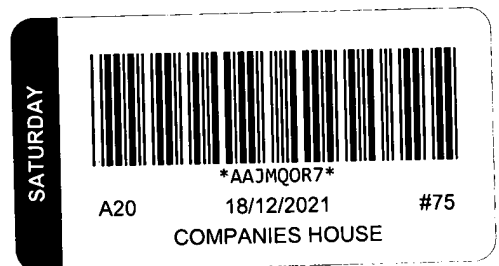


Registered company number: 8714438 (England & Wales)
Registered charity number: 1156388

Healthwatch Darlington Limited
(A company limited by guarantee)

Report of the Trustees and unaudited Financial Statements
For the Year Ended 31 March 2021



Healthwatch Darlington

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Healthwatch Darlington Limited

Trustees' Report

For the Year Ended 31 March 2021

The trustees, who are also directors of the charitable company for the purposes of company law, submit their annual report and the financial statements of Healthwatch Darlington Limited for the year ended 31 March 2021.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and the 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).

COMMENCEMENT OF ACTIVITIES

The Charitable Company was incorporated on 2 October 2013, activities commenced on 1 April 2014.

OBJECTIVES AND ACTIVITIES

The Advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship 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;
- d) providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring Local Health and Care Services and Facilities

Public Benefit

All activities undertaken by Healthwatch Darlington subscribe to our charitable aims and are carried out for the public benefit. The charitable aims have been developed and decisions relating to activities undertaken by the charity have been informed with due regard to the guidance on public benefit published by the Charities Commission.

ACHIEVEMENTS AND PERFORMANCE

Charitable activities

Charitable objectives against activities delivered in 2020-2021

Objective 1 - providing Information and Advice to the general public about local Health and Social Care Services

Activities

Because of restrictions imposed during the pandemic face to face contacts with members of the public has been severely constrained. Staff have been working from home. Contact has been maintained via our website and by the production of an electronic newsletter, social media and by the holding of regular live open access sessions on Facebook.

Objective 2 - making the views and experiences of members of the general public known to Health and Social Care providers Activities

Activities

Regular attendance at meetings with health and care providers, including attendance at the Health & Well Being Board. Meetings have been held on Zoom and Microsoft Teams videoconferencing software during the pandemic to comply with public health guidance.

Objective 3 - enabling local people to have a voice in the development, delivery and equality of access to local Health and Care Services and Facilities

Activities

Because of public health restrictions imposed due to the pandemic, face to face meetings have not been possible. But the public have been able to contact us by phone, email, responses on the website, and by joining open live sessions on Facebook.

Objective 4 - providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring Local Health and Care Services and Facilities

Activities

Enter and View activities have been suspended during the pandemic to protect the health of residents in health and social care facilities. There is a weekly meeting on Zoom with volunteers. Staff attend all meetings online with a range of public, private and voluntary and community sector stakeholders. Two board members attend video conference meetings of the Governing Council and subcommittees of County Durham and Darlington NHS Foundation Trust and contacts are maintained remotely with Tees Esk and Wear Valley NHS Foundation trust and other providers. Healthwatch hosts regular meetings of the DOT network (Darlington Organisations Together) which due to the pandemic have been held remotely.

FINANCIAL REVIEW

Financial summary

Full details of the Charitable Company's financial position can be found in the accompanying financial statements attached to this report. The Statement of Financial Activities shows total incoming resources of £106,315 (2020 - £114,831). Total resources expended were £111,996 (2020 - £107,395). This resulted in a deficit for the year of £5,681 (2020 - deficit of £7,436).

Principal Funding Sources

The core contract of £70,310 (2020 - £73,000) was received from Darlington Borough Council provided by the Department of Health for the creation of Healthwatch in each local authority within England.

Reserves Policy

Healthwatch Darlington aims to comply with the recommendations of the Charity Commission by maintaining reserves at between 3 and 6 months of planned expenditure. At 31 March 2021 free reserves amounted to £52,595 which is just over the optimum reserves level.

The board have established designated fund for potential redundancy costs in the case that the contract with Darlington Borough Council is not extended beyond 31 March 2022. This reserve is adjusted annually on the basis of employees' period of employment with Healthwatch Darlington Limited and predecessor organisations where redundancy liability has been transferred.

