HEALTHWATCH ESSEX LIMITED

England & Wales · Charity number 1158356

Details

Status	Registered
Legal form	Charitable company
Company number	08360699
Registered	2014-08-26
Register	View on the Charity Commission register

Contact

Address	49 High Street Earls Colne Colchester CO6 2PB
Phone	01376 572829
Email	enquiries@healthwatchessex.org.uk
Website	www.healthwatchessex.org.uk

Activities

Objects: 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 AND;(D) PROVIDING TRAINING AND THE DEVELOPMENT OF SKILLS FOR VOLUNTEERS AND THE WIDER COMMUNITY IN UNDERSTANDING, SCRUTINIZING, REVIEWING AND MONITORING LOCAL HEALTH AND CARE SERVICES AND FACILITIES.

Activities: The charity provides information and advice to the general public in Essex about local health and social care services. It makes the views and experiences of members of the general public known to health and social care providers, and it provides training for volunteers and the wider community in understanding, scrutinizing, reviewing and monitoring local health and care services and facilities.

Downloaded from opencharities.uk/ew/1158356

Classification

- **How:** Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

Geography

- Essex

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£791,828	£760,167	£778,598	22
2024-03-31	£705,834	£668,486	£746,937	24
2023-03-31	£583,600	£642,210	£709,588	17
2022-03-31	£703,443	£587,457	£768,199	16
2021-03-31	£794,630	£560,893	£652,213	14

Trustees

Name	Role	Appointed
Amanda Cherry		2020-08-06
Daniel Joseph Taggart		2022-11-08
Dr Steven Carey		2021-07-13
John Michael Blake		2022-11-08
Laura Brookes		2019-07-09
Neil Jones		2021-07-12

Downloaded from opencharities.uk/ew/1158356

HEALTHWATCH ESSEX LIMITED

England & Wales - Charity number 1158356

Accounts

Company registration number: 08360699
Charity registration number: 1158356

HEALTHWATCH ESSEX LIMITED
TRUSTEES' REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

Healthwatch Essex Limited
Contents

	Page
Reference and Administrative Details	1
Trustees' Report	2—5
Independent Auditor's Report	6—9
Statement of Financial Activities (including Income and Expenditure Account)	10
Comparative Statement of Financial Activities (including Income and Expenditure Account)	11
Balance Sheet	12
Statement of Cash Flows	13
Notes to the Statement of Cash Flows	14
Notes to the Financial Statements	15—22
The following pages do not form part of the statutory accounts:	
Detailed Statement of Financial Activities (including Income and Expenditure Account)	23—24

Healthwatch Essex Limited
Reference and Administrative Details
For The Year Ended 31 March 2025

Trustees	Mr John Blake Ms Laura Brookes Dr Steven Carey Mrs Amanda Cherry Ms Maria Dixon-Mitchell (appointed 14/11/2024) Mr Neil Jones Dr Daniel Taggart Mrs Dinesh Venkama (appointed 24/04/2024)
Charity Number	1158356
Company Number	08360699
Principal Address	49 High Street Earls Colne Colchester Essex CO6 2PB
Registered Office	49 High Street Earls Colne Colchester Essex CO6 2PB
Accountants	Gascoynes Limited Gascoynes House Moseleys Farm Business Centre Bury St Edmunds Suffolk IP28 6JY
Auditors	Annatrice Limited Statutory Auditor 10, The Thoroughfar Harleston Norfolk IP20 9AX
Bankers	Barclays Bank Plc 9 High Street Colchester Exxes CO1 1DD

The trustees present their report and the financial statements for the year ended 31 March 2025.

Objectives and Activities

Aims and Objectives

'Healthwatch' organisations throughout England were created as result of the Health and Social Care Act 2012. Using the powers vested under this legislation, they each have a responsibility to:

1. Promote and support the involvement of people in the commissioning, provision and scrutiny of local care services.
2. Obtain the views of people about their needs for, and their experiences of, local care services.
3. Make reports and recommendations about how local care services could, or ought to be, improved to people responsible for commissioning, providing, managing or scrutinising local care services; and
4. Provide advice and information about access to local care services and about choices that may be made with respect to aspects of those services.

Healthwatch Essex covers the whole county with the exception of Southend and Thurrock and is part of a network of local Healthwatch organisations in England. The network is overseen and supported by the national umbrella body, Healthwatch England, which provides a formal link to the Department of Health and Secretary of State for Health.

In response to its statutory responsibilities, the company's objects, as set out in its Memorandum of Association, are for "the advancement of health and the relief of those in need by reason of youth, age, ill- health, disability or financial hardship by:

1. Providing information and advice to the general public about local health and social care services.
2. Making the views and experiences of members of the general public known to health and social care providers.
3. Enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities; and
4. Providing training and the development of skills for volunteers and the wider community in understanding, scrutinizing, reviewing and monitoring local health and care services and facilities."

The company organises its work under four activity headings: Research, Engagement, Information and Guidance and Communications. In all its activities, the organisation seeks to capture people's first-hand experience of health and social care services, set against the backdrop of their own lives and personal circumstances. This 'lived experience' is then reported, or otherwise presented, to the relevant health and social care provider(s) - including the county's five NHS Clinical Commissioning Groups, one mental health trust, five acute hospitals and Essex County Council, responsible for social care - to enable them to better empathise and understand the impact their service is having on real lives, allowing them to adapt accordingly.

Achievements and Performance

Main Achievements

The team at Healthwatch Essex has had a busy and successful year ensuring that the lived experiences of health and social care in our communities are shared with our colleagues in the Local Authority and Integrated Care Partnerships and others involved in providing services and support. The information that we share influences many of the decisions and priorities that our colleagues across health and social care are working on to ensure the best possible care is available to everyone.

We have focused on the impact of our work with our key partners asking if we held them to account, whether they used our research findings and if the relationship between our organisations is a positive one. Some of the feedback included "As a critical friend it is important that everyone in the health and care system works together to understand how we can improve together. Being held to account is an important part of that work. "

Our reach across social media has continued to grow. The Hidden Voices podcasts have covered a wide range of subjects including – blood donation in newborn babies, trauma in veterans, functional neurological disorder, adoption, sepsis, financial abuse, people affected by a loved one's alcohol addiction. Our campaigns have included "Know yourself Grow yourself" during Children's Mental Health Week when our Young Mental Health Ambassadors used characters from Inside Out to reflect on different emotions in creative ways. "Cyberstalking" was one of the ways that our Trauma Ambassadors maintained a visible presence during 16 Days of Activism to help raise awareness and understanding of the issue of violence against women and girls.

Our Research Team continues to undertake a number of projects which includes Living Beyond Cancer to explore the long term implications of cancer and/or its treatment and life after treatment which comes with many struggles, and the need for follow up care and support.

...CONTINUED

Main Achievements - continued

Our Supporting Partnerships report was well received at a patient experience group at Princess Alexandra Hospital NHS Trust and a Networks Meeting hosted by the Integrated Care Academy and led to the development of our Co-production Training and a poster with key recommendations.

We are extremely grateful to all our Ambassadors who bravely share their experiences and work with us to offer the best possible support and guidance. Our Podcasts are extremely popula.

The Fella's Forums continue to be a very popular way to engage with and support men. We asked members about how the Forums have helped them – 100% said they felt less isolated and their mental health had improved, 80% stated that their physical health had improved, 90% of the men are very satisfied and have formed new friendships. We will be having events in two new locations with over 100 new members. We have continued to run Fella's Fairs, comedy events.

We have continued to work on Community Asset Mapping with NE Essex Health and Wellbeing Alliance, with the focus on five priority health conditions identified by the Suffolk and NE Essex Integrated Care Board. The first report centred on Chronic Obstructive Pulmonary Disease, the report was used as evidence to support opening a new respiratory clinic. The second report explores Mental Health and Suicide Prevention and based on the evidence that men in a particular area of Essex are affected by loneliness and isolation Healthwatch Essex has secured funding for a Fella's Forum in this area.

The Trauma Ambassadors Group have discussed how they have used creative outlets on their journey living with trauma, sometimes as therapy, sometimes distraction and as a way of expressing their experiences and feelings. Their creativity included painting, music, sculpture, dance, poetry. A social media post resulted in over 100 people from across the country getting in touch to share their experiences and their art works. We were very fortunate to be offered a space at the Minories Gallery and held our first Expressions of Trauma exhibition showcasing 130 works of art. The exhibitors told us that this had been a hugely empowering experience and had increased their self esteem, the visitors felt that they had learned something valuable and increased their understanding and awareness of trauma. There have been three subsequent exhibitions. Following the success of the Trauma Card which is still widely used and wider discussions about younger survivors of trauma we co-produced a Trauma Key Ring in collaboration with young survivors which they can used to make people aware that they are trauma survivors and how they can be supported e.g. at appointments.

The Information and Guidance team has continued to reach out and support over 1439 people who have made contact including on line, by text and phone, email, letter. The enquiries have included GP complaint, Hospital complaint, Hospital discharge, mental health, carers support. The team regularly attend meetings to include Essex County Council Health Overview, Policy and Scrutiny and People and Families Committees and meetings with Integrated Care Services and Alliances to stay up to date and ensure that lived experience is part of very conversation. Two of the team have been reaching out and supporting carers with workshops and one off carers support meetings as a continuation of the Carers Voices project, they engaged with 3400 carers supporting them by signposting to services and caring organisations relevant to their role. In addition the Healthwatch Essex van has been well used by the team to attend events across the county often in hard to reach areas providing a private space at events for sensitive conversations.

Our work with Herts and West Essex Integrated Care Board has continued to focus on the lived experience of people in relation to their health and wellbeing. This work has included the production of four reports- Healthcare Experiences of the Armed Forces Community, Navigating Digital Health - On line GP Services and Bookings, Children's Oral Health Experiences, Orthodontic Care

The Future

The outcome of the Dash Report including the abolition of Healthwatch was unexpected and a huge shock to everyone working for Healthwatch. Healthwatch Essex has worked hard to diversify our income streams and is in a good position financially and optimistic about our future and continuing the vital work that we do in a different way. We have been able to reassure our staff and our colleagues across health and social care that we plan to continue our work. We are in a transitional phase and are working on rebranding and a business plan for a new model of working and greater diversity of funding which we hope to launch in the middle of 2026.

Financial Review

Financial Position

Income & Expenditure
Healthwatch Essex is primarily funded by the Department of Health and the Department for Communities & Local Government, via Essex County Council. During the year to 31 March 2025 the Charity received income from this source of £612K (2024: £619K) - see Note 3 to the Financial Statements. Total expenditure for the year amounted to £760K (2024: £668K) - the levels of expenditure attributable to each of the headline activities outlined in Section 1 of this report is presented in Note 4 to the Financial Statements.

Balance Sheet
The company's year-end Balance Sheet comprises:
· restricted funds £560K (2024: £554K).

...CONTINUED

Financial Position - continued

· unrestricted funds £219K (2024: £192K).
An analysis of restricted funds by project is presented in Note 16 to the Financial Statements.

Reserves Policy
The company's restricted funds are required to be used for specific purposes laid down by the funder. It is the Board's policy, therefore, to use the surpluses gifted to it by its subsidiary company, HWE Insights, to build up, over time, a level of unrestricted funds sufficient to enable the company to meet its statutory obligations in the event of it ceasing to operate. To reduce risk Healthwatch Essex are splitting the reserve fund across several different accounts.

Risk Management
The Board of Directors reviews the company's key strategic risks at each of its meetings. The biggest risk facing the company is its overreliance on funding from Essex County Council. In order to mitigate this overreliance, it is the company's policy to develop complementary commercial work to diversify income streams.

