

**REGISTERED COMPANY NUMBER: 08288176 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1158089**

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

**HEALTHWATCH HERTFORDSHIRE LIMITED**

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**FOR THE YEAR ENDED 31 MARCH 2021**

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**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

**OBJECTIVES AND ACTIVITIES**

**Objectives and aims**

We publish a separate, detailed annual report which outlines our objectives and aims in some detail. We summarise these as follows:

"Healthwatch Hertfordshire is the independent consumer champion for health, social care and public health in Hertfordshire"

Healthwatch Hertfordshire became a charity on 1 August 2014. In addition to producing this Trustees' annual report, it is required to submit an annual report to Healthwatch England. The Department of Health issued directions which came into force on 2 December 2013 setting out the issues which must be covered in the annual reports of local Healthwatch organisations. Issues required include how the local Healthwatch organisation has gathered the views of people on local health and care services.

Healthwatch Hertfordshire published its latest report in June 2021. The document is available on the Healthwatch Hertfordshire website and paper copies are available on request.

This report covers in detail the priorities, activities providing public benefit, and achievements of the organisation during 2020-21. It explains Healthwatch Hertfordshire's role and how the organisation represents the needs and concerns of Hertfordshire's communities, including potential service inequalities. The document shows Healthwatch Hertfordshire's involvement with Health and Social Care commissioners and providers to help bring about improvements in services provided. It also highlights the challenges the organisation faced, and provides an insight of the experiences of the public in using Health and Social care services in Hertfordshire.

**Public benefit**

In setting our objectives and planning our activities we have given careful consideration to the Charity Commission's general guidance on public benefit. In particular, Healthwatch Hertfordshire's role is to ensure that views of residents about health and care services are heard. These views and experiences are reported to commissioners and providers to help improve services locally. The conveying of these views, supported by research findings, are used to help make a difference in the quality of services and ensure that health and care services are provided as effectively and efficiently as possible for the public.

**ACHIEVEMENT AND PERFORMANCE**

**Charitable and Fundraising activities**

Healthwatch Hertfordshire Ltd is mainly funded under contract by Hertfordshire County Council. The contract was with the Council was extended in March 2021 for a further 9 months.

We continue, with the agreement of the County Council, to use reserves to maintain the current level of activity and continue to look for complementary revenue funding and continue to adopt ways to deliver our activities more efficiently.

Our activities are outlined in detail in the Annual Report. Healthwatch Hertfordshire is hard at work championing consumer interests, and working with a wide range of stakeholders. A large part of Healthwatch Hertfordshire's role is about finding out what people think about local services so that we can build a picture of performance and quality from the patient and public perspective.

**FINANCIAL REVIEW**

**Financial results**

The trustees are satisfied with the results for the year, being a deficit of £17,077 compared to £7,015 last year and are looking forward to running at a reduced level of deficit in the year to 31 March 2022 assuming funding is further extended.

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**FINANCIAL REVIEW**

**Reserves policy**

Healthwatch Hertfordshire Ltd received £250,008 from the Shaw Trust Link Project funding when it was incorporated and this is included in unrestricted reserves.

Locally funding for Healthwatch Hertfordshire is provided to Hertfordshire County Council who contract Healthwatch Hertfordshire to provide a local Healthwatch service. The service is contracted until December 2021. Discussions will be ongoing with the County Council as to further commissioning of the service.

The Board's view is that it needs sufficient general reserves in the event of the termination of our contract with HCC. These liabilities would include contractual obligations to staff, office rental and other contractual obligations. The Board is confident that the level of general reserves is more than sufficient to meet these contractual obligations.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

Healthwatch Hertfordshire Limited, a charitable company, 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**

New trustees are recruited as required; Positions are openly advertised and the Board recommends applicants who meet the role requirements to the membership as potential candidates for election. The membership then elects trustees from the list of potential candidates.

**Organisational structure**

The main Board meets quarterly. There is a main subcommittee that advises the Board, it meets regularly to ensure that Healthwatch Hertfordshire Limited is developing and meeting its objectives, and the subcommittee makes recommendations to the Board. The executive is led by Chief Executive Officer, Geoff Brown.

**Induction and training of new trustees**

Healthwatch Hertfordshire Ltd is fully committed to providing an extensive induction program for new Trustees as well as on-going training and support, and has developed procedures to monitor the performance of Board members, both individually and as a whole.