Healthwatch Darlington Limited

Trustees' Report (*continued*)

For the Year Ended 31 March 2021

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08714438 (England and Wales)

Registered Charity number

1156388

Registered office

Jubilee House
1 Chancery Lane Darlington
DL1 5QP

Directors and Trustees

Dr RTP Upshall	(Chairman of the Board)
SE McAllister	(Vice Chairman of the Board)
V Johnston	
G Waite	
S Soulsby	

Independent Examiner

Haines Watts
17 Queens Lane
Newcastle Upon Tyne
NE1 1RN

Bankers

The Co-Operative Bank
PO Box 250
Skelmerdale
Wigan
WN8 6WT

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is registered as a Charitable Company limited by guarantee and was incorporated in accordance with its Memorandum of Association on 2nd October 2013 commencing activity on 1st April 2014. The Charitable Company is constituted under its Memorandum of Association and is a registered charity (number 1156388). The Articles of Association have been approved by the Charity Commission.

Recruitment and appointment of new trustees

Trustees are appointed after appropriate recruitment procedures.

Healthwatch Darlington Limited

Trustees' Report (*continued*)

For the Year Ended 31 March 2021

Induction and training of new trustees

The Board of Healthwatch Darlington Limited recognises the good practice of ensuring induction for Board members.

The induction process has three components, which may be modified, as required, depending on the previous knowledge and experience of the new Trustee.

1 - Understanding the business

New Trustees are provided with copies of the structure of the Charity together with copies of the governing document and details of the Charitable objectives.

2 - Meeting with the Chair and senior Staff member of Healthwatch Darlington

There is a joint meeting with the Chair and senior staff member of the Charity. The purpose of the meeting is to clarify aspects of the Trustee's role and to allow the Trustee to gain a deeper understanding of the operation of the Charity.

3 - Introduction to the Operational aspects of the organisation

The purpose of this activity is to provide the new Trustee with an understanding of the operational aspects of the organisation and the work of the staff team. This will include a visit to the office of Healthwatch Darlington and an introduction to the staff team.

To inform the Board monitoring process, new trustees will be supplied with the documentation listed below and directed to the Healthwatch Darlington website and social media pages. They will be asked to sign a document to confirm that they have been supplied with them and have read the specified material.

- a copy of the governance policies and procedures
- a copy of the staff handbook
- a copy of the Charity Commission documents "The Essential Trustee: What you need to know" and "The Hallmarks of an Effective Charity"
- an up to date copy of the Memorandum and Articles of Association and notes of the Charity and Company registration numbers
- an organisation chart
- e-mail and telephone contact numbers for other trustees and staff
- contact details for the office
- Minutes of the Board and sub-committee meetings for the previous twelve months
- the schedule of meetings for the Board and sub-committees
- details of advisors to the Board
- copy of the latest management accounts
- details of contractual obligations agreed by the Board and any litigation undertaken by or against the Charity
- details of insurances held
- financial controls

Organisational structure

The senior staff member of Healthwatch Darlington is responsible to the Board of Trustees. He or she manages the work of the staff whose roles include administration, bid for funding, finance and service delivery. Staff of Healthwatch Darlington are responsible to the senior staff member as their line manager.

Healthwatch Darlington Limited

**Trustees' Report (*continued*)
For the Year Ended 31 March 2021**

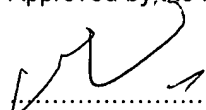
Related parties

There are no related parties.

Risk assessment

Risk assessment and management is built into the work of the Board of Trustees and risks of individual projects and activities are assessed on a case by case basis.

Approved by the board of trustees on 16th December 2021 and signed on its behalf by:



.....
R T Upshall
Chair

Healthwatch Darlington Limited

Independent Examiner's Report to the Trustees of Healthwatch Darlington Limited For the Year Ended 31 March 2021

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021 which are set out on pages 8 to 17.

Responsibilities and basis of report

As the charity 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').

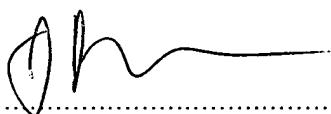
Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act').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

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.



Donna Bulmer BA (Hons) ACA
For and on behalf of Haines Watts

17 December 2021

Date

17 Queens Lane
Newcastle Upon Tyne
NE1 1RN

Healthwatch Darlington Limited

Statement of Financial Activities (including Income and Expenditure Account)