Statement of Completeness
Each of the directors has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information. Full details of the company's related party transactions are disclosed in Note 14 to the Financial Statements. It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The Trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

Structure, Governance and Management

Structure, governance and management

Healthwatch Essex is a private company limited by guarantee, incorporated in England and Wales, registered company number 8360699. The registered office is 49 High Street, Earls Colne, CO6 2PB. The company is also a registered charity, charity registration number 1158356. The company is governed by its Memorandum and Articles of Association.

The company's governance structure comprises:

1. A Board of Directors responsible for the day to day oversight of the company (including setting strategic direction and budgets) and meeting in public at least twice a year to make decisions that are required to be made in public. The Board is required to consist of:

   a. At least 5 directors, including the Chair and Vice Chair, appointed by the Board. The directors in place as of 1 April 2016 (the date upon which this governance structure came into effect) were deemed to have been appointed by advise from an Independent Appointment Panel.

   b. Up to 3 other directors co-opted by the Board to enhance the mix of skills and experience available to the Board.

2. A right for anyone who lives in or uses health and social care services in Essex to make representations at public meetings of the Board.

The Trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:
Ms L Brookes
Mrs A Cherry
Mr N Jones
Dr S Carey
Mr John Blake
Dr D J Taggart
Mr D Venkama

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Healthwatch Essex Limited for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from l January 2019).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statement unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgments and accounting estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping adequate accounting records which disclose with reasonable accuracy at anytime the financial position of the charitable company and to enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement of Disclosure of Information to Auditors

Each of the persons who are trustees at the time when this trustees' report is approved has confirmed that:

- so far as the trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware; and
- they have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

Independent Auditors

In accordance with the company's articles, a resolution proposing that Annatrice Limited be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.

Small Company Rules

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The trustees' report was approved by the board of trustees and signed on its behalf by:

Amanda Cherry
Amanda Cherry (Jan 28, 2026 19:52:33 GMT)

Mrs Amanda Cherry

Trustee
Date

28/01/2026

Independent Auditor's Report to the Members of Healthwatch Essex Limited

Opinion

We have audited the financial statements of Healthwatch Essex Limited (the "charity") for the year ended 31 March 2025 which comprise the Statement of Financial Activities (including Income and Expenditure Account), Balance Sheet, Cash Flow Statement and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions Relating to Going Concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other Information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on Other Matters Prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Director's Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Director's Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on Which We Are Required to Report by Exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Director's Report included within the Trustees' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records or returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

Responsibilities of Trustees

As explained more fully in the Trustees' Responsibilities Statement set out on page 2—5, the trustees (who are also directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The audit tests, including planning procedures, adopted for the audit of these financial statements are designed to assess and detect the risk of irregularities, including fraud. Our risk assessment of the likelihood of irregularities included the high degree of involvement of the experienced directors, which reduces the risk of irregularities. The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

We identified the laws and regulations applicable to the charity through discussions with trustees and other management, and from our commercial knowledge and experience of the sector;

We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, Charities Act 2011, taxation legislation, Employment Law and Data Protection.

We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence. These were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We identified the greatest potential for fraud or non-compliance with laws and regulations in the following areas, and the specific procedures performed to address them are described below:

- We obtained an understanding of the income process and the flow of financial information to the general ledger and how this is classified as restricted and unrestricted.
- Cut-off testing was performed at the year-end date by reviewing revenue which had been accrued for and revenue that had been recognised after date to identify any transaction which had been erroneously recognised in the incorrect period. The same testing was carried out for expenditure.
- In line with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. In addressing the risk of fraud through management override of controls, we reviewed accounting records for any unusual adjustments.

In addition to the above, our procedures to respond to the risk identified included the following:

- reviewing financial statement disclosures by testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risk of material misstatement due to fraud;
- enquiring of management concerning actual and potential litigation and claims, and instances of non-compliance for the year.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use Of Our Report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters that we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Mr Anthony James Brice FCCA (Senior Statutory Auditor)
for and on behalf of Annatrice Limited, Statutory Auditor

Date 28/01/2026

...CONTINUED

Annatrice Limited
Statutory Auditor
10, The Thoroughfar
Harleston
Norfolk
IP20 9AX

Healthwatch Essex Limited
Statement of Financial Activities (including Income and Expenditure Account)
For The Year Ended 31 March 2025

	Notes	Unrestricted funds	Restricted funds	2025 Total funds	2024 Total funds
		£	£	£	£
INCOME AND ENDOWMENTS FROM:					
Charitable activities	**3**	276,162	512,700	788,862	701,698
Investments	**4**	2,966	-	2,966	4,137
		279,128	512,700	791,828	705,835
EXPENDITURE ON:					
Charitable activities	**6**	(338,410)	(421,757)	(760,167)	(668,486)
NET INCOME		(59,282)	90,943	31,661	37,349
Transfers between funds	**17**	85,319	(85,319)	-	-
NET MOVEMENT IN FUNDS		26,037	5,624	31,661	37,349
RECONCILIATION OF FUNDS:					
Total funds brought forward		192,486	554,451	746,937	709,588
TOTAL FUNDS CARRIED FORWARD	**17**	218,523	560,075	778,598	746,937

The notes on pages 14 to 22 form part of these financial statements.

Healthwatch Essex Limited
Comparative Statement of Financial Activities (including Income and Expenditure Account)
For The Year Ended 31 March 2025

	Notes	Unrestricted funds	Restricted funds	2024 Total funds
		£	£	£
INCOME AND ENDOWMENTS FROM:				
Charitable activities	**3**	183,708	517,990	701,698
Investments	**4**	4,137	-	4,137
		187,845	517,990	705,835
EXPENDITURE ON:				
Charitable activities	**6**	(253,707)	(414,779)	(668,486)
NET INCOME		(65,862)	103,211	37,349
NET MOVEMENT IN FUNDS		(65,862)	103,211	37,349
RECONCILIATION OF FUNDS:				
Total funds brought forward		258,348	451,240	709,588
TOTAL FUNDS CARRIED FORWARD	**17**	192,486	554,451	746,937

The notes on pages 14 to 22 form part of these financial statements.

Healthwatch Essex Limited
Balance Sheet
As At 31 March 2025

	Notes	Unrestricted funds	Restricted funds	2025 Total funds	2024 Total funds
		£	£	£	£
FIXED ASSETS					
Tangible Assets	**11**	59,312	-	59,312	-
Investments	**12**	-	1	1	1
		59,312	1	59,313	1
CURRENT ASSETS					
Debtors	**13**	110,158	-	110,158	116,372
Cash at bank and in hand		213,127	560,074	773,201	826,819
		323,285	560,074	883,359	943,191
Creditors: Amounts Falling Due Within One Year	**14**	(164,074)	-	(164,074)	(196,255)
NET CURRENT ASSETS (LIABILITIES)		159,211	560,074	719,285	746,936
TOTAL ASSETS LESS CURRENT LIABILITIES		218,523	560,075	778,598	746,937
NET ASSETS		218,523	560,075	778,598	746,937
FUNDS OF THE CHARITY					
Restricted Funds				560,075	554,451
Unrestricted Funds				218,523	192,486
TOTAL FUNDS	**17**			778,598	746,937

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

On behalf of the board

Amanda Cherry
Amanda Cherry (Jan 28, 2026 19:52 GMT)

Mrs Amanda Cherry

Trustee
Date

28/01/2026

The notes on pages 14 to 22 form part of these financial statements.

Healthwatch Essex Limited
Statement of Cash Flows
For The Year Ended 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Net cash generated from operations	**1**	9,889	71,378
Interest paid		(554)	(651)
Net cash generated from operating activities		9,335	70,727
Cash flows from investing activities			
Purchase of tangible assets		(65,919)	-
Interest received		2,966	4,137
Net cash (used in)/generated from investing activities		(62,953)	4,137
(Decrease)/increase in cash and cash equivalents		(53,618)	74,864
Cash and cash equivalents at beginning of year	**2**	826,819	751,954
Cash and cash equivalents at end of year	**2**	773,201	826,818

Healthwatch Essex Limited
Notes to the Statement of Cash Flows
For The Year Ended 31 March 2025

1. **Reconciliation of income to cash generated from operations**

	2025	2024
	£	£
Net income	31,661	37,349
Adjustments for:		
Interest expense	554	651
Interest income	(2,966)	(4,137)
Depreciation of tangible assets	6,607	-
Movements in working capital:		
Decrease/(increase) in trade and other debtors	6,214	(101,237)
(Decrease)/increase in trade and other creditors	(32,181)	138,752
Net cash generated from operations	9,889	71,378

2. **Cash and cash equivalents**

Cash and cash equivalents, as stated in the Statement of Cash Flows, relates to the following items in the Balance Sheet:

	2025	2024
	£	£
Cash at bank and in hand	773,201	826,819

3. **Analysis of changes in net funds**

	As at 1 April 2024	Cash flows	As at 31 March 2025
	£	£	£
Cash at bank and in hand	826,819	(53,618)	773,201

1. General Information

Healthwatch Essex Limited is a company limited by guarantee, incorporated in England & Wales, registered number 08360699 and registered charity number 1158356. The registered office is 49 High Street, Earls Colne, Colchester, Essex, CO6 2PB.

2. Accounting Policies

2.1. Basis of Preparation of Financial Statements

The financial statements 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 charitable company is a Public Benefit Entity as defined by FRS 102.

2.2. Going Concern Disclosure

The trustees have not identified any material uncertainties related to events or conditions that may cast significant doubt about the charitable company's ability to continue as a going concern.

2.3. Fund Accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds comprise unrestricted funds that have been set aside by the trustees for a specific purpose.

Restricted funds are to be used for specific purposes as laid down by the donor.

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

2.4. Incoming Resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a

2.5. Resources Expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset’s use

2.6. Tangible Fixed Assets and Depreciation

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of the fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Motor Vehicles	20% reducing balance

2.7. Investments

Fixed asset investments are stated at cost.

2.8. Cash and Cash Equivalents

Cash and cash equivalents are basic financial assets and include cash in hand and deposits held at call with banks, other short-term highly liquid investments that mature in no more than three months from the date of acquisition and are readily convertible to a known amount of cash with insignificant risk of change in value, and bank overdrafts.

2.9. **Financial Instruments**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

The company's financial assets are measured at the cash consideration expected to be received and are not discounted.

Other financial assets, including investments in equity instruments which are not subsidiaries, associates or joint ventures, are initially measured at fair value, which is normally the transaction price. Such assets are subsequently carried at fair value and the changes in fair value are recognised in net income/(expenditure), except that investments in equity instruments that are not publicly traded and whose fair values cannot be measured reliably are measured at cost less impairment.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method. Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

2.10. **Taxation**

The company is a charity within the meaning of section 506(1) of the Taxes Act 1988. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within the categories covered by Section 505 of the Taxes Act 1988 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to exclusively charitable purposes

2.11. **Employee Benefits**

The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock of fixed assets.

