

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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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
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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. HWCBS 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 our 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 HWCBC, 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

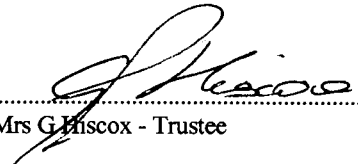
Governing document

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**

| | | 2022 Unrestricted fund £ | 2021 Total funds £ |
|--|-------|-----------------------------------|-----------------------------|
| INCOME AND ENDOWMENTS FROM | Notes | | |
| 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><u>54,338</u></u> | <u><u>47,597</u></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 |
| | | <u>76,682</u> | <u>51,132</u> |
| CREDITORS | | | |
| Amounts falling due within one year | 8 | (22,784) | (5,599) |
| NET CURRENT ASSETS | | <u>53,898</u> | <u>45,533</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | 54,338 | 47,597 |
| NET ASSETS | | <u>54,338</u> | <u>47,597</u> |
| FUNDS | 9 | | |
| Unrestricted funds | | 54,338 | 47,597 |
| TOTAL FUNDS | | <u>54,338</u> | <u>47,597</u> |

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

- 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 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>3,424</u> | <u>4,085</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

| | | | |
|---------------------------|-----------|-----------------------------|---------------|
| | At 1.4.21 | Net movement in funds | At 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.