressed national issues, for example, access to dentistry services which has resulted in a call for an urgent reform of the provision of dental care. Read our full report here: <https://healthwatch-centralbedfordshire.org.uk/people-share-their-views-on-dentistry-services-in-central-bedfordshire>

Our Young Healthwatch team continues to represent the voice of young people in Central Bedfordshire and produced reports of their activities including an online review of health and social care service websites, using the methodology of the 15 Steps programme, which allowed them to see how useful a website is and by doing so reaching out to a greater volume of young people, that need the care the organisations provide. Read their full report here: <https://healthwatch-centralbedfordshire.org.uk/15-steps-online-review-yhw>

Young Healthwatch volunteers have made a difference by amplifying the voices of young people. Some of the projects they worked on in 2020/21 are listed below:

- **Home Becomes School Survey** - results from the survey provided a useful insight into the successes and failures of the education systems response to the pandemic in Central Bedfordshire.
- **Five Minutes with Milly** - One of our Young Healthwatch volunteers interviewed a School Nurse; Teacher and a Midwife in September 2020 to find out about their experience of continuing to work during the pandemic
- **Music for the Mind** - this study showed that, overall, listening to music whilst revising decreases the effectiveness of revision for young people.
- **15 Steps Online Review** - Young Healthwatch volunteers found that, overall, the health and social care websites they reviewed in March 2021 are well suited for young people, although they felt the GP websites needed improvement.
- **Podcast Training** - A Young Healthwatch volunteer's suggestion created an opportunity for other young people to plan, develop, record, edit and release their own Podcast, while increasing their own skillset.

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2021**

- **Pen Pal Scheme** - Young Healthwatch volunteers have continued to write to care home residents with positive results and during 2020 we expanded the scheme to include Good Neighbour Scheme contacts in Amptill and Flitwick, and Dom Care agencies.
- **Recruitment Video** - As a result of Healthwatch Central Bedfordshire's latest recruitment video, to encourage more young people to become involved in our projects, we have had a wealth of interest in joining the Young Healthwatch team from schools across Central Bedfordshire.
- **Blogs** - Throughout the pandemic Young Healthwatch volunteers have continued to write 'Blogs' detailing how this affects them both emotionally, mentally and physically which have been shared on our website to support other young people who may have similar anxieties

The young volunteers have been very active on social media; creating awareness through their posts which has seen an increase in followers throughout the year.

Young Healthwatch volunteers continue to support work on the READY trial; a research study that aims to find out whether exercise is an effective treatment for young people with low mood or depression. The young people have so far supported an educational video and offered guidance on the promotional materials. This project will continue throughout 2021/22.

Future activities will include completing a project focusing on priority seating for disabled young people on public transport, which was delayed due to coronavirus restrictions, and working with students from Central Bedfordshire College to undertake a research project, asking the question, 'How has domestic violence among young people changed as a result of Covid-19?', with the aim of providing advice and information to young people in Central Bedfordshire. Posters will be displayed in the College to help educate and offer guidance to students.

Training in CPR will also be a part of their future activities, with the intention to pass on their learning and train other young people in Central Bedfordshire. The aim is to enable young people to feel more confident, improve their resilience and be educated in key lifesaving skills. Young Healthwatch volunteers, through their work, look forward to encouraging more young people to have a voice and make a difference.

We were delighted to be shortlisted for two Healthwatch Network Awards; 'Celebrating our volunteer team' and 'The impact our team makes', in recognition of the projects and activities undertaken during 2020/21, and equally pleased that two of our volunteers received 'highly commended' in the local Cheering Volunteering Awards for 'Volunteer of the Year' and the 'Sir Captain Tom Award for Outstanding Contribution'.

Our team continue to respond positively to a rapidly changing environment to ensure that the voice of local residents is used to influence change and to inform our work.

Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic. During 2020/21 we helped thousands of people by:

- Providing up to date advice on the COVID-19 response locally
- Linking people to reliable up-to-date information
- Supporting the vaccine roll-out; managing issues and concerns
- Providing information and guidance to local support services
- Helping people to access the health and care services they need

Future projects for both young and older volunteers will include supporting Healthwatch Central Bedfordshire to continue to gather valuable feedback from our local community about how they are accessing and receiving services in this new and constantly evolving landscape

Engagement Activities:

Our engagement activities for 2020/21 have included online activities such as virtual 'Just Ask' meetings. This programme of events is designed to provide information, advice and guidance on health, social care and housing to local residents. HWCB staff and volunteers were able to hold the events virtually during 2020/21 and signpost residents to appropriate health and social care services using local knowledge, with support from the organisations that joined us at each online event. Visitors joining us had the opportunity to view videos and presentations, and to speak directly to health and social care colleagues from local organisations and community groups.