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

3. **Income from Charitable Activities**

			2025
	Unrestricted funds £	**Restricted funds £**	**Total funds £**
General	276,162	512,700	788,862

			2024
	Unrestricted funds £	**Restricted funds £**	**Total funds £**
General	183,707	517,990	701,697

4. **Investment Income**

	2025 Unrestricted funds	2024 Unrestricted funds
	£	£
Bank interest receivable	2,966	4,137

5. **Net Income/(Expenditure)**

The net income is stated after charging/(crediting):

	2025	2024
	£	£
Depreciation of tangible fixed assets - owned	6,607	-

6. **Analysis of Expenditure**

	Activities undertaken directly	Support costs (see note 7)	2025 Total
	£	£	£
Outreach and engagement	346,669	85,776	432,445
Commissioning and research	36,491	10,522	47,013
Signposting and info	225,031	55,678	280,709
	608,191	151,976	760,167

	Activities undertaken directly	Support costs (see note 7)	2024 Total
	£	£	£
Outreach and engagement	51,039	299,521	350,560
Commissioning and research	43,197	31,527	74,724
Signposting and info	48,780	194,422	243,202
	143,016	525,470	668,486

7. **Support Costs**

	Outreach and engagement	Commissioning and research	Signposting and info	2025 Total
	£	£	£	£
Employee costs	28,799	3,031	18,693	50,523
Premises expenses	13,368	1,407	8,677	23,452
General administration	26,159	2,754	16,980	45,893
Depreciation	3,766	396	2,445	6,607
Interest payable	316	33	205	554
Governance costs	13,368	2,901	8,678	24,947
	85,776	10,522	55,678	151,976

	Outreach and engagement	Commissioning and research	Signposting and info	2024 Total
	£	£	£	£
Employee costs	250,616	26,380	162,677	439,673
Premises expenses	13,675	1,439	8,876	23,990
General administration	17,545	1,847	11,390	30,782
Interest payable	371	39	241	651
Governance costs	17,314	1,822	11,238	30,374
	299,521	31,527	194,422	525,470

8. **Auditor's Remuneration**

Remuneration received by the charitable company's auditors and their associates during the year was as follows:

	2025	2024
	£	£
Audit Services		
Audit of the company's financial statements	6,000	5,600

9. **Staff Costs**

Staff costs were as follows:

	2025	2024
	£	£
Wages and salaries	617,274	556,185

The Chief Executive Officer who was in post during the year (see section 5 of the Directors' report) received employee benefits for the year, excluding employer's pension contributions, of £65,100 (2024: £60,762). No other employees received employee benefits for the year, excluding employer's pension contributions, of more than £60,000

10. **Average Number of Employees**

Average number of employees during the year was: 22 (2024: 19)

11. **Tangible Assets**

	Motor Vehicles
	£
Cost	
As at 1 April 2024	-
Additions	65,919
As at 31 March 2025	65,919
Depreciation	
As at 1 April 2024	-
Provided during the period	6,607
As at 31 March 2025	6,607

...CONTINUED

Net Book Value	
As at 31 March 2025	59,312
As at 1 April 2024	-

12. **Investments**

	Subsidiaries
	£
Cost or Valuation	
As at 1 April 2024	1
As at 31 March 2025	1
Provision	
As at 1 April 2024	-
As at 31 March 2025	-
Net Book Value	
As at 31 March 2025	1
As at 1 April 2024	1

Subsidiaries

Details of the Charity's subsidiaries as at 31 March 2025 are as follows:

Name of undertaking	Registered Office	Class of shares held	Direct holding	Indirect holding
HWE Insight Limited	England	Ordinary	100.00%	-

The aggregate capital and reserves and the result for the year of the subsidiaries listed above was as follows:

	Capital and Reserves	Profit/(loss)
	£	£
HWE Insight Limited	(866)	-

13. **Debtors**

	2025	2024
	£	£
Due within one year		
Trade debtors	85,290	75,500
Amounts owed by group undertakings	137	137
Other debtors	24,731	40,735
	110,158	116,372

14. **Creditors: Amounts Falling Due Within One Year**

	2025	2024
	£	£
Trade creditors	19,143	24,991
Other creditors	33,685	46,500
Taxation and social security	20,269	2,971
Accruals and deferred income	90,977	121,793
	164,074	196,255

15. **Deferred Income**

Deferred income movements in the year were as follows:

	2025	2024
	£	£
Balance at the start of the period	107,927	18,232
Income deferred in the current period	74,917	107,927
Amounts released in income from previous periods	(107,927)	(18,232)
Balance at the end of the period	74,917	107,927

16. **Other Commitments**

The total of future minimum lease payments under non-cancellable operating leases are as following:

	2025	2024
	£	£
Not later than one year	15,338	15,338
Later than one year and not later than five years	6,898	22,517
	22,236	37,855

17. **Movement in Funds**

	As at 1 April 2024	Income	Expenditure	Transfers	As at 31 March 2025
	£	£	£	£	£
Unrestricted funds					
General:					
General unrestricted fund	192,486	279,128	(338,410)	85,319	218,523
Restricted funds					
Essex County Council	463,228	420,500	(335,666)	-	548,062
Collaborative Essex	-	44,500	(42,340)	-	2,160
Essex Neurology Network	27,246	-	-	(27,246)	-
Active Essex	(26,755)	4,000	(7,645)	-	(30,400)
Community asset mapping	58,073	-	-	(58,073)	-
National Lottery community funding	9,403	-	-	-	9,403
University income	18,473	-	-	-	18,473
TAG Trauma	4,783	22,500	(13,638)	-	13,645
Mens Health Events ICB	-	16,400	(14,966)	-	1,434
REN MSE 2	-	1,200	(7,502)	-	(6,302)
Active Braintree Foundation	-	3,600	-	-	3,600
Total restricted funds	554,451	512,700	(421,757)	(85,319)	560,075
Total funds	746,937	791,828	(760,167)	-	778,598

	As at 1 April 2023	Income	Expenditure	As at 31 March 2024
	£	£	£	£
Unrestricted funds				
General:				
General unrestricted fund	258,348	187,845	(253,707)	192,486
Restricted funds				
Essex County Council	351,326	463,740	(351,838)	463,228
Collaborative Essex	-	44,500	(44,500)	-
Essex Neurology Network	27,246	-	-	27,246
Active Essex	(26,755)	6,000	(6,000)	(26,755)
Community asset mapping	58,073	-	-	58,073
National Lottery community funding	18,094	3,750	(12,441)	9,403
University income	18,473	-	-	18,473
TAG Trauma	4,783	-	-	4,783
Total restricted funds	451,240	517,990	(414,779)	554,451
Total funds	709,588	705,835	(668,486)	746,937

Release of restricted funds
In prior financial years, income received in respect of the Essex Neurology Network and Community Asset Mapping projects was treated as restricted on the basis of the original understanding of the funding arrangements. During the current and prior financial year(s), the Trustees reviewed the terms and conditions attaching to the Community Asset Mapping funding and concluded that the funds do not meet the definition of restricted funds under the Charities SORP. As a result of this change in accounting treatment, the remaining balance previously held within restricted funds has been reclassified to unrestricted funds.

In addition, no funder has made any claim over the surplus funds held in respect of either the Essex Neurology Network or Community Asset Mapping projects, and the Trustees are satisfied that there are no continuing donor-imposed restrictions on the use of these funds.

Accordingly, the balances have been released from restricted funds into unrestricted funds and due to this, are now available to be applied in furtherance of the Charity's general charitable objectives.

18. **Transactions with Trustees**

During the year the expenses reimbursed to the trustees or paid directly to third parties were as follows:

	2025	2024
	£	£

19. Related Party Disclosures

Healthwatch Essex is controlled by its Board of Directors. None of the directors (or any persons connected with them) received any remuneration or any other benefits during the year (2024: £nil).

HWE Insights Limited

HWE Insights Limited is a company limited by shares and wholly owned by Healthwatch Essex (see Structure, Governance and management of the Trustees' Report and Note 16 to these Financial Statements).

HWE Insights' Board of Directors comprises one director who is also a director of Healthwatch Essex. None of the directors of HWE Insights received any remuneration from HWE Insights during the year (2024: none) and none had any expenses reimbursed to them (2024: none).

During the course of the year HWE Insights Limited was declared a dormant company and all commercial projects will be undertaken within Healthwatch Essex Limited for the foreseeable future.

During the course of the year to 31 March 2025 HWE Insights received commercial income of £nil (2024: £nil) and incurred expenditure of £nil (2024: £nil) leaving an operating loss of £nil (2023: £nil). At the year end the company had assets of £142 (2024: £142), and liabilities of £1,008 (2024: £1,008) including £137 due to Healthwatch Essex Limited (2024: £137).

20. Company limited by guarantee

The company is limited by guarantee and has no share capital.

Every member of the company undertakes to contribute to the assets of the company, in the event of a winding up, such an amount as may be required not exceeding £1.

Healthwatch Essex Limited
Detailed Statement of Financial Activities (including Income and Expenditure Account)
For The Year Ended 31 March 2025

	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM:		
Charitable Activities:		
General		
Sale of goods or services	788,862	685,930
Provision of services under contract	-	15,767
	788,862	701,697
Investments		
Bank interest receivable	2,966	4,137
	2,966	4,137
	791,828	705,835
EXPENDITURE ON:		
Charitable Activities:		
Outreach and engagement		
Advertising, marketing, direct mail and publicity	-	6
Wages and salaries	(334,393)	(49,179)
Marketing and advertising costs	(12,276)	(1,866)
Wages and salaries	(17,454)	(244,147)
Travel and subsistence expenses	(11,345)	(6,469)
Rent	-	(13,675)
Other premises costs	(13,368)	-
Advertising and marketing costs	(6,202)	(3,191)
Legal fees	-	(513)
Other office costs	(19,957)	(13,841)
Depreciation of motor vehicles	(3,766)	-
Bank charges	(316)	(371)
Trustees' expenses	-	(2,055)
Audit fees	(3,591)	(3,192)
Legal fees	(9,777)	(12,067)
	(432,445)	(350,560)
Commissioning and research		
Wages and salaries	(35,199)	(35,367)
Marketing and advertising costs	(1,292)	(7,830)
Wages and salaries	(1,837)	(25,699)
Travel and subsistence expenses	(1,194)	(681)
Rent	-	(1,439)
Other premises costs	(1,407)	-
Advertising and marketing costs	(653)	(336)
Legal fees	-	(54)
Other office costs	(2,101)	(1,457)
Depreciation of motor vehicles	(396)	-
Bank charges	(33)	(39)

...CONTINUED

Trustees' expenses	(1,494)	(216)
Audit fees	(378)	(336)
Legal fees	(1,029)	(1,270)
	(47,013)	(74,724)
Signposting and info		
Wages and salaries	(217,062)	(43,315)
Marketing and advertising costs	(7,969)	(5,465)
Wages and salaries	(11,329)	(158,478)
Travel and subsistence expenses	(7,364)	(4,199)
Rent	-	(8,876)
Other premises costs	(8,677)	-
Advertising and marketing costs	(4,026)	(2,073)
Legal fees	-	(333)
Other office costs	(12,954)	(8,984)
Depreciation of motor vehicles	(2,445)	-
Bank charges	(205)	(241)
Trustees' expenses	-	(1,334)
Audit fees	(2,331)	(2,072)
Legal fees	(6,347)	(7,832)
	(280,709)	(243,202)
	(760,167)	(668,486)
NET INCOME	31,661	37,349

A11 HWE Ltd final accounts 24-25

Final Audit Report 2026-01-28

Created:	2026-01-28
By:	Anthony Brice (anthonyjbrice@gmail.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAeRa-HZVKN8bON6J19QS_hwAzJnmsu0TL

"A11 HWE Ltd final accounts 24-25" History

Document created by Anthony Brice (anthonyjbrice@gmail.com)
2026-01-28 - 5:54:32 PM GMT- IP address: 92.19.104.77

Document emailed to amanda_cherry@btinternet.com for signature
2026-01-28 - 5:56:44 PM GMT

Email viewed by amanda_cherry@btinternet.com
2026-01-28 - 7:41:31 PM GMT- IP address: 109.158.129.246

Signer amanda_cherry@btinternet.com entered name at signing as Amanda Cherry
2026-01-28 - 7:52:31 PM GMT- IP address: 109.158.129.246

