

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 2023
FOR
HEALTHWATCH HERTFORDSHIRE LIMITED

HEALTHWATCH HERTFORDSHIRE LIMITED

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FOR THE YEAR ENDED 31 MARCH 2023

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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

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 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

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 champion for health, social care and public health in Hertfordshire"

Healthwatch Hertfordshire became a charity on 1st 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 2022. 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 2021-22.

This report covers in detail the priorities, activities providing public benefit, and achievements of the organisation during 2021-22. 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 by Hertfordshire County Council, under a contract that originally ran from April 2013. The County Council has subsequently extended the contract on a number of occasions. Most recently the contract was extended this year until March 2023.

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 patient 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.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

FINANCIAL REVIEW

Financial results

The trustees recognise that, from a purely financial perspective, the results for the year were exceptional; achieving a surplus of £62,212 compared to a deficit of £28,488 last year meant that Retained Funds increased from £291,349 last year to £353,561 this year. This strong performance was due to a number of factors that are unlikely to be repeated in future years.

Reserves policy

Healthwatch Hertfordshire Ltd received £250,008 from the Shaw Trust Link Project funding when it was incorporated and has been included in unrestricted reserves as a contingency fund. During the year the Board agreed to reduce the Contingency Fund to £200,000 with the balance being released to the General fund.

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 March 2023. Discussions are 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 organisation adopted a new approach to Trustee recruitment in 2021 to encourage a more diverse range of Board members and more closely reflect the populations we serve. The Board recommends applicants who meet the role requirements to the membership of the company 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 programme 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

Kings Court
London Road
Stevenage
Herts
SG1 2NG

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

Trustees

S Palmer
Ms Y H Atkins
A P Bellinger
Dr J D Taylor (resigned 30.5.22)
N Tester
Mrs J A Taylor
Mrs R S Nurse
A J Booth
Mrs B J Davies

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 18 July 2023 and signed on its behalf by:

N Tester - 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 2023.

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 member of the 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
The Institute of Chartered Accountants in England and Wales

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

3 August 2023

HEALTHWATCH HERTFORDSHIRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	31.3.23 Unrestricted funds £	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Healthwatch Hertfordshire		418,468	417,439
Investment income	3	1,978	86
Other income		75,290	2
Total		<u>495,736</u>	<u>417,527</u>
EXPENDITURE ON			
Charitable activities			
Healthwatch Hertfordshire		433,433	445,580
Other		91	435
Total		<u>433,524</u>	<u>446,015</u>
NET INCOME/(EXPENDITURE)		62,212	(28,488)
RECONCILIATION OF FUNDS			
Total funds brought forward		291,349	319,837
TOTAL FUNDS CARRIED FORWARD		<u><u>353,561</u></u>	<u><u>291,349</u></u>

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION
31 MARCH 2023

	Notes	31.3.23 Unrestricted funds £	31.3.22 Total funds £
FIXED ASSETS			
Tangible assets	8	3,070	6,124
CURRENT ASSETS			
Debtors	9	26,104	4,151
Cash at bank		338,269	294,732
		<hr/> 364,373	<hr/> 298,883
CREDITORS			
Amounts falling due within one year	10	(13,882)	(13,658)
NET CURRENT ASSETS		<hr/> 350,491	<hr/> 285,225
TOTAL ASSETS LESS CURRENT LIABILITIES		<hr/> 353,561	<hr/> 291,349
NET ASSETS		<hr/> 353,561	<hr/> 291,349
FUNDS	11		
Unrestricted funds		<hr/> 353,561	<hr/> 291,349
TOTAL FUNDS		<hr/> 353,561	<hr/> 291,349

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

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

The trustees acknowledge their responsibilities for

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

STATEMENT OF FINANCIAL POSITION - continued
31 MARCH 2023

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 18 July 2023 and were signed on its behalf by:

N Tester - Trustee

A P Bellinger - Trustee

HEALTHWATCH HERTFORDSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS **FOR THE YEAR ENDED 31 MARCH 2023**

1. STATEMENT OF COMPLIANCE

Healthwatch Hertfordshire Limited is a charitable company incorporated in England. The registered office is: Kings Court, London Road, Stevenage, Herts. SG1 2NG.

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 2023.

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.

Tangible fixed assets

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

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.