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company number**

08288176 (England and Wales)

**Registered Charity number**

1158089

**Registered office**

1 Silver Court  
Watchmead  
Welwyn Garden City  
Herts  
AL7 1LT

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**Trustees**

M Taylor  
Ms M Carter  
B Gunson  
S Kumara-Moorthy  
Ms V Kirri-Songhurst  
S Palmer  
Ms Y H Atkins  
A P Bellinger  
M A Brennan (resigned 14.12.20)  
Ms C O'Brien (resigned 10.12.20)  
Dr J D Taylor

**Company Secretary**

Miss N Ercan

**Independent Examiner**

Bradshaw Johnson  
Chartered Accountants  
Croft Chambers  
11 Bancroft  
Hitchin  
Hertfordshire  
SG5 1JQ

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 13 July 2021 and signed on its behalf by:

S Palmer - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF**  
**HEALTHWATCH HERTFORDSHIRE LIMITED**

**Independent examiner's report to the trustees of Healthwatch Hertfordshire Limited ('the Company')**

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

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

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

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

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

Neil C Harding FCA  
Institute of Chartered Accountants in England and Wales  
Bradshaw Johnson  
Chartered Accountants  
Croft Chambers  
11 Bancroft  
Hitchin  
Hertfordshire  
SG5 1JQ

17 August 2021

**HEALTHWATCH HERTFORDSHIRE LIMITED**

**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	31.3.21 Unrestricted funds £	31.3.20 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
<b>Charitable activities</b>			
Healthwatch Hertfordshire		384,125	376,593
Investment income	3	252	2,382
Other income		6,226	34,811
<b>Total</b>		<b>390,603</b>	<b>413,786</b>
 <b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Healthwatch Hertfordshire		407,680	418,814
Other		-	1,987
<b>Total</b>		<b>407,680</b>	<b>420,801</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>(17,077)</b>	<b>(7,015)</b>
 <b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>		<b>336,914</b>	<b>343,929</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>319,837</b>	<b>336,914</b>

The notes form part of these financial statements

**STATEMENT OF FINANCIAL POSITION**  
**31 MARCH 2021**

	Notes	31.3.21 Unrestricted funds £	31.3.20 Total funds £
<b>FIXED ASSETS</b>			
Tangible assets	8	9,919	-
<b>CURRENT ASSETS</b>			
Debtors	9	3,039	2,250
Cash at bank and in hand		331,798	345,929
		<hr/> 334,837	<hr/> 348,179
<b>CREDITORS</b>			
Amounts falling due within one year	10	(24,919)	(11,265)
		<hr/>	<hr/>
<b>NET CURRENT ASSETS</b>		<hr/> 309,918	<hr/> 336,914
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			
		<hr/> 319,837	<hr/> 336,914
<b>NET ASSETS</b>		<hr/> <hr/> 319,837	<hr/> <hr/> 336,914
<b>FUNDS</b>	12		
Unrestricted funds		<hr/> 319,837	<hr/> 336,914
<b>TOTAL FUNDS</b>		<hr/> <hr/> 319,837	<hr/> <hr/> 336,914

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

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

The trustees acknowledge their responsibilities for

- (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.

**STATEMENT OF FINANCIAL POSITION - continued**  
**31 MARCH 2021**

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 13 July 2021 and were signed on its behalf by:

S Palmer - Trustee

S Kumara-Moorthy - Trustee

A P Bellinger - Trustee

# **HEALTHWATCH HERTFORDSHIRE LIMITED**

## **NOTES TO THE FINANCIAL STATEMENTS** **FOR THE YEAR ENDED 31 MARCH 2021**

### **1. STATEMENT OF COMPLIANCE**

Healthwatch Hertfordshire Limited is a charitable company incorporated in England. The registered office is: 1 Silver Court, Watchmead, Welwyn Garden City, AL7 1LT.

The charitable company's financial statements have been prepared in compliance with Charities SORP (FRS 102) as it applies to the financial statements for the year ended 31 March 2021.

### **2. 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 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 financial statements are prepared in sterling.

Healthwatch Hertfordshire Limited meets the definition of a public 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.

#### **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.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

#### **Tangible fixed assets**

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

Fixtures and fittings	- 33% on cost
Computer equipment	- 33% on cost

Minor additions of less than £500 are not capitalised.

#### **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.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**HEALTHWATCH HERTFORDSHIRE LIMITED**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**2. ACCOUNTING POLICIES - continued**

**Pension costs and other post-retirement benefits**

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

**Legal status of the charitable company**

The charitable company is a company limited by guarantee and has no share capital. The liability of each member in the event of winding-up is limited to £1 per member of the charity.