Document e-signed by Amanda Cherry (amanda_cherry@btinternet.com)
Signature Date: 2026-01-28 - 7:52:33 PM GMT - Time Source: server- IP address: 109.158.129.246

Document emailed to anthony@annatrice.co.uk for signature
2026-01-28 - 7:52:35 PM GMT

Email viewed by anthony@annatrice.co.uk
2026-01-28 - 8:13:50 PM GMT- IP address: 92.19.104.77

Signer anthony@annatrice.co.uk entered name at signing as Anthony Brice
2026-01-28 - 8:14:17 PM GMT- IP address: 92.19.104.77

Document e-signed by Anthony Brice (anthony@annatrice.co.uk)
Signature Date: 2026-01-28 - 8:14:19 PM GMT - Time Source: server- IP address: 92.19.104.77

Agreement completed.
2026-01-28 - 8:14:19 PM GMT

HEALTHWATCH ESSEX LIMITED

England & Wales - Charity number 1158356

Accounts

Charity registration number 1158356

Company registration number 08360699 (England and Wales)

HEALTHWATCH ESSEX LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

HEALTHWATCH ESSEX LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Ms L Brookes	
	Mrs A Cherry	
	Mr N Jones	
	Dr S Carey	
	Mr John Blake	
	Dr D J Taggart	
	Mr D Venkama	(Appointed 24 April 2024)
Charity number	1158356	
Company number	08360699	
Principal address	49 High Street Earls Colne Colchester Essex CO6 2PB	
Registered office	49 High Street Earls Colne Colchester Essex CO6 2PB	
Auditor	Annatrice Limited Statutory Auditor 10, The Thoroughfare Harleston Norfolk IP20 9AX	
Bankers	Barclays Bank Plc 9 High Street Colchester Essex CO1 1DD	

HEALTHWATCH ESSEX LIMITED

CONTENTS

	Page
Trustees' report	1 - 6
Statement of trustees' responsibilities	7
Independent auditor's report	8-10
Statement of financial activities	11
Balance sheet	12
Statement of cash flows	13
Notes to the financial statements	14 - 24

HEALTHWATCH ESSEX LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their annual report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2019)

Objectives and activities

'Healthwatch' organisations throughout England were created as result of the Health and Social Care Act 2012. Using the powers vested under this legislation, they each have a responsibility to:

1. promote and support the involvement of people in the commissioning, provision and scrutiny of local care services.
2. obtain the views of people about their needs for, and their experiences of, local care services.
3. make reports and recommendations about how local care services could, or ought to be, improved to people responsible for commissioning, providing, managing or scrutinising local care services; and
4. provide advice and information about access to local care services and about choices that may be made with respect to aspects of those services.

Healthwatch Essex covers the whole county with the exception of Southend and Thurrock and is part of a network of local Healthwatch organisations in England. The network is overseen and supported by the national umbrella body, Healthwatch England, which provides a formal link to the Department of Health and Secretary of State for Health.

In response to its statutory responsibilities, the company's objects, as set out in its Memorandum of Association, are for "the advancement of health and the relief of those in need by reason of youth, age, ill- health, disability or financial hardship by:

1. providing information and advice to the general public about local health and social care services.
2. making the views and experiences of members of the general public known to health and social care providers.
3. enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities; and
4. providing training and the development of skills for volunteers and the wider community in understanding, scrutinizing, reviewing and monitoring local health and care services and facilities."

The company organises its work under four activity headings: Research, Engagement, Information and Guidance and Communications. In all its activities, the organisation seeks to capture people's first-hand experience of health and social care services, set against the backdrop of their own lives and personal circumstances. This 'lived experience' is then reported, or otherwise presented, to the relevant health and social care provider(s) - including the county's five NHS Clinical Commissioning Groups, one mental health trust, five acute hospitals and Essex County Council, responsible for social care - to enable them to better empathise and understand the impact their service is having on real lives, allowing them to adapt accordingly.

Achievements and performance

The team at Healthwatch Essex has had another busy and successful year. We have recruited more staff and been successful in securing more interesting projects from a wide range of partners. The teams have enjoyed being able to get out and about to attend meetings and make our community aware of the vital work that we do capturing and sharing the lived experience of health and social care.

We have supported our colleagues in the Integrated Care Partnerships in their first year to develop their plans and agree their priorities in their local communities. It has been a huge learning curve for everyone involved and we are optimistic that this new way of providing health and social care will over time better meet the needs of our communities.

Everyone in health and social care is concerned about the need to make cost savings and the team at Healthwatch Essex are extremely concerned about the impact this will have on services and support in our communities. We are all aware that the NHS and social care are in crisis and not meeting the needs of the population which are becoming increasingly complex often due to delays accessing care and support. We will continue to work closely with our colleagues in the Integrated Care Partnerships and support them to find innovative new ways of working together to provide more and improved care and support for our local communities.

Gascoynes

Achievements

The findings from the fertility research, "Happiness, Hope and Heartbreak"

The information gathered and the stories shared by families have had a huge impact on people trying to start their families and the challenges they face. The Handbook which was produced contains a number of personal stories which couples and individuals embarking on becoming parents may find helpful.

The work of the Trauma Ambassador Group and the creation of the Trauma Card has been extremely successful with survivors of trauma and professionals who may be supporting survivors. There has been national and international interest in having the Trauma Cards to distribute.

Research Ambassador Program has been extremely popular widening our reach across research programmes and adding to the research we do.

Healthwatch Essex hosted a very successful and warmly received East of England Healthwatch learning event with a different format to previous events. Our team shared some of the work they have done particularly the collaborative and co-production work. We also invited a number of our Ambassadors who were willing to share their various challenges and difficulties and give voice to their lived experiences.

Digital presence - Our digital presence has increased hugely thanks to our two very busy apprentices. We now have a regular monthly podcast covering a range of important and seldom heard voices.

Huge thanks to our CEO, and all her team at HWE in Information, Advice & Guidance, Research, Engagement and Communications for the exceptional work they continue to do. We are very fortunate to have three Apprentices in the team one about to complete her Business Administration NVQ and two doing social media and marketing communications. They make a huge contribution across the teams bringing a new perspective and are enjoying the wide range of opportunities they have at Healthwatch Essex.

Thanks to all our Trustees who continue to support the CEO and her team, sharing their knowledge, skills and expertise and promoting the vital work that Healthwatch Essex does. Thanks too to all our volunteers and Ambassadors who share their experiences and speak up for some of the most vulnerable people in our communities to ensure that they are heard.

Uncertainties/challenges in 2024

As we enter the second year of working with and supporting the three ICP's as they put their plans into action, we face the challenge of ensuring lived experience and user voice are shared with them and central to all they do.

There is continued uncertainty around funding for the work that Healthwatch Essex and Healthwatch nationally does, which may be under threat with costs savings required from the Local Authorities and Integrated Care Partnerships.

Serious ongoing capacity issues in the NHS in primary and secondary care and in community care letting down people in our community is a concern for many partners across the system.

Increasing demand on our work and dealing with much more complex issues.

Financial review

Income & Expenditure

Healthwatch Essex is primarily funded by the Department of Health and the Department for Communities & Local Government, via Essex County Council. During the year to 31 March 2024 the Charity received income from this source of £619K (2023: £429K) - see Note 3 to the Financial Statements. Total expenditure for the year amounted to £673K (2023: £642K) - the levels of expenditure attributable to each of the headline activities outlined in Section 1 of this report is presented in Note 4 to the Financial Statements.

Balance Sheet

The company's year-end Balance Sheet comprises:

- restricted funds £557K (2023: £451K).
- unrestricted funds £182K (2023: £258K).

An analysis of restricted funds by project is presented in Note 8 to the Financial Statements.

Gascoynes

Reserves Policy

The company's restricted funds are required to be used for specific purposes laid down by the funder. It is the Board's policy, therefore, to use the surpluses gifted to it by its subsidiary company, HWE Insights, to build up, over time, a level of unrestricted funds sufficient to enable the company to meet its statutory obligations in the event of it ceasing to operate. To reduce risk Healthwatch Essex are splitting the reserve fund across several different accounts.

Risk Management

The Board of Directors reviews the company's key strategic risks at each of its meetings. The biggest risk facing the company is its overreliance on funding from Essex County Council. In order to mitigate this overreliance, it is the company's policy to develop complementary commercial work to diversify income streams.

Statement of Completeness

Each of the directors has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information. Full details of the company's related party transactions are disclosed in Note 14 to the Financial Statements. It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The Trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

In The Pipeline 2024/25

Carers Voices – capturing the experiences of carers

Growing older in Essex – what care and support is available and how older people can access this

Hidden Homeless in sex workers – engaging with sex workers to find out the reality of their lives

Women and multiple long term conditions – understanding the additional problems pregnant women with long term conditions and their babies face and increasing awareness. This follows our very interesting study on irritable bowel disease in pregnancy.

People in transition – understanding the issues that individuals are dealing with and the lack of support they have.

Research Ambassadors – increasing the collaborative work of our research team.

Structure, governance and management

Healthwatch Essex is a private company limited by guarantee, incorporated in England and Wales, registered company number 8360699. The registered office is 49 High Street, Earls Colne, CO6 2PB. The company is also a registered charity, charity registration number 1158356. The company is governed by its Memorandum and Articles of Association.

The company's governance structure comprises:

1. A Board of Directors responsible for the day to day oversight of the company (including setting strategic direction and budgets) and meeting in public at least twice a year to make decisions that are required to be made in public. The Board is required to consist of:
    a. At least 5 directors, including the Chair and Vice Chair, appointed by the Board. The directors in place as of 1 April 2016 (the date upon which this governance structure came into effect) were deemed to have been appointed by advise from an Independent Appointment Panel.
    b. Up to 3 other directors co-opted by the Board to enhance the mix of skills and experience available to the Board.
2. A right for anyone who lives in or uses health and social care services in Essex to make representations at public meetings of the Board.

The Trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Ms L Brookes
Mrs A Cherry
Mr N Jones
Dr S Carey
Mr John Blake
Dr D J Taggart
Mr D Venkama (Appointed 24 April 2024)

Gascoynes

All new Directors receive a comprehensive Induction Pack outlining their individual responsibilities and the collective responsibilities of the Board of Directors. Mrs A Cherry replaced Mr G Hyams as Chairman on 22nd March 2021 following the resignation of Mr G Hyams on the same date.

None of the directors has any beneficial interest in the company.

The Executive
Ms S Glover was appointed Chief Executive Officer in August 2020 and confirmed in post in February 2021 following a successful probationary period.
Including the Chief Executive Officer, the company presently has 17 members of staff. All members of staff are based at the company's office.

HWE Insights Limited
HWE Insights Limited is a company limited by shares and wholly owned by Healthwatch Essex. It is incorporated in England and Wales, registered company number 09989317. The company's registered office is 49 High Street, Earls Colne, Colchester, Essex, CO6 2PB.

HWE Insights' strategy is to capitalise on the opportunities available to it to carry out commercial work which complements, enhances and extends the work of Healthwatch Essex. Any surpluses generated by the company are required either to be retained in the company for future use or else gifted to Healthwatch Essex.

The combined income of Healthwatch Essex and HWE Insights did not exceed £1 million in the year to 31 March 2024 so, in accordance with the Charities Act, the Board of Healthwatch Essex has opted not to prepare consolidated financial statements.

The Trustees, who are also the directors of Healthwatch Essex Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In September 2020 a paper was presented to the board to discuss the future on HWE Insights, in November 2020 it was agreed that at the end of the financial year HWE Insights would be made dormant and this status changed on Companies House. This company is no longer in operation and all associated contracts, transactions and accounts has ceased trading.

