

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
20 Riverview Way
Kempston
Bedford
MK42 7BB



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

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 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

| | Notes | 2024 Unrestricted £ | 2023 Unrestricted £ |
|--|-------|---------------------------|---------------------------|
| FIXED ASSETS | | | |
| 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

Basis of preparing the financial statements

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 2015)', 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 charity meets the definition of a public body 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 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 |
| | <u>9,027</u> | <u>2,572</u> |

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 | - |
| | <u>54,990</u> | <u>7,301</u> |

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) |
| | <u>67,640</u> | <u>57,431</u> |

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 |
| TOTAL FUNDS | <u>57,431</u> | <u>10,209</u> | <u>67,640</u> |

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 |

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 |
| TOTAL FUNDS | <u>54,338</u> | <u>3,093</u> | <u>57,431</u> |

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 |

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> |