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2021**

During 2020/21 support services changed how they delivered services, and priorities were reassessed to help form an NHS, and social care service, that could respond to the COVID-19 emergency. We heard from many people about their experiences of accessing health and care services during the pandemic, stories which were highlighted in our first lockdown report 'Listening in Action During Lockdown', published in June 2020; read our full report here: <https://healthwatch-centralbedfordshire.org.uk/lockdown-report>

As a follow-up, the 'Living through Lockdown 3.0' report, published in March 2021, was developed to include additional feedback from the public, and a further expansion of stories and experiences shared with us, including the support, advice and guidance provided. Read our full report here:

<https://healthwatch-centralbedfordshire.org.uk/lockdown-3-0-report>

Surveys:

From information given to Healthwatch Central Bedfordshire at a Patient Advisory Board, it was clear that there were heightened concerns about an accessible and available service for cancer patients, particularly for those patients who would normally directly consult their GP if they were worried about symptoms relating to cancer. It has been widely reported in national media that the current pandemic is placing cancer patients at an enormous disadvantage with the possibility of delayed or inadequate treatment, which is likely to result in poor, short, and long term outcomes due to the redirection of hospital resources to the management of Covid-19 infected patients. Patients were being advised not to attend GP surgeries due to social distancing and lockdown restrictions, and therefore it is highly likely that there would be an increase in the numbers of patients accessing surgery websites to gather the information they may need.

During 2020/21, one of the surveys we developed was designed to determine how up to date GP websites are in Central Bedfordshire and to investigate the extent of current information and advice. We asked our volunteers to review each website; a total of 34 across Central Bedfordshire.

It was clear from our research that many GP Practice websites in Central Bedfordshire are lacking vital up to date information and advice for their patients and visitors to the website, with many specifically lacking information relating to what to do about cancer treatment during the pandemic, and signposting to cancer support groups. The Patient Advisory Board (PAB) was supportive of the results of our survey and agreed, as per our recommendations, that Primary Care Networks should play a role in improving the content and design of GP Practice websites. The PAB agreed that this would provide an opportunity to commission IT provider(s) to improve the frequency of updates and to provide better access to a range of advice to cancer patients from key partners.

The Patient Advisory Board also made further recommendations to the Primary Care Group, based on our report, which included asking that individual practices focus on providing local information to cancer patients about consultations, referrals, and the availability of diagnostic tests. At a subsequent virtual East of England Regional Healthwatch meeting in mid-May, colleagues were advised of the survey and asked to join the project and progress the survey in their local areas. Several Healthwatch colleagues agreed to do so or to incorporate our survey questions in their current survey regarding access to GP services.

Festival for Older People 2020

Our annual event, the Festival for Older People, is usually planned well in advance of delivery, with work beginning in early August. Previous events have been a huge success, with over 300 people attending to talk directly to service providers and exhibitors, to hear more about the support services they offer to older people, and are available to them in the local community, which they may have been unaware of.

As lockdown eased the government continued to revise guidance, which had a wide ranging impact on the work of Healthwatch Central Bedfordshire including activities such as large scale engagement and events. The venue we had booked for the Festival 2020 was not confirming bookings and national guidance was still limiting the number of people gathering indoors.

Healthwatch Central Bedfordshire had to take the difficult decision to cancel the Festival for Older People 2020, however, we felt strongly that the date should not pass without some activity to support older people, given that it is part of our annual programme and always keenly anticipated by the public and support organisations. However, the key question was what could be done in the timeframe, within government restrictions and resources available?

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2021**

Staff, volunteers and stakeholders met online to consider alternative ideas for delivering the Festival in October 2020, and the unanimous decision was taken to host the Festival virtually, utilising all of our resources and help from our volunteers. The theme for the Festival 2020, linked with International Older Peoples Day, was 'Pandemics: do they change how we address age and ageing?'

2020/21 has presented significant challenges to everyone, not least the most vulnerable in our society and those in the older age range, who have had their activities curtailed significantly by lockdown and the continuing restrictions on daily life. To provide an event that encompassed information, advice, entertainment and activities, it was decided to expand the Festival across a full week. The idea being to encourage more people to attend and prevent cramming content into a limited timeframe. Organisation of the programme was deliberately arranged to allow people to dip in and out, which would help to reduce screen time fatigue.