Gascoynes

Auditor

In accordance with the company's articles, a resolution proposing that Annatrice Limited be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.

AE Cherry

AE Cherry (Jan 30, 2025 14:26 GMT)

Mrs A Cherry
Trustee
Dated: 30 January 2025

Gascoynes

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

The Trustees, who are also the directors of Healthwatch Essex Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Gascoynes

INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF HEALTHWATCH ESSEX LIMITED

Opinion

We have audited the financial statements of Healthwatch Essex Limited (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the statement of trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Gascoynes

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

The audit tests, including planning procedures, adopted for the audit of these financial statements are designed to assess and detect the risk of irregularities, including fraud. Our risk assessment of the likelihood of irregularities included the high degree of involvement of the experienced directors, which reduces the risk of irregularities. The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

We identified the laws and regulations applicable to the charity through discussions with trustees and other management, and from our commercial knowledge and experience of the sector;

We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, Charities Act 2011, taxation legislation, Employment Law and Data Protection.

We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence. These were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We identified the greatest potential for fraud or non-compliance with laws and regulations in the following areas, and the specific procedures performed to address them are described below:

- We obtained an understanding of the income process and the flow of financial information to the general ledger and how this is classified as restricted and unrestricted.

- Cut-off testing was performed at the year-end date by reviewing revenue which had been accrued for and revenue that had been recognised after date to identify any transaction which had been erroneously recognised in the incorrect period. The same testing was carried out for expenditure.

- In line with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. In addressing the risk of fraud through management override of controls, we reviewed accounting records for any unusual adjustments.

In addition to the above, our procedures to respond to the risk identified included the following:

- reviewing financial statement disclosures by testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;

- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risk of material misstatement due to fraud;

- enquiring of management concerning actual and potential litigation and claims, and instances of non-compliance for the year.

Gascoynes

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance.

The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: http://www.frc.org.uk/auditorsresponsibilities. This description forms part ofour auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Mr Anthony James Brice FCCA
For and on behalf of Annatrice Limited
Statutory Auditor
10, The Thoroughfare
Harleston
Norfolk
IP20 9AX

30 January 2025

Annatrice Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

Gascoynes

HEALTHWATCH ESSEX LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Income from:							
Charitable activities	2	183,707	517,990	701,697	131,095	452,053	583,148
Investments	3	4,137	-	4,137	452	-	452
Total income		187,844	517,990	705,834	131,547	452,053	583,600
Expenditure on:							
Charitable activities	4	253,707	414,779	668,486	270,519	371,691	642,210
Gross transfers between funds		-	-	-	318,359	(318,359)	-
Net (expenditure)/income for the year/ Net movement in funds		(65,863)	103,211	37,348	179,387	(237,997)	(58,610)
Fund balances at 1 April 2023		258,348	451,240	709,588	78,961	689,237	768,198
Fund balances at 31 March 2024		192,485	554,451	746,936	258,348	451,240	709,588

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Gascoynes

HEALTHWATCH ESSEX LIMITED

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Investments	7		1		1
Current assets					
Debtors	13	116,372		15,135	
Cash at bank and in hand		826,819		751,954	
		943,191		767,089	
Creditors: amounts falling due within one year	14	(196,255)		(57,503)	
Net current assets			746,936		709,586
Total assets less current liabilities			746,937		709,587
Income funds					
Restricted funds	8		554,451		451,240
Unrestricted funds			192,485		258,348
			746,936		709,588

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 30 January 2025

AE Cherry

AE Cherry (Jan 30, 2025 14:26 GMT)

Mrs A Cherry
Trustee

Company Registration No. 08360699

Gascoynes

HEALTHWATCH ESSEX LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
Cash flows from operating activities					
Cash generated from operations	17		70,726		172,491
Investing activities					
Interest received		4,137		452	
Net cash generated from investing activities			4,137		452
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			74,863		172,943
Cash and cash equivalents at beginning of year			751,954		579,011
Cash and cash equivalents at end of year			826,818		751,954

Gascoynes

1 Accounting policies

Charity information

Healthwatch Essex Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 49 High Street, Earls Colne, Colchester, Essex, CO6 2PB.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

The directors have considered the financial position and financial forecasts for the charity and are satisfied that the charity will continue to meet its liabilities as they fall due. Based on this assessment these accounts have been prepared on a going concern basis.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Expenditure is accounted for on an accruals basis and includes VAT where applicable. All expenditure is allocated to a particular activity where it relates directly to that activity. Support functions (including communications, finance, human resources and governance) are apportioned across the activities that the functions support. Overhead costs (including office running costs and consumables, information technology and insurances) are similarly apportioned. Taken together, all these costs are referred to as 'support costs' in Note 6 to the Financial Statements. Support costs are apportioned to activities based on the number of staff employed within that activity.

Gascoynes

1 Accounting policies (Continued)

1.6 Fixed asset investments

Fixed asset investments are stated at cost.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

The company's financial assets are measured at the cash consideration expected to be received and are not discounted.

Other financial assets, including investments in equity instruments which are not subsidiaries, associates or joint ventures, are initially measured at fair value, which is normally the transaction price. Such assets are subsequently carried at fair value and the changes in fair value are recognised in net income/(expenditure), except that investments in equity instruments that are not publicly traded and whose fair values cannot be measured reliably are measured at cost less impairment.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.11 Taxation

The company is a charity within the meaning of section 506(1) of the Taxes Act 1988. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within the categories covered by Section 505 of the Taxes Act 1988 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to exclusively charitable purposes.

Gascoynes

2 Charitable activities

	2024	2023
	£	£
Essex County Council	619,451	428,792
NHS England	15,767	55,203
Collaborative Essex	44,500	44,415
National Lottery Community Funding Grant	3,750	25,500
TAG Trauma Card Grant	-	6,551
University Income	-	11,750
Community Asset Mapping	18,229	10,937
	701,697	583,148
Analysis by fund		
Unrestricted funds	183,707	131,095
Restricted funds	517,990	452,053
	701,697	583,148

3 Investments

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Interest receivable	4,137	452

Gascoynes

4 Charitable activities

	Outreach & Engagement 2024	Commissioning & Research 2024	Signposting & Information 2024	Total 2024	Outreach & Engagement 2023	Commissioning & Research 2023	Signposting & Information 2023	Total 2023
	£	£	£	£	£	£	£	£
Staff costs	49,178	35,367	43,315	127,859	52,127	17,223	40,875	110,225
Direct costs	1,867	7,830	5,465	15,162	1,384	7,035	8,003	16,422
	51,045	43,197	48,780	143,021	53,511	24,258	48,878	126,647
Share of support costs (see note 5)	281,831	29,666	182,943	494,440	279,755	29,448	181,595	490,799
Share of governance costs (see note 5)	17,684	1,861	11,479	31,025	14,116	1,486	9,163	24,764
	350,560	74,724	243,202	668,486	347,382	55,192	239,636	642,210

Gascoynes

5 Support costs

	Support costs	Governance costs	2024	Support costs	Governance costs	2023
	£	£	£	£	£	£
Staff costs	428,321	-	428,321	389,482	-	389,482
Media and marketing costs	5,598	-	5,598	12,257	-	12,257
Premises costs	23,990	-	23,990	29,385	-	29,385
General office costs	24,282	-	24,282	40,640	-	40,640
Travelling and subsistence costs	11,349	-	11,349	13,106	-	13,106
Audit fees	-	5,600	5,600	-	9,730	9,730
Legal and professional	900	21,169	22,069	5,929	13,869	19,798
Bank charges	-	651	651	-	672	672
Directors' expenses	-	3,605	3,605	-	493	493
	494,440	31,025	525,465	490,799	24,764	515,563
Analysed between						
Charitable activities	494,440	31,025	525,465	490,799	24,764	515,563

Governance costs includes payments to the auditors of £5,600 (2023 - £5,000) for audit fees.

The audit fee shown above includes an under accrual for the previous year.

6 Employees

Number of employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
	19	17

Employment costs	2024 £	2023 £
Wages and salaries	471,229	436,148
Social security costs	36,232	35,411
Other pension costs	22,360	28,148
	529,821	499,707

The Chief Executive Officer who was in post during the year (see section 5 of the Directors' report) received employee benefits for the year, excluding employer's pension contributions, of £60,762 (2023: £60,702). No other employees received employee benefits for the year, excluding employer's pension contributions, of more than £60,000.

Gascoynes

7 Fixed asset investments

	Other investments
Cost or valuation	
At 1 April 2023 & 31 March 2024	1
Carrying amount	
At 31 March 2024	1
At 31 March 2023	1

Other investments comprise:	Notes	2024 £	2023 £
Investments in subsidiaries	11	1	1

Gascoynes

8 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds				Movement in funds		
	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 1 April 2023	Incoming resources	Resources expended	Balance at 31 March 2024
	£	£	£	£	£	£	£	£
Essex County Council	271,610	420,000	(340,284)	-	351,326	463,740	(351,838)	463,228
Collaborative Essex	141,451	-	-	(141,451)	-	44,500	(44,500)	-
Essex Neurology Network	27,246	-	-	-	27,246	-	-	27,246
Active Essex	(26,755)	-	-	-	(26,755)	6,000	(6,000)	(26,755)
Extra Care Engagement Report	176,908	-	-	(176,908)	-	-	-	-
Community asset mapping	58,073	-	-	-	58,073	-	-	58,073
National Lottery community funding	22,231	25,500	(29,637)	-	18,094	3,750	(12,441)	9,403
University income	18,473	-	-	-	18,473	-	-	18,473
TAG Trauma	-	6,553	(1,770)	-	4,783	-	-	4,783
	689,237	452,053	(371,691)	(318,359)	451,240	517,990	(414,779)	554,451

Essex County Council Core Grant - This funding originates from the Department of Health and the Department for Communities & Local Government, and the primary restrictions on its use are laid down in the Health and Social Care Act 2012 and related statutory guidance. The company is also accountable to Essex County Council for the efficient and effective use of these resources, as specified in the annual grant funding agreement with the council. This restricted fund includes all the company's investment income.

Essex County Council Adult Mental Health Ambassadors - This is a group of adults who have all experienced mental health care in the community or as an inpatient. The group work with Essex county council ensure lived experience is at the heart of the decision making around mental health services at the council and beyond.

Collaborative Essex - This project is to deliver a model for Essex County Council to collaborate with adults with an experience of disability in Essex.

Active Essex - Following on from the previous success of the Fella Forum, a group of men who meet on a regular basis to support one another, Active Essex offered continuation funding. This has enabled us to continue running the forum and advertise the work we do and promote in local communities to signpost men to this peer support group.

Big Lotto Fellas Forum - The additional funding from Big Lotto enables us to expand the Fella Forum and take it on tour. We have invited the Fellas to community allotments, Men's Sheds, Mental Health Walks, BBQ, Fishing with Veterans and much more. Many of those who have attended and be able to promote these activities to others in their network and some have continued to access the services after the introductions by the Fellas.