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 HERTFORDSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

2. ACCOUNTING POLICIES - continued

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

	31.3.23	31.3.22
	£	£
Deposit account interest	1,978	86
	<u>1,978</u>	<u>86</u>

4. NET INCOME/(EXPENDITURE)

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

	31.3.23	31.3.22
	£	£
Depreciation - owned assets	4,165	3,795
	<u>4,165</u>	<u>3,795</u>

5. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

	31.3.23	31.3.22
	£	£
Trustees' expenses	91	435
	<u>91</u>	<u>435</u>

HEALTHWATCH HERTFORDSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

6. STAFF COSTS

	31.3.23	31.3.22
	£	£
Wages and salaries	330,111	334,197
Social security costs	29,196	28,178
Other pension costs	14,968	16,583
	<u>374,275</u>	<u>378,958</u>

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

	31.3.23	31.3.22
Management	7	5
Administration	5	6
	<u>12</u>	<u>11</u>

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

7. 2022 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £
INCOME AND ENDOWMENTS FROM	
Charitable activities	
Healthwatch Hertfordshire	417,439
Investment income	86
Other income	2
Total	<u>417,527</u>
EXPENDITURE ON	
Charitable activities	
Healthwatch Hertfordshire	445,580
Other	435
Total	<u>446,015</u>
NET INCOME/(EXPENDITURE)	(28,488)
RECONCILIATION OF FUNDS	
Total funds brought forward	319,837
TOTAL FUNDS CARRIED FORWARD	<u>291,349</u>

HEALTHWATCH HERTFORDSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

8. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2022	41,195
Additions	1,111
	<hr/>
At 31 March 2023	42,306
	<hr/>
DEPRECIATION	
At 1 April 2022	35,071
Charge for year	4,165
	<hr/>
At 31 March 2023	39,236
	<hr/>
NET BOOK VALUE	
At 31 March 2023	3,070
	<hr/> <hr/>
At 31 March 2022	6,124
	<hr/> <hr/>

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade debtors	25,500	-
Prepayments and accrued income	604	4,151
	<hr/>	<hr/>
	26,104	4,151
	<hr/> <hr/>	<hr/> <hr/>

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Social security and other taxes	12,482	7,652
Other creditors	-	4,606
Accruals and deferred income	1,400	1,400
	<hr/>	<hr/>
	13,882	13,658
	<hr/> <hr/>	<hr/> <hr/>

HEALTHWATCH HERTFORDSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

11. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	86,849	62,212	149,061
Contingency fund	200,000	-	200,000
Computers, software and installation	3,500	-	3,500
Website development costs	1,000	-	1,000
	<u>291,349</u>	<u>62,212</u>	<u>353,561</u>
TOTAL FUNDS	<u>291,349</u>	<u>62,212</u>	<u>353,561</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	495,736	(433,524)	62,212
	<u>495,736</u>	<u>(433,524)</u>	<u>62,212</u>
TOTAL FUNDS	<u>495,736</u>	<u>(433,524)</u>	<u>62,212</u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	64,829	(28,488)	50,508	86,849
Contingency fund	250,008	-	(50,008)	200,000
Computers, software and installation	4,000	-	(500)	3,500
Website development costs	1,000	-	-	1,000
	<u>319,837</u>	<u>(28,488)</u>	<u>-</u>	<u>291,349</u>
TOTAL FUNDS	<u>319,837</u>	<u>(28,488)</u>	<u>-</u>	<u>291,349</u>

HEALTHWATCH HERTFORDSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

11. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	417,527	(446,015)	(28,488)
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>417,527</u>	<u>(446,015)</u>	<u>(28,488)</u>

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

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	64,829	33,724	50,508	149,061
Contingency fund	250,008	-	(50,008)	200,000
Computers, software and installation	4,000	-	(500)	3,500
Website development costs	1,000	-	-	1,000
	<hr/>	<hr/>	<hr/>	<hr/>
	319,837	33,724	-	353,561
	<hr/>	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>319,837</u>	<u>33,724</u>	<u>-</u>	<u>353,561</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	913,263	(879,539)	33,724
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>913,263</u>	<u>(879,539)</u>	<u>33,724</u>

HEALTHWATCH HERTFORDSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

12. RELATED PARTY DISCLOSURES

The key management personnel of the charity who are remunerated comprise the Chief Executive Officer, Deputy Chief Executive Officer (interim), Deputy Chief Executive Officer, the SRM (Policy and Partnerships Manager) and the Resources and Finance Manager. The total employee benefits of the key management personnel of the charity were £165,627 (2022 - £147,242).