We invited many key stakeholders and support organisations to join us and developed a weekly planner that was heavily promoted across our network. The Festival's main aim was to ensure that a wide range of organisations who provide information, advice and support for older people can come together. Each day of the week had a theme with a question for all those participating, linked to general and emotional wellbeing, active living and healthy lifestyles. The programme also included guided exercise classes, poetry, gardening tips and lively entertainment. Some residents would ordinarily be unable to join a physical event, due to frailness or staffing ratios, however the virtual offer was open to all, and participants included six care homes from across Central Bedfordshire.

The videos shown during Festival week received over 150 views a day, with total views across the week totalling 874. Attendees gave valuable feedback about their experience of health and care services during lockdown and beyond. Many people told us about some positive experiences with services and people embracing helpful technology. Strong feelings were also expressed that, in the future, wherever possible, patient choice should be at the forefront of all service delivery and design. Concerns were raised that the pandemic had put some lives on hold, summed up as, "The issue of storing up problems for the future is a massive concern right now."

Read our full report of the virtual event held in October 2020 here:

<https://healthwatch-centralbedfordshire.org.uk/wp-content/uploads/2020/12/VFOP-2020.pdf>

Enter & View Visits:

Part of HWCB's programme of work is to carry out 'Enter & View' visits to health and social care services to find out how they are managed and to make recommendations where there are areas for improvement. The Health and Social Care Act 2012 allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families, patients and carers on premises such as hospitals, residential homes, GP Practices, dental surgeries, optometrists and pharmacies.

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity. However, we continue to work with the Care Quality Commission as we share a national organisational structure. We hope to continue to be at the forefront of improvements in service provision.

Many more examples of our work throughout 2020/21 can be found on our website at www.healthwatch-centralbedfordshire.org.uk, and in HWCB's Annual Report 2020/21. The Annual Report 2020/21 also lists examples of three cases studies which highlight how speaking up about health and care services is the first step to change and how people's views can help make a difference to the care and support people receive in Central Bedfordshire, as follows:

- **Access to NHS Dental Services:** Healthwatch England supported the British Dental Association to campaign for better access to dental care, and as Healthwatch Central Bedfordshire regularly receive feedback from local residents relating to accessing dental care in Central Bedfordshire, we wanted to explore this further. Our report found that over the past year Covid-19 has had a significant impact on the availability of dental care. Prior to the pandemic, 75% of people who completed the survey, visited their dentist regularly and the results from our survey showed that a larger proportion of people (89%) had attempted to secure an appointment since the pandemic, in many cases, without success.

REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2021

- **Accessing Information on GP websites:** From information given to Healthwatch Central Bedfordshire at a Patient Advisory Board, it was clear that there were heightened concerns about an accessible and available service for cancer patients, particularly for those patients who would normally directly consult their GP if they were worried about symptoms relating to cancer. Our research showed that many GP Practice websites in Central Bedfordshire are lacking vital up to date information and advice for their patients and visitors to the website, with many specifically lacking information relating to what to do about cancer treatment during the pandemic, and signposting to cancer support groups. The Patient Advisory Board (PAB) was supportive of the results of our survey and agreed, as per our recommendations, that Primary Care Networks should play a role in improving the content and design of GP Practice websites. The PAB agreed that this would provide an opportunity to commission IT provider(s) to improve the frequency of updates and to provide better access to a range of advice to cancer patients from key partners. The Patient Advisory Board also made further recommendations to the Primary Care Group, based on our report, which included asking that individual practices focus on providing local information to cancer patients about consultations, referrals, and the availability of diagnostic tests.
- **Visiting Health and Care Services:** Prior to the first national lockdown, Healthwatch Central Bedfordshire staff and volunteers undertook 'Enter & View' visits to many local health and social care services. Due to the pandemic, we have been unable to continue with the visits however, in March 2021, our Young Healthwatch team of volunteers reviewed a website, and a PowerPoint presentation (Storyboard), of a Sexual Assault Referral Centre called 'The Emerald Centre', using their '15 Steps Training' to see how useful the website is as a source of information and advice for young people. The nurse explained that as a result of the review by Young Healthwatch Central Bedfordshire 'We have modified our storyboard and created new ones for males, females and teenagers. We are also in discussion with our IT department about having a Live Chat Function on our website.'

Other ways that we helped people in the community are listed in the 'You said, We did' section of the Annual report which cover a variety of different healthcare services and the ways in which people were supported.