For the Year Ended 31 March 2021

	Notes	Unrestricted Funds £	Designated Funds £	Total 2021 £	Total 2020 £
Income from:					
Charitable activities					
Contracts		70,310	-	70,310	73,000
Other earned income		36,005	-	36,005	41,831
		<u>106,315</u>	<u>-</u>	<u>106,315</u>	<u>114,831</u>
Expenditure on:					
Charitable activities	4	116,996	-	116,996	107,395
		<u>116,996</u>	<u>-</u>	<u>116,996</u>	<u>107,395</u>
Net income/(expenditure)		(5,681)	-	(5,681)	7,436
Transfers between funds	12	(1,357)	1,357	-	-
Net movement in funds		<u>(7,038)</u>	<u>1,357</u>	<u>(5,681)</u>	<u>7,436</u>
Reconciliation of funds					
Total funds brought forward		59,633	10,167	69,800	62,364
Total funds carried forward		<u>52,595</u>	<u>11,524</u>	<u>64,119</u>	<u>69,800</u>

All income and expenditure derive from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

Healthwatch Darlington Limited**Balance Sheet****As at 31 March 2021**

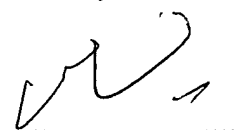
	Notes	2021 £	2020 £
Fixed assets			
Tangible assets	8	-	-
Current assets			
Debtors	9	4,700	3,429
Cash at bank and in hand		68,671	67,000
		<u>73,371</u>	<u>70,429</u>
Liabilities			
Creditors: amounts falling due within one year	10	(9,252)	(629)
Net current assets		<u>64,119</u>	<u>69,800</u>
Net assets		<u>64,119</u>	<u>69,800</u>
Charity Funds			
Unrestricted funds			
- General fund		52,595	59,633
- Designated funds		11,524	10,167
	12	<u>64,119</u>	<u>69,800</u>

For the year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts

The financial statements were approved by the trustees on 16th December..... 2021 and signed on their behalf by:



R T Upshall
Chair

Company Number: 8714438

The notes on pages 10 to 17 form part of these financial statements

1. Accounting policies

1.1 Basis of preparation of accounts

The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements are prepared under the historical cost convention or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. Annual budgets take into account the impact of COVID-19 and are monitored on a monthly basis. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

1.3 Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated funds is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

Notes to the Financial Statements (continued)
For the Year Ended 31 March 2021

1.4 Income recognition

All income is recognised in the Statement of Financial Activities (SoFA) when the charity has entitlement to the funds, any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions and is recognised as earned. Grant income included in this category provides funding to support performance activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with reasonable certainty. Income received to deliver services over a specific period covering more than one financial year is accounted for over the specific period; related expenditure is accounted when incurred.

Investment income relates to interest earned through holding assets on deposit.

1.5 Expenditure recognition and irrecoverable VAT

All expenditure is accounted for on an accruals basis. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Expenditure on charitable activities includes all direct and support costs incurred in the management of the charity.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

1.6 Support cost allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

1.7 Tangible fixed assets

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Computer equipment	33.3% on cost
--------------------	---------------

1.8 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.9 Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with instant access from the date of opening of the deposit or similar account.

Notes to the Financial Statements (*continued*)
For the Year Ended 31 March 2021

1.10 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement after allowing for any trade discounts due.

1.12 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.13 Pensions

The charitable company contributes to a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charitable company. The annual contributions payable are charged to the SoFA.

1.14 Taxation

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

2. Legal status

Healthwatch Darlington Limited is a Company Limited by Guarantee in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charitable company. The address of the registered office is Jubilee House, 1 Chancery Lane, Darlington, DL1 5QP.

Healthwatch Darlington Limited

Notes to the Financial Statements (continued)
For the Year Ended 31 March 2021

3. Comparatives for the Statement of Financial Activities

	Notes	Unrestricted Funds £	Designated Funds £	Total 2020 £	Total 2019 £
Income from:					
Charitable activities					
Contracts		73,000	-	73,000	73,000
Other earned income		41,831	-	41,831	22,181
		<u>114,831</u>	<u>-</u>	<u>114,831</u>	<u>95,181</u>
Expenditure on:					
Charitable activities	4	107,395	-	107,395	101,933
		<u>107,395</u>	<u>-</u>	<u>107,395</u>	<u>101,933</u>
Net income/(expenditure)		7,436	-	7,436	(6,752)
Transfers between funds	12	-	-	-	-
Net movement in funds		<u>7,436</u>	<u>-</u>	<u>7,436</u>	<u>(6,752)</u>
Reconciliation of funds					
Total funds brought forward		52,197	10,167	62,364	69,116
Total funds carried forward		<u>59,633</u>	<u>10,167</u>	<u>69,800</u>	<u>62,364</u>