Gascoynes

9 Analysis of net assets between funds

	Restricted 2024	Unrestricted 2024	Total 2024	Restricted 2023	Unrestricted 2023	Total 2023
	£	£	£	£	£	£
Fund balances at 31 March 2024 are represented by:						
Investments	1	-	1	1	-	1
Current assets/(liabilities)	554,450	192,485	746,935	451,239	258,348	709,586
	554,451	192,485	746,936	451,240	258,348	709,587

Gascoynes

10 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024	2023
	£	£
Within one year	15,338	15,590
Between two and five years	22,517	38,696
	37,855	54,286

11 Subsidiaries

Details of the charity's subsidiaries at 31 March 2024 are as follows:

Name of undertaking	Registered office	Nature of business	Class of shares held	% Held Direct	% Held Indirect
HWE Insights Limited	England	Research and consultancy	Ordinary	100.00	

Name of undertaking	Profit/(Loss)	Capital and Reserves
	£	£
HWE Insights Limited	-	(866)

12 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxationof Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

13 Debtors

Amounts falling due within one year:	2024	2023
	£	£
Trade debtors	75,500	293
Amounts owed by subsidiary undertakings	137	137
Other debtors	8,578	8,243
Prepayments and accrued income	32,157	6,462
	116,372	15,135

Gascoynes

14 Creditors: amounts falling due within one year

	Notes	2024 £	2023 £
Trade creditors		24,991	4,548
Other creditors		46,500	24,910
Other taxation and social security		2,971	147
Deferred income	15	107,927	18,232
Accruals		13,866	9,666
		196,255	57,503

15 Deferred income

	2024 £	2023 £
Other deferred income	107,927	18,232

Deferred income is included in the financial statements as follows:

	2024 £	2023 £
Deferred income is included within:		
Current liabilities	107,927	18,232

16 Related party transactions

Healthwatch Essex is controlled by its Board of Directors. None of the directors (or any persons connected with them) received any remuneration or any other benefits during the year (2023: £ nil).

2 directors (2023: 2) were reimbursed a total of £0 (2023: £493) in expenses.

HWE Insights Limited

HWE Insights Limited is a company limited by shares and wholly owned by Healthwatch Essex (see Structure, Governance and management of the Trustees' Report and Note 16 to these Financial Statements).

HWE Insights' Board of Directors comprises one director who is also a director of Healthwatch Essex. None of the directors of HWE Insights received any remuneration from HWE Insights during the year (2023: none) and none had any expenses reimbursed to them (2023: none).

During the course of the year HWE Insights Limited was declared a dormant company and all commercials projects will be undertaken within Healthwatch Essex Limited for the foreseeable future.

During the course of the year to 31 March 2024 HWE Insights received commercial income of £nil (2023: Nil) and incurred expenditure of £nil (2023: £87) leaving an operating loss of £nil (2023: £87 loss). At the year end the company had assets of £142 (2023: £142), and liabilities of £1,008 (2023: £1,008) including £137 due to Healthwatch Essex Limited (2023 - £137).

Gascoynes

17	Cash generated from operations	2024 £	2023 £
	Surplus/(deficit) for the year	37,348	(58,610)
	Adjustments for:		
	Investment income recognised in statement of financial activities	(4,137)	(452)
	Movements in working capital:		
	(Increase)/decrease in debtors	(101,237)	220,739
	Increase/(decrease) in creditors	49,057	(7,418)
	Increase in deferred income	89,695	18,232
	Cash generated from operations	70,726	172,491

Gascoynes

A11 Healthwatch Essex Limited - Finalised 2024 year-end accounts

Final Audit Report 2025-01-30

Created:	2025-01-30
By:	Anthony Brice (anthonyjbrice@gmail.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAreISuGRcOWyyye9Aglm3kEE_b8S09bCp

"A11 Healthwatch Essex Limited - Finalised 2024 year-end accounts" History

Document created by Anthony Brice (anthonyjbrice@gmail.com)
2025-01-30 - 12:21:07 PM GMT- IP address: 81.178.165.224

Document emailed to amanda_cherry@btinternet.com for signature
2025-01-30 - 12:22:15 PM GMT

Email viewed by amanda_cherry@btinternet.com
2025-01-30 - 12:57:08 PM GMT- IP address: 217.43.180.219

Signer amanda_cherry@btinternet.com entered name at signing as AE Cherry
2025-01-30 - 2:26:57 PM GMT- IP address: 217.43.180.219

Document e-signed by AE Cherry (amanda_cherry@btinternet.com)
Signature Date: 2025-01-30 - 2:26:59 PM GMT - Time Source: server- IP address: 217.43.180.219

Document emailed to anthony@annatrice.co.uk for signature
2025-01-30 - 2:27:04 PM GMT

Email viewed by anthony@annatrice.co.uk
2025-01-30 - 2:48:16 PM GMT- IP address: 81.178.165.224

Signer anthony@annatrice.co.uk entered name at signing as Anthony James Brice
2025-01-30 - 2:48:40 PM GMT- IP address: 81.178.165.224

Document e-signed by Anthony James Brice (anthony@annatrice.co.uk)
Signature Date: 2025-01-30 - 2:48:42 PM GMT - Time Source: server- IP address: 81.178.165.224

Agreement completed.
2025-01-30 - 2:48:42 PM GMT

Adobe Acrobat Sign

HEALTHWATCH ESSEX LIMITED

England & Wales - Charity number 1158356

Accounts

Charity registration number 1158356

Company registration number 08360699 (England and Wales)

HEALTHWATCH ESSEX LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

HEALTHWATCH ESSEX LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Ms L Brookes	
	Mrs A Cherry	
	Mr N Jones	
	Dr S Carey	
	Mr John Blake	(Appointed 8 November 2022)
	Mr Daniel Taggart	(Appointed 8 November 2022)
Charity number	1158356	
Company number	08360699	
Principal address	49 High Street Earls Colne Colchester Essex CO6 2PB	
Registered office	49 High Street Earls Colne Colchester Essex CO6 2PB	
Auditor	Annatrice Limited Statutory Auditor 10, The Thoroughfare Harleston Norfolk IP20 9AX	
Bankers	Barclays Bank Plc 9 High Street Colchester Essex CO1 1DD	

HEALTHWATCH ESSEX LIMITED

CONTENTS

	Page
Trustees' report	1 - 7
Statement of trustees' responsibilities	8
Independent auditor's report	9-11
Statement of financial activities	12
Balance sheet	13
Statement of cash flows	14
Notes to the financial statements	15 - 23

Gascoynes

HEALTHWATCH ESSEX LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The Trustees present their annual report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2019)

Objectives and activities

'Healthwatch' organisations throughout England were created as result of the Health and Social Care Act 2012. Using the powers vested under this legislation, they each have a responsibility to:

1. promote and support the involvement of people in the commissioning, provision and scrutiny of local care services.
2. obtain the views of people about their needs for, and their experiences of, local care services.
3. make reports and recommendations about how local care services could, or ought to be, improved to people responsible for commissioning, providing, managing or scrutinising local care services; and
4. provide advice and information about access to local care services and about choices that may be made with respect to aspects of those services.

Healthwatch Essex covers the whole county with the exception of Southend and Thurrock and is part of a network of local Healthwatch organisations in England. The network is overseen and supported by the national umbrella body, Healthwatch England, which provides a formal link to the Department of Health and Secretary of State for Health.

In response to its statutory responsibilities, the company's objects, as set out in its Memorandum of Association, are for "the advancement of health and the relief of those in need by reason of youth, age, ill- health, disability or financial hardship by:

1. providing information and advice to the general public about local health and social care services.
2. making the views and experiences of members of the general public known to health and social care providers.
3. enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities; and
4. providing training and the development of skills for volunteers and the wider community in understanding, scrutinizing, reviewing and monitoring local health and care services and facilities."

The company organises its work under four activity headings: Research, Engagement, Information and Guidance and Communications. In all its activities, the organisation seeks to capture people's first-hand experience of health and social care services, set against the backdrop of their own lives and personal circumstances. This 'lived experience' is then reported, or otherwise presented, to the relevant health and social care provider(s) - including the county's five NHS Clinical Commissioning Groups, one mental health trust, five acute hospitals and Essex County Council, responsible for social care - to enable them to better empathise and understand the impact their service is having on real lives, allowing them to adapt accordingly.

Achievements and performance

As Healthwatch Essex has been recovering from the impact of the pandemic it has been really good to have our staff back at the office working face to face and attending face to face meetings with our colleagues, partners and the people living in our local communities. We have recruited more staff and been successful in securing more interesting projects from a wide range of partners.

Listening & Engaging
Capturing and sharing lived experiences to help improve health and social care services.

Sharing experiences
85+ ambassadors now in our team who use their lived experience to shape local services. We have ambassadors with experience of mental health, trauma, caring, disabilities and more.

Supporting people
1,296 people accessed support from the Healthwatch Essex Information & Guidance team via our website, phone, text, WhatsApp, live chat or email.

Connecting online
358,000 views across our social media channels, 58,193 people visited our website and 124 people provided information to us via our online Feedback Centre.

Gascoynes

Community Asset Mapping
Our work with Community360 and Community Voluntary Services Tendring on a Community Asset Mapping project has continued. The reports, commissioned by the North East Essex Health and Wellbeing Alliance, aim to highlight the strength of the community through the numerous assets found across two areas in Essex and compare against data and information about needs, which highlights any gaps.
During the last year, as part of this work the Die Well and Stay Well reports have been published. Die Well focussed on end of life care in residential and nursing homes and the support to live at home. Stay Well focussed on people living with long term conditions and their carers and additionally, hospital admission avoidance and supporting people awaiting elective surgery.

'Happiness, Heartbreak & Hope' Experiences of Fertility and Baby Loss in Essex
Fertility can sometimes be considered a taboo topic. Healthwatch Essex wanted to bring forward the hidden voices around this topic and allow for people's stories to be shared. We wanted to ensure this project would allow other people going through their fertility journeys to be able to relate to these stories. The stories were shared in a variety of ways including a podcast titled 'Henry's Legacy: A Life Well Lived.'; a number of short videos shared on our TikTok channel, which have been watched over 27,000 times, and through our social media channels.

Essex Fella's Forum
The Essex Fella's Forum launched in October 2021 and has provided a monthly meeting place for men every first Monday of the month. They meet at a local pub where men informally discuss issues such as health, wellbeing, men's health screening, fatherhood, confidence, self-esteem and more. The forum has since incorporated physical activity throughout the calendar year, participating in activities outdoors such as fishing, gardening, community allotments, BBQs, and 'walks and talks'.

Information & Guidance
The past year has been a busy one for the Information and Guidance Team, with a steady flow of enquiries, an increase in the number of reports we have produced, and a return to a more robust outreach programme out in the community. We have regularly participated in a wide variety of meetings across the statutory, voluntary and community sectors in every part of the county, to ensure that the lived experience of the people of Essex is represented effectively. These have included regular representation at the Essex County Council People & Families Scrutiny Committee and Health, Overview & Policy Scrutiny Committee, the LeDeR learning disabilities mortality review panel, and various meetings implemented by the Essex Alliances, Integrated Care Boards and Integrated Care Systems (ICS).

How did people find out about us
Previously used our service, our website, internet search friends/word of mouth, GP surgery. 86% of enquiries were from services users and their relatives. Most frequent lines of enquiry include registering and accessing GP services, mental health support, hospital care issues, concerns about housing and homelessness, difficulty accessing NHS dental care.

Our Ambassadors - Helping more people have their say through co-production

Young Mental Health Ambassadors
Have been working collaboratively with Children and Adolescent Mental Health Services (CAMHS) since 2018 to ensure that services are designed and delivered with the voices of the young service users included within this process. To enable young people to actively be involved, the Young Mental Health Ambassador (YMHA) programme was created with Healthwatch Essex - training, recruiting and supporting the young people to feel confident in sharing their views.

Trauma Ambassador Group (TAG)
Came together to utilise their skills and lived experiences of trauma to help inform, shape and develop health, care and wellbeing services. Members have all experienced trauma, which can arise from a wide variety of causes, including domestic abuse, sexual abuse, exposure to crime and bereavement. The Group ascertained that there was a clear need to improve conversations between health and care professionals and people living with trauma. In response to this need, they created 'Trauma Cards' as a tool to empower individuals who have experienced trauma to communicate more effectively with healthcare professionals. Winner of the "Most Promising Pilot" at the Integrated Health Awards 2023.