Healthwatch Central Bedfordshire has used our reports and recommendations to suggest how people's health and care services might be improved, in the following ways:

- Publishing reports on our website about our engagement activities.
- Sharing the results of various surveys about local services on our website and with the Providers and Commissioners of those services.
- Supporting local people to report their complaint to the Commissioners of health and care services and the Parliamentary Health Service Ombudsman.

Everything we do is based on discussion and feedback from Central Bedfordshire residents who present us with the evidence to challenge providers and commissioners to improve their quality of care.

**REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2021**

ACHIEVEMENT AND PERFORMANCE

Future Plans

Central Bedfordshire's population is 289,000, according to the 2019 mid-year estimate. This was published by the Office for National Statistics in June 2020.

The total population of Central Bedfordshire is set to increase by 22.6% between 2014 and 2031. In line with national trends the biggest rate of increase is expected in older people, with the greatest proportional growth projected for older people. While the actual number of older people will remain relatively small, the increased proportion will have implications for the provision of health and care services. In addition, there are sizeable health inequalities in the area. For example, men in the richest parts of Central Bedfordshire can expect to live more than seven years longer than their poorer peers.

NHS England wants all Clinical Commissioning Groups (CCG's) to merge across their integrated care system (ICS) boundaries by April 2022, as part of proposed changes to legislation designed to hand ICSs the direct commissioning power. NHS England will also create a 'single pot' of funding, bringing together CCG commissioning and primary care budgets along with other funding allocated to systems. The NHS Long Term Plan said that ICSs will cover the country by 2021 - with 'typically' one CCG per ICS area - meaning there will be fewer commissioners who will become responsible for larger geographical areas.

The local authority, Central Bedfordshire Council, and the BLMK Clinical Commissioning Group may be required to make unprecedented financial savings as part of this transformation, which places pressure on their budget to effectively deliver health and social care services that people want and need. Health and social care is going through a huge period of change and throughout 2021/22 we will continue to focus on improving the quality of services in Central Bedfordshire and influence the decision makers to ensure services are delivered that meet the needs of diverse communities.

Following the first Lockdown announcement in March 2020 we have all had to adapt and change to a new way of working. However, the Coronavirus pandemic has also opened up new opportunities and possibilities, and encouraged people to connect in ways they would not otherwise have done.

Delivery of health and social care services will need to change as a result of the Coronavirus pandemic and our focus for the future will be to continue to gather valuable feedback from our local community about how they are accessing and receiving services in this new and constantly evolving landscape.

Healthwatch Central Bedfordshire staff and volunteers may not be able to engage with people in the way that we have done in the past so will be looking for new ways to hear people's views, to feed back to the decision makers, and to work with them to ensure that the consumer voice is used to inform a different type of service delivery and design.

Healthwatch Central Bedfordshire recognises its role and responsibility over the next 12 months to support and engage with the population of Central Bedfordshire and to empower people to take more control of their own health and care as well as the decisions that affect them. It is our job to work towards a better fit between people's aspirations and their current experience. Engaging to ensure a compassionate, patient centered approach across services will be a key role for HWCB, from using patient experiences to influencing transformation and remodeling, to more specific monitoring of current activities being delivered day to day.

The comments and stories shared are vitally important to us which are used to influence service improvement, to collaborate with key decision makers, and to report on the changes people would like to see. The commitment and work of the NHS, social care and the voluntary sector in dealing with the pandemic has been amazing as we have all adapted to a rapidly changing environment. However, we will be facing new challenges as restrictions are gradually eased and all services will be faced with a large backlog of non-Covid-19 care, storing up greater problems for the future, which will mean added pressure on front line services as well as support services.

Patient views can enhance learning from the pandemic and therefore our focus for the future will be, in addition to our planned activities and projects, to continue to gather valuable public feedback to help inform future commissioning decisions, as well as communicating system changes to the public and providing clarity to interpret future guidance.

REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2021

ACHIEVEMENT AND PERFORMANCE

Our top priorities for 2021/22 will include the following:

- Joint project with BLMK Healthwatch working with the D/deaf and Homeless communities to help improve systematic behaviours by highlighting health and social care challenges, issues and concerns, specifically raised by local residents who are seldom heard.
- Reporting on feedback from our recent survey sent to patients and the public living in Central Bedfordshire who were discharged from hospital under the 'discharge to assess' (D2A) arrangements, which focused on getting people out of hospital quickly to cope with a surge in demand from Covid-19 patients. We will report on how the D2A arrangements are working for residents living in Central Bedfordshire who were recently discharged from hospitals across Bedfordshire and surrounding counties.
- Researching local residents experience of accessing health and care services now and in the future, who may have had treatments postponed, delayed or cancelled due to the pandemic, e.g., cancer treatment and after care. We will look at trends and themes and consider how well the pandemic was managed and its effect on other services, which will provide vital sources of evidence for the decision makers, as new and existing services are developed and commissioned to reflect the rise in demand.
- Young Healthwatch - increase our activity with young people in the community and develop projects and activities proposed by the young Healthwatch group.