**Short term debtors and creditors**

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

**Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**3. INVESTMENT INCOME**

	31.3.21	31.3.20
	£	£
Deposit account interest	252	2,382
	<u>252</u>	<u>2,382</u>

**4. NET INCOME/(EXPENDITURE)**

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

	31.3.21	31.3.20
	£	£
Depreciation - owned assets	1,581	1,178
	<u>1,581</u>	<u>1,178</u>

**5. TRUSTEES' REMUNERATION AND BENEFITS**

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

**Trustees' expenses**

	31.3.21	31.3.20
	£	£
Trustees' expenses	-	1,987
	<u>-</u>	<u>1,987</u>

**HEALTHWATCH HERTFORDSHIRE LIMITED**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**6. STAFF COSTS**

	31.3.21	31.3.20
	£	£
Wages and salaries	304,456	295,938
Social security costs	24,621	24,073
Other pension costs	16,690	16,948
	<u>345,767</u>	<u>336,959</u>

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

	31.3.21	31.3.20
Management	5	4
Administration	6	6
	<u>11</u>	<u>10</u>

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

**7. 2020 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £
<b>INCOME AND ENDOWMENTS FROM</b>	
<b>Charitable activities</b>	
Healthwatch Hertfordshire	376,593
Investment income	2,382
Other income	34,811
<b>Total</b>	<u>413,786</u>
<b>EXPENDITURE ON</b>	
<b>Charitable activities</b>	
Healthwatch Hertfordshire	418,814
Other	1,987
<b>Total</b>	<u>420,801</u>
<b>NET INCOME/(EXPENDITURE)</b>	<u>(7,015)</u>
<b>RECONCILIATION OF FUNDS</b>	
<b>Total funds brought forward</b>	343,929
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u><u>336,914</u></u>

# HEALTHWATCH HERTFORDSHIRE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

### 8. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
<b>COST</b>			
At 1 April 2020	10,830	29,695	40,525
Additions	-	11,500	11,500
At 31 March 2021	10,830	41,195	52,025
<b>DEPRECIATION</b>			
At 1 April 2020	10,830	29,695	40,525
Charge for year	-	1,581	1,581
At 31 March 2021	10,830	31,276	42,106
<b>NET BOOK VALUE</b>			
At 31 March 2021	-	9,919	9,919
At 31 March 2020	-	-	-

### 9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Prepayments and accrued income	3,039	2,250

### 10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Bank loans and overdrafts (see note 11)	11,835	-
Trade creditors	97	362
Social security and other taxes	7,569	5,620
Other creditors	3,218	3,083
Accruals and deferred income	2,200	2,200
	24,919	11,265

### 11. LOANS

An analysis of the maturity of loans is given below:

	31.3.21 £	31.3.20 £
Amounts falling due within one year on demand:		
Bank overdrafts	11,835	-

# HEALTHWATCH HERTFORDSHIRE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

### 12. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
<b>Unrestricted funds</b>				
General fund	70,071	(17,077)	11,835	64,829
Contingency fund	250,008	-	-	250,008
Computers, software and installation	4,000	-	-	4,000
Website development costs	12,835	-	(11,835)	1,000
	<u>336,914</u>	<u>(17,077)</u>	<u>-</u>	<u>319,837</u>
<b>TOTAL FUNDS</b>	<u>336,914</u>	<u>(17,077)</u>	<u>-</u>	<u>319,837</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	390,603	(407,680)	(17,077)
	<u>390,603</u>	<u>(407,680)</u>	<u>(17,077)</u>
<b>TOTAL FUNDS</b>	<u>390,603</u>	<u>(407,680)</u>	<u>(17,077)</u>

### Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
<b>Unrestricted funds</b>			
General fund	77,086	(7,015)	70,071
Contingency fund	250,008	-	250,008
Computers, software and installation	4,000	-	4,000
Website development costs	12,835	-	12,835
	<u>343,929</u>	<u>(7,015)</u>	<u>336,914</u>
<b>TOTAL FUNDS</b>	<u>343,929</u>	<u>(7,015)</u>	<u>336,914</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	413,786	(420,801)	(7,015)
	<u>413,786</u>	<u>(420,801)</u>	<u>(7,015)</u>
<b>TOTAL FUNDS</b>	<u>413,786</u>	<u>(420,801)</u>	<u>(7,015)</u>

**HEALTHWATCH HERTFORDSHIRE LIMITED**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**12. MOVEMENT IN FUNDS - continued**

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

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
<b>Unrestricted funds</b>				
General fund	77,086	(24,092)	11,835	64,829
Contingency fund	250,008	-	-	250,008
Computers, software and installation	4,000	-	-	4,000
Website development costs	12,835	-	(11,835)	1,000
	<u>343,929</u>	<u>(24,092)</u>	<u>-</u>	<u>319,837</u>
<b>TOTAL FUNDS</b>	<u>343,929</u>	<u>(24,092)</u>	<u>-</u>	<u>319,837</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 £
<b>Unrestricted funds</b>			
General fund	804,389	(828,481)	(24,092)
	<u>804,389</u>	<u>(828,481)</u>	<u>(24,092)</u>
<b>TOTAL FUNDS</b>	<u>804,389</u>	<u>(828,481)</u>	<u>(24,092)</u>

**13. RELATED PARTY DISCLOSURES**

The key management personnel of the charity who are remunerated comprise the Chief Executive Officer, the Operations Manager, the Policy and Partnerships Manager and the Resources and Finance Manager. The total employee benefits of the key management personnel of the charity were £146,219 (2020 - £144,000).