Research Ambassador Network
Are always keen to share our research skills and learn from others. In January, we founded the Healthwatch Essex Research Ambassador Network, a scheme that invites individuals with an interest in health and social care, qualitative methods and lived experience to volunteer with us to gain experience conducting research in a charity

Learning Disability Ambassadors
Supports individuals with a learning disability (LD) to ensure their voices are heard and that they are treated with the same dignity and respect, living a healthy, safe and fulfilling life.

Hidden Voices Network
Healthwatch Essex launched a new Hidden Voices Network in July consisting of groups and individuals from across Essex, including ethnically diverse communities, LGBTQ+ groups, faith groups and refugees. The Network is aimed at connecting communities up with organisations to ensure that all voices are being heard within health and social care.

Career Development at Healthwatch Essex
We currently have three apprentices starting their careers with us, learning on the job and completing qualifications. Two are studying media and communications, one business administration. They are key members of our team. Our newest apprentice Grace won a competition during National Apprentice Week with her apprenticeship provider for her insights into her experience.

Understanding Inequality
For the past two years, Healthwatch Essex have been working in collaboration with Mid and South Essex Foundation Trust (MSE) to improve their hospital services for people living with learning disabilities (LD). As part of the Understanding Inequality project, several participants living with learning disabilities shared their experiences visiting hospital for a short film. They also attended workshops with healthcare staff, charities and community groups to co-produce a series of recommendations designed to improve access to hospital services. Those recommendations are now being put into practice thanks to the involvement of staff and patient champions, helping to improve the experiences of the 17,000 people with learning disabilities locally. In 2022, the Understanding Inequality project was nominated for the Learning Disabilities Initiative of the Year Award at the Health Service Journal Patient Safety Awards.

Financial review

Income & Expenditure

Healthwatch Essex is primarily funded by the Department of Health and the Department for Communities & Local Government, via Essex County Council. During the year to 31 March 2023 the Charity received income from this source of £429K (2022: £457K) - see Note 3 to the Financial Statements. Total expenditure for the year amounted to £642K (2022: £587K) - the levels of expenditure attributable to each of the headline activities outlined in Section 1 of this report is presented in Note 4 to the Financial Statements.

Balance Sheet

The company's year-end Balance Sheet comprises:

- restricted funds £451K (2022: £689K).
- unrestricted funds £258K (2022: £79K).

An analysis of restricted funds by project is presented in Note 11 to the Financial Statements.

Reserves Policy

The company's restricted funds are required to be used for specific purposes laid down by the funder. It is the Board's policy, therefore, to use the surpluses gifted to it by its subsidiary company, HWE Insights, to build up, over time, a level of unrestricted funds sufficient to enable the company to meet its statutory obligations in the event of it ceasing to operate. To reduce risk Healthwatch Essex are splitting the reserve fund across several different accounts.

Risk Management

The Board of Directors reviews the company's key strategic risks at each of its meetings. The biggest risk facing the company is its overreliance on funding from Essex County Council. In order to mitigate this overreliance, it is the company's policy to develop complementary commercial work to diversify income streams.

Statement of Completeness

Each of the directors has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information. Full details of the company's related party transactions are disclosed in Note 14 to the Financial Statements. It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The Trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

Gascoynes

In The Pipeline 2023-24

Healthwatch Essex has a lot of exciting projects in the pipeline. Upcoming research topics include transgender experiences of healthcare (Transitions) and Irritable Bowel Disease in pregnancy. Our Engagement team will explore experiences of growing older in Essex and hospital discharge, as well as an exciting engagement opportunity with schoolchildren learning about disabilities in an innovative way. A new ambassador group for adults with experience of mental health is being developed and we will continue to grow our existing ambassador schemes. We have an outreach programme planned to attend numerous Pride events across the county this summer to engage with our LGBTQ+ community and promote our Transitions project.

The impact of the cost of living increases has affected everyone, in particular the most vulnerable people in our communities and HWE staff have been there to offer information and guidance to even more people. HWE will continue to support our staff to deal with the cost of living crisis and ensure their health and wellbeing with access to a range of support and advice. The worsening situation in terms of health and social care provision has had and continues to have a huge impact on the health and wellbeing of our local communities with increasing numbers seeking support and guidance from our teams.

Our Chief Executive has made a significant contribution to the establishment and implementation of our 3 local Integrated Care Partnerships - working with local Healthwatch is key to understanding the lived experience of health and social care and enables the ICP's to develop their plans and priorities.

The way ahead is not without its challenges, in particular finding ways to get over the crisis in health and social care and ensuring that sufficient funding is allocated to these services. We will continue to work closely with our colleagues in the Integrated Care Partnerships and support them to find innovative new ways of working together to provide more and improved care and support for our local communities.

The Board of Directors BOD is extremely proud of everyone in the team, their commitment and enthusiasm, and the vital work they undertake to ensure that lived experiences feed into improvements in health and social care. The information that we share enables providers to offer accessible and equitable care and support to meet the ever increasing needs of people living in our communities.

Structure, governance and management

Healthwatch Essex is a private company limited by guarantee, incorporated in England and Wales, registered company number 8360699. The registered office is 49 High Street, Earls Colne, CO6 2PB. The company is also a registered charity, charity registration number 1158356. The company is governed by its Memorandum and Articles of Association.

The company's governance structure comprises:

1. A Board of Directors responsible for the day to day oversight of the company (including setting strategic direction and budgets) and meeting in public at least twice a year to make decisions that are required to be made in public. The Board is required to consist of:
    a. At least 5 directors, including the Chair and Vice Chair, appointed by the Board. The directors in place as of 1 April 2016 (the date upon which this governance structure came into effect) were deemed to have been appointed by advise from an Independent Appointment Panel.
    b. Up to 3 other directors co-opted by the Board to enhance the mix of skills and experience available to the Board.
2. A right for anyone who lives in or uses health and social care services in Essex to make representations at public meetings of the Board.

The Trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Ms L Brookes	
Mrs A Cherry	
Mr L Payne	(Resigned 8 November 2022)
Mr P Findlay	(Resigned 8 November 2022)
Mr N Jones	
Dr S Carey	
Mr P Ruddy	(Resigned 3 May 2022)
Mrs S Verkuyten	(Resigned 22 April 2022)
Mr John Blake	(Appointed 8 November 2022)
Mr Daniel Taggart	(Appointed 8 November 2022)

Gascoynes

All new Directors receive a comprehensive Induction Pack outlining their individual responsibilities and the collective responsibilities of the Board of Directors. Mrs A Cherry replaced Mr G Hyams as Chairman on 22nd March 2021 following the resignation of Mr G Hyams on the same date.

None of the directors has any beneficial interest in the company.

The Executive
Ms S Glover was appointed Chief Executive Officer in August 2020 and confirmed in post in February 2021 following a successful probationary period.
Including the Chief Executive Officer, the company presently has 17 members of staff. All members of staff are based at the company's office.

HWE Insights Limited
HWE Insights Limited is a company limited by shares and wholly owned by Healthwatch Essex. It is incorporated in England and Wales, registered company number 09989317. The company's registered office is 49 High Street, Earls Colne, Colchester, Essex, CO6 2PB.

HWE Insights' strategy is to capitalise on the opportunities available to it to carry out commercial work which complements, enhances and extends the work of Healthwatch Essex. Any surpluses generated by the company are required either to be retained in the company for future use or else gifted to Healthwatch Essex.

The combined income of Healthwatch Essex and HWE Insights did not exceed £1 million in the year to 31 March 2023 so, in accordance with the Charities Act, the Board of Healthwatch Essex has opted not to prepare consolidated financial statements.

The Trustees, who are also the directors of Healthwatch Essex Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.
In September 2020 a paper was presented to the board to discuss the future on HWE Insights, in November 2020 it was agreed that at the end of the financial year HWE Insights would be made dormant and this status changed on Companies House. This company is no longer in operation and all associated contracts, transactions and accounts has ceased trading.

Gascoynes

Auditor

In accordance with the company's articles, a resolution proposing that Annatrice Limited be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.

Amanda Cherry

Amanda Cherry (Jan 31, 2024 15:00 GMT)

Mrs A Cherry

Trustee

Dated: 31/01/2024

Gascoynes

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2023

The Trustees, who are also the directors of Healthwatch Essex Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Gascoynes

INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF HEALTHWATCH ESSEX LIMITED

Opinion

We have audited the financial statements of Healthwatch Essex Limited (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the statement of trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Gascoynes

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

The audit tests, including planning procedures, adopted for the audit of these financial statements are designed to assess and detect the risk of irregularities, including fraud. Our risk assessment of the likelihood of irregularities included the high degree of involvement of the experienced directors, which reduces the risk of irregularities. The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

We identified the laws and regulations applicable to the charity through discussions with trustees and other management, and from our commercial knowledge and experience of the sector;

We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, Charities Act 2011, taxation legislation, Employment Law and Data Protection.

We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence. These were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We identified the greatest potential for fraud or non-compliance with laws and regulations in the following areas, and the specific procedures performed to address them are described below:

- We obtained an understanding of the income process and the flow of financial information to the general ledger and how this is classified as restricted and unrestricted.

- Cut-off testing was performed at the year-end date by reviewing revenue which had been accrued for and revenue that had been recognised after date to identify any transaction which had been erroneously recognised in the incorrect period. The same testing was carried out for expenditure.

- In line with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. In addressing the risk of fraud through management override of controls, we reviewed accounting records for any unusual adjustments.

In addition to the above, our procedures to respond to the risk identified included the following:

- reviewing financial statement disclosures by testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;

- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risk of material misstatement due to fraud;

- enquiring of management concerning actual and potential litigation and claims, and instances of non-compliance for the year.

Gascoynes

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance.

The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: http://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Mr Anthony James Brice FCCA
For and on behalf of Annatrice Limited
Statutory Auditor
10, The Thoroughfare
Harleston
Norfolk
IP20 9AX

31/01/2024

Annatrice Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

Gascoynes

HEALTHWATCH ESSEX LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Income from:							
Donations and legacies	2	-	-	-	18,720	-	18,720
Charitable activities	3	131,095	452,053	583,148	-	684,574	684,574
Investments	4	452	-	452	149	-	149
Total income		131,547	452,053	583,600	18,869	684,574	703,443
Expenditure on:							
Charitable activities	5	270,519	371,691	642,210	-	587,457	587,457
Net (outgoing)/incoming resources before transfers		(138,972)	80,362	(58,610)	18,869	97,117	115,986
Gross transfers between funds		318,359	(318,359)	-	-	-	-
Net income/(expenditure) for the year/ Net movement in funds		179,387	(237,997)	(58,610)	18,869	97,117	115,986
Fund balances at 1 April 2022		78,961	689,237	768,198	60,092	592,120	652,212
Fund balances at 31 March 2023		258,348	451,240	709,588	78,961	689,237	768,198

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Gascoynes

HEALTHWATCH ESSEX LIMITED

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Investments	8		1		1
Current assets					
Debtors	9	15,134		235,874	
Cash at bank and in hand		751,955		579,011	
		767,089		814,885	
Creditors: amounts falling due within one year	10	(57,502)		(46,689)	
Net current assets			709,587		768,196
Total assets less current liabilities			709,588		768,197
Income funds					
Restricted funds	11		451,240		689,237
Unrestricted funds			258,348		78,961
			709,588		768,198

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 31/01/2024

Amanda Cherry

Amanda Cherry (Jan 31, 2024 15:00 GMT)

Mrs A Cherry

Trustee

Company Registration No. 08360699

Gascoynes

HEALTHWATCH ESSEX LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023		2022	
		£	£	£	£
Cash flows from operating activities					
Cash generated from operations	16		172,491		108,640
Investing activities					
Interest received		452		149	
Net cash generated from investing activities			452		149
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			172,943		108,789
Cash and cash equivalents at beginning of year			579,011		470,224
Cash and cash equivalents at end of year			751,954		579,011

Gascoynes

1 Accounting policies

Charity information

Healthwatch Essex Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 49 High Street, Earls Colne, Colchester, Essex, CO6 2PB.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

The directors have considered the financial position and financial forecasts for the charity and are satisfied that the charity will continue to meet its liabilities as they fall due. Based on this assessment these accounts have been prepared on a going concern basis.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Expenditure is accounted for on an accruals basis and includes VAT where applicable. All expenditure is allocated to a particular activity where it relates directly to that activity. Support functions (including communications, finance, human resources and governance) are apportioned across the activities that the functions support. Overhead costs (including office running costs and consumables, information technology and insurances) are similarly apportioned. Taken together, all these costs are referred to as 'support costs' in Note 6 to the Financial Statements. Support costs are apportioned to activities based on the number of staff employed within that activity.