Next steps

- As restrictions ease we will be looking to engage face to face with local residents, in a socially distanced way, in particular with regard to our 'Just Ask' programme of events, and focus groups researching people's experience of health and care services. Internally we will be looking at an effective mix of virtual and physical engagement events, and meetings, to maximise productivity and work/life balance.
- We will be following up on projects that were postponed as a result of the pandemic, such as the Young Healthwatch volunteers 'On the buses' project, and reviewing the recommendations previously made to commissioners and providers in our recent reports to determine actions implemented to improve service pathways and delivery.
- Our work will include helping to address and highlight inequalities across health and care services to ensure the most vulnerable people in our local community, and seldom heard communities, are able to access the services and support they need.
- With the help and support of our Board of Trustees we will continue with a review of our governance arrangements to ensure they are robust and fit for the future of the organisation; this will include changes to our Articles of Association.

Healthwatch Central Bedfordshire would like to thank all our Directors and Trustees for their continued support during 2020/21

FINANCIAL REVIEW

Reserves policy

The Trustees have agreed a level of reserves that is sufficient to manage end of contract closure and transition costs whilst also providing adequate funding to develop new income streams to help build the longer-term sustainability of the charity.

The Trustees aim to transfer 5% of income to reserves annually and in addition every opportunity will be taken to increase reserves at the earliest possible time to a minimum of £20,000, approximately equivalent to two months' expenditure.

Grant Funder

Healthwatch Central Bedfordshire acknowledges Central Bedfordshire Council for provision of the grant to provide a local Healthwatch service.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

REPORT OF THE TRUSTEES
for the Year Ended 31 MARCH 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

The recruitment and appointment of new Trustees is considered by the existing Trustees to ensure that the board of Trustees has the appropriate skill sets to carry out its responsibilities.

Approved by order of the board of trustees on 4 November 2021 and signed on its behalf by:

A handwritten signature in blue ink, appearing to read 'D P Simpson', with a stylized flourish at the end.

Mr D P Simpson - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
HEALTHWATCH CENTRAL BEDFORDSHIRE**

Independent examiner's report to the trustees of Healthwatch Central Bedfordshire ('the Company')

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

Responsibilities and basis of report

As the charity's trustees of the Company (and also 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').

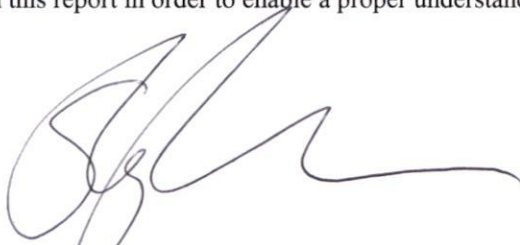
Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). 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

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.



Mr Stephen Mason BSc FCA
FKCA Limited
260 - 270 Butterfield
Great Marlings
Luton
Bedfordshire
LU2 8DL

Date: 03/11/2021

HEALTHWATCH CENTRAL BEDFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITIES
for the Year Ended 31 MARCH 2021

	Notes	2021 Unrestricted fund £	2020 Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Charitable Activities		151,410	144,200
Other trading activities	2	2,262	11,907
Total		<u>153,672</u>	<u>156,107</u>
 EXPENDITURE ON			
Charitable activities			
Charitable Activities		141,182	161,083
NET INCOME/(EXPENDITURE)		<u>12,490</u>	<u>(4,976)</u>
 RECONCILIATION OF FUNDS			
Total funds brought forward		35,107	40,083
TOTAL FUNDS CARRIED FORWARD		<u><u>47,597</u></u>	<u><u>35,107</u></u>