Healthwatch Darlington Limited

Notes to the Financial Statements (Continued) For the Year Ended 31 March 2021

4. Expenditure on charitable activities

	Activities Undertaken Directly	Support Costs	Total 2021	Total 2020
	£	£	£	£
Staff costs	92,785	-	92,785	89,269
Staff travel	1,868	-	1,868	796
Direct costs	3,975	-	3,975	4,877
Training	-	-	-	80
Communications	1,114	-	1,114	622
Rent and service charge	5,400	-	5,400	6,000
Insurance	2,351	-	2,351	729
Professional fees	-	1,200	1,200	900
Printing, postage and stationery	639	-	639	2,021
Advertising and marketing	109	-	109	501
Website and IT costs	1,091	-	1,091	917
Room hire and refreshments	-	-	-	560
Other costs	1,462	-	1,462	123
	<u>110,796</u>	<u>1,100</u>	<u>111,996</u>	<u>107,395</u>

5. Support costs

	2021 £	2020 £
Governance costs		
Independent examiner's remuneration	1,200	900
	<u>1,200</u>	<u>900</u>

6. Net income/(expenditure)

This is stated after charging:

	2021 £	2020 £
Depreciation	-	-
	<u>-</u>	<u>-</u>

Healthwatch Darlington Limited

Notes to the Financial Statements (Continued) For the Year Ended 31 March 2021

7. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

The total staff costs and employee's benefits was as follows:

	2021	2020
	£	£
Salaries and wages	83,844	80,636
Social security costs	3,196	2,973
Pension costs	5,745	5,659
	<u>92,785</u>	<u>89,268</u>

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

	2021	2020
	No.	No.
Charitable staff	5	5

No employee received total employee benefits (excluding employer pension costs) of more than £60,000 (2019 - none).

The charity trustees neither were paid nor received any other benefits from employment in the year (2020 - £nil) neither were they reimbursed expenses during the year (2020 - nil). No charity trustee received payment for professional services or other services supplied to the charity (2020 - nil).

8. Tangible fixed assets

	Computer & IT Equipment £
Cost	
At 1 April 2020 and 31 March 2021	11,098
Depreciation	
At 1 April 2020 and 31 March 2021	11,098
Net book value	
At 31 March 2021	-
At 31 March 2020	-

Healthwatch Darlington Limited

Notes to the Financial Statements (*continued*) For the Year Ended 31 March 2021

9. Debtors

	2021	2020
	£	£
Trade debtors	-	621
Prepayments and accrued income	4,700	1,808
	<u>4,700</u>	<u>3,429</u>

10. Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	7,221	164
Accruals and deferred income	2,031	465
	<u>9,252</u>	<u>629</u>

Included within deferred income is £nil (2020 - £nil) relating to income received for future periods.

11. Pension costs

Healthwatch Darlington Limited operates a defined contribution scheme which commenced 31 March 2015.

Pension contributions amounted to £5,745 for the year ended 31 March 2021 (2020 - £5,659), there were 3 employees participating in the scheme during the period.

12. Movement in funds

For the year ended 31 March 2021

	At 1 April 2020	Incoming Resources	Outgoing Resources	Transfers	At 31 March 2021
	£	£	£	£	£
Unrestricted funds:					
General funds	59,633	106,315	(111,996)	(1,357)	52,595
Designated funds:					
Redundancy fund	10,167	-	-	1,357	11,524
Total funds	<u>69,800</u>	<u>106,315</u>	<u>(111,996)</u>	<u>-</u>	<u>64,119</u>

Healthwatch Darlington Limited

Notes to the Financial Statements (continued)
For the Year Ended 31 March 2021

12. Movement in funds (continued)

For the year ended 31 March 2020

	At 1 April 2019 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2020 £
Unrestricted funds:					
General funds	52,197	114,831	(107,395)	-	59,633
Designated funds:					
Redundancy fund	10,167	-	-	-	10,167
Total funds	<u>62,364</u>	<u>114,831</u>	<u>(107,395)</u>	<u>-</u>	<u>69,800</u>

13. Analysis of net assets between funds

For the year ended 31 March 2021

	Unrestricted Funds £	Designated Funds £	Total Funds £
Tangible fixed assets	-	-	-
Net current assets	52,595	11,524	64,119
	<u>52,595</u>	<u>11,524</u>	<u>64,119</u>

For the year ended 31 March 2020

	Unrestricted Funds £	Designated Funds £	Total Funds £
Tangible fixed assets	-	-	-
Net current assets	59,633	10,167	69,800
	<u>59,633</u>	<u>10,167</u>	<u>69,800</u>

14. Related party transactions

There have been no related party transactions in the current or prior year.