The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2021

	Notes	2021 Unrestricted fund £	2020 Total funds £
FIXED ASSETS			
Tangible assets	6	2,064	1,114
CURRENT ASSETS			
Debtors	7	1,700	-
Cash at bank		49,432	37,788
		<u>51,132</u>	<u>37,788</u>
CREDITORS			
Amounts falling due within one year	8	(5,599)	(3,795)
		<u>45,533</u>	<u>33,993</u>
NET CURRENT ASSETS			
		<u>47,597</u>	<u>35,107</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>47,597</u>	<u>35,107</u>
NET ASSETS			
		<u>47,597</u>	<u>35,107</u>
FUNDS			
Unrestricted funds	9	47,597	35,107
		<u>47,597</u>	<u>35,107</u>
TOTAL FUNDS			
		<u>47,597</u>	<u>35,107</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

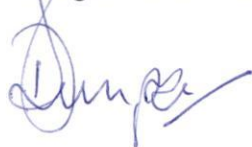
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 4 November 2021 and were signed on its behalf by:



Mr D P Simpson - Trustee

HEALTHWATCH CENTRAL BEDFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS for the Year Ended 31 MARCH 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements and assessment of going concern

The financial statements of the charitable company, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The presentational and functional currency is GBP.

The charity meets the definition of a public benefit entity under FRS 102.

The Trustees have considered the affects of the Coronavirus pandemic (Covid-19) as mentioned in the Trustees report, they believe there are no material uncertainties about the Charity's ability to continue as a going concern.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

The following policies are applied to particular categories of income:

Income received by way of grants and donations is included in full in the Statement of Financial Activities when receivable.

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Incoming resources from charitable trading activity are accounted for when earned.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Tangible fixed assets held for the company's own use are stated at cost less accumulated depreciation and accumulated impairment losses.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 2 years straight line

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

HEALTHWATCH CENTRAL BEDFORDSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 MARCH 2021**

1. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated services

In accordance with the Charities SORP (FRS 102), the general volunteer time is not recognised in the financial statements.

2. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Event income	2,262	11,907
	<u> </u>	<u> </u>

3. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation - owned assets	2,872	2,058
Independent examiners fee	613	736
Independent examiners fee for non-assurance services	600	650
	<u> </u>	<u> </u>

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were two trustees' travel expenses paid totalling £45 for the year ended 31 March 2021 (2020 : £1,610). Two trustees' received travel expenses for the year ended 31 March 2020.

5. KEY MANAGEMENT PERSONNEL

The average monthly number of employees during the year was as follows:

	2021	2020
Senior Management	1	1
Support Staff	4	5
	<u> </u>	<u> </u>
	5	6
	<u> </u>	<u> </u>

No employees received emoluments in excess of £60,000.

Total employee benefits paid to key management personnel for the year was £47,225 (2020: £46,140)

HEALTHWATCH CENTRAL BEDFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 MARCH 2021

6. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2020	4,848
Additions	3,822
	<hr/>
At 31 March 2021	8,670
	<hr/>
DEPRECIATION	
At 1 April 2020	3,734
Charge for year	2,872
	<hr/>
At 31 March 2021	6,606
	<hr/>
NET BOOK VALUE	
At 31 March 2021	2,064
	<hr/> <hr/>
At 31 March 2020	1,114
	<hr/> <hr/>

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade debtors	1,700	-
	<hr/> <hr/>	<hr/> <hr/>

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	2,349	2,495
Accruals and deferred income	3,250	1,300
	<hr/> <hr/>	<hr/> <hr/>
	5,599	3,795
	<hr/> <hr/>	<hr/> <hr/>

9. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	35,107	12,490	47,597
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	35,107	12,490	47,597
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

HEALTHWATCH CENTRAL BEDFORDSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 MARCH 2021**

9. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	153,672	(141,182)	12,490
TOTAL FUNDS	<u>153,672</u>	<u>(141,182)</u>	<u>12,490</u>

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
General fund	40,083	(4,976)	35,107
TOTAL FUNDS	<u>40,083</u>	<u>(4,976)</u>	<u>35,107</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	156,107	(161,083)	(4,976)
TOTAL FUNDS	<u>156,107</u>	<u>(161,083)</u>	<u>(4,976)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	40,083	7,514	47,597
TOTAL FUNDS	<u>40,083</u>	<u>7,514</u>	<u>47,597</u>

HEALTHWATCH CENTRAL BEDFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 MARCH 2021

9. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	309,779	(302,265)	7,514
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>309,779</u>	<u>(302,265)</u>	<u>7,514</u>

10. RELATED PARTY DISCLOSURES

During the year, Healthwatch Central Bedfordshire made purchases from Highland Interiors Limited, a company who Diana Blackmun is director, for £600 (2020: Nil). There is no balance outstanding at the year. There were no related party transactions for the year ended 31 March 2020.