Gascoynes

1 Accounting policies (Continued)

1.6 Fixed asset investments

Fixed asset investments are stated at cost.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

The company's financial assets are measured at the cash consideration expected to be received and are not discounted.

Other financial assets, including investments in equity instruments which are not subsidiaries, associates or joint ventures, are initially measured at fair value, which is normally the transaction price. Such assets are subsequently carried at fair value and the changes in fair value are recognised in net income/(expenditure), except that investments in equity instruments that are not publicly traded and whose fair values cannot be measured reliably are measured at cost less impairment.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.11 Taxation

The company is a charity within the meaning of section 506(1) of the Taxes Act 1988. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within the categories covered by Section 505 of the Taxes Act 1988 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to exclusively charitable purposes.

Gascoynes

2 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Donations and gifts	-	18,720

3 Charitable activities

	2023	2022
	£	£
Essex County Council	428,792	456,865
NHS England	55,203	153,876
Collaborative Essex	44,415	44,666
National Lottery Community Funding Grant	25,500	-
TAG Trauma Card Grant	6,551	-
University Income	11,750	-
Community Asset Mapping	10,937	29,167
	583,148	684,574
Analysis by fund		
Unrestricted funds	131,095	-
Restricted funds	452,053	684,574
	583,148	684,574

4 Investments

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Interest receivable	452	149

Gascoynes

5 Charitable activities

	Outreach & Engagement 2023	Commissioning & Research 2023	Signposting & Information 2023	Total 2023	Outreach & Engagement 2022	Commissioning & Research 2022	Signposting & Information 2022	Total 2022
	£	£	£	£	£	£	£	£
Staff costs	52,127	17,223	40,875	110,225	98,703	17,801	47,284	163,788
Direct costs	1,384	7,035	8,003	16,422	3,204	7,769	7,936	18,909
	53,511	24,258	48,878	126,647	101,907	25,570	55,220	182,697
Share of support costs (see note 6)	279,755	29,448	181,595	490,798	214,035	22,530	138,935	375,500
Share of governance costs (see note 6)	14,116	1,486	9,163	24,764	16,678	1,756	10,826	29,260
	347,382	55,192	239,636	642,210	332,620	49,856	204,981	587,457

Gascoynes

6 Support costs

	Support costs	Governance costs	2023	Support costs	Governance costs	2022
	£	£	£	£	£	£
Staff costs	389,482	-	389,482	290,818	385	291,203
Media and marketing costs	12,257	-	12,257	5,079	-	5,079
Premises costs	29,385	-	29,385	28,435	-	28,435
General office costs	40,640	-	40,640	30,992	-	30,992
Travelling and subsistence costs	13,106	-	13,106	9,579	-	9,579
Audit fees	-	9,730	9,730	-	6,000	6,000
Legal and professional	5,929	13,869	19,798	10,597	21,867	32,464
Bank charges	-	672	672	-	558	558
Directors' expenses	-	493	493	-	450	450
	490,799	24,764	515,563	375,500	29,260	404,760
Analysed between						
Charitable activities	490,799	24,764	515,563	375,500	29,260	404,760

Governance costs includes payments to the auditors of £5,600 (2022 - £6,000) for audit fees.

The audit fee shown above includes an under accrual for the previous year.

7 Employees

Number of employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
	17	16

Employment costs	2023 £	2022 £
Wages and salaries	436,148	390,131
Social security costs	35,411	31,161
Other pension costs	28,148	21,532
	499,707	442,824

The Chief Executive Officer who was in post during the year (see section 5 of the Directors' report) received employee benefits for the year, excluding employer's pension contributions, of £60,762 (2022: £ 52,780). No other employees received employee benefits for the year, excluding employer's pension contributions, of more than £60,000.

8 Fixed asset investments

Gascoynes

8 Fixed asset investments (Continued)

	Other investments
Cost or valuation	
At 1 April 2022 & 31 March 2023	1
Carrying amount	
At 31 March 2023	1
At 31 March 2022	1

Other investments comprise:	Notes	2023 £	2022 £
Investments in subsidiaries	15	1	1

9 Debtors

Amounts falling due within one year:	2023 £	2022 £
Trade debtors	293	188,212
Amounts owed by subsidiary undertakings	137	23,137
Other debtors	8,243	8,289
Prepayments and accrued income	6,461	16,236
	15,134	235,874

10 Creditors: amounts falling due within one year

	2023 £	2022 £
Other taxation and social security	147	27,895
Trade creditors	4,548	3,964
Other creditors	24,910	2,865
Accruals and deferred income	27,897	11,965
	57,502	46,689

Gascoynes

11 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds			
	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Essex County Council	271,610	420,000	(340,284)	-	351,326
Collaborative Essex	141,451	-	-	(141,451)	-
Essex Neurology Network	27,246	-	-	-	27,246
Active Essex	(26,755)	-	-	-	(26,755)
Extra Care Engagement Report	176,908	-	-	(176,908)	-
Community asset mapping	58,073	-	-	-	58,073
National Lottery community funding	22,231	25,500	(29,637)	-	18,094
University income	18,473	-	-	-	18,473
TAG Trauma	-	6,553	(1,770)	-	4,783
	689,237	452,053	(371,691)	(318,359)	451,240

The Essex County Council funding originates from the Department of Health and the Department for Communities & Local Government, and the primary restrictions on its use are laid down in the Health and Social Care Act 2012 and related statutory guidance. The company is also accountable to Essex County Council for the efficient and effective use of these resources, as specified in the annual grant funding agreement with the council. This restricted fund includes all the company's investment income.

The income received from NHS England was by way of a co-production event put on at the end of March.

The Collaborative Essex project is to deliver a model for Essex County Council to collaborate with adults with an experience of disability in Essex.

The National Lottery Community Fund is contributing towards the costs of running the Essex Neurology Network for three years.

Income from Essex County Council is for secondments with Active Essex and an Extra Care Engagement Report engaging with people in Essex in supported housing and feeding back their experiences.

Upon completion of the 2023 year-end accounts, it was identified that the cost-apportionment was incorrect in the prior 2022 year-end accounts, leaving excess funds incorrectly held in Restricted funds. This is incorrect and to correct the figures moving forward, there is a transfer from Restricted to Unrestricted funds which represents the incorrect apportionment of expenditure.

12 Analysis of net assets between funds

	Restricted 2023	Unrestricted 2023	Total 2023	Restricted 2022	Unrestricted 2022	Total 2022
	£	£	£	£	£	£
Fund balances at 31 March 2023 are represented by:						
Investments	1	-	1	-	1	1
Current assets/(liabilities)	451,240	258,348	709,587	689,235	78,961	768,196
	451,241	258,348	709,588	689,235	78,962	768,197

Gascoynes

13 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023	2022
	£	£
Within one year	15,590	15,000
Between two and five years	38,696	47,530
	54,286	62,530

14 Related party transactions

Healthwatch Essex is controlled by its Board of Directors. None of the directors (or any persons connected with them) received any remuneration or any other benefits during the year (2022: £ nil).

2 directors (2022: 2) were reimbursed a total of £493 (2022: £481) in expenses.

HWE Insights Limited

HWE Insights Limited is a company limited by shares and wholly owned by Healthwatch Essex (see Structure, Governance and management of the Trustees' Report and Note 16 to these Financial Statements).

HWE Insights' Board of Directors comprises one director who is also a director of Healthwatch Essex. None of the directors of HWE Insights received any remuneration from HWE Insights during the year (2022: none) and none had any expenses reimbursed to them (2022: none).

During the course of the year HWE Insights Limited was declared a dormant company and all commercials projects will be undertaken within Healthwatch Essex Limited for the foreseeable future.

During the course of the year to 31 March 2023 HWE Insights received commercial income of £Nil (2022: Nil) and incurred expenditure of £87 (2022: £19,500) leaving an operating loss of £87 (2022: £19,500 loss). At the year end the company had assets of £142 (2022: £23,230), and liabilities of £1,008 (2022: £24,009) including £137 due to Healthwatch Essex Limited (2022 - £23,137).

15 Subsidiaries

Details of the charity's subsidiaries at 31 March 2023 are as follows:

Name of undertaking	Registered office	Nature of business	Class of shares held	% Held Direct	% Held Indirect
HWE Insights Limited	England	Research and consultancy	Ordinary	100.00	

Name of undertaking	Profit/(Loss)	Capital and Reserves
	£	£
HWE Insights Limited	(87)	(866)

Gascoynes

16	Cash generated from operations	2023 £	2022 £
	(Deficit)/surpus for the year	(58,610)	115,986
	Adjustments for:		
	Investment income recognised in statement of financial activities	(452)	(149)
	Movements in working capital:		
	Decrease/(increase) in debtors	220,740	(39,506)
	Increase in creditors	10,813	32,309
	Cash generated from operations	172,491	108,640

Gascoynes

A11 Healthwatch Essex Limited - Amended 2023 accounts V3

Final Audit Report 2024-01-31

Created:	2024-01-31
By:	Anthony Brice (anthonyjbrice@gmail.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAlDgcezuI7EWF1EefrQz_VldbTRV3T8aw

"A11 Healthwatch Essex Limited - Amended 2023 accounts V3" History

Document created by Anthony Brice (anthonyjbrice@gmail.com)
2024-01-31 - 1:43:19 PM GMT- IP address: 80.44.79.120

Document emailed to amanda_cherry@btinternet.com for signature
2024-01-31 - 1:44:51 PM GMT

Email viewed by amanda_cherry@btinternet.com
2024-01-31 - 2:58:52 PM GMT- IP address: 86.133.207.96

Signer amanda_cherry@btinternet.com entered name at signing as Amanda Cherry
2024-01-31 - 3:00:10 PM GMT- IP address: 86.133.207.96

Document e-signed by Amanda Cherry (amanda_cherry@btinternet.com)
Signature Date: 2024-01-31 - 3:00:12 PM GMT - Time Source: server- IP address: 86.133.207.96

Document emailed to anthony@annatrice.co.uk for signature
2024-01-31 - 3:00:16 PM GMT

Email viewed by anthony@annatrice.co.uk
2024-01-31 - 3:35:41 PM GMT- IP address: 80.44.79.120

Signer anthony@annatrice.co.uk entered name at signing as Anthony Brice
2024-01-31 - 3:35:54 PM GMT- IP address: 80.44.79.120

Document e-signed by Anthony Brice (anthony@annatrice.co.uk)
Signature Date: 2024-01-31 - 3:35:56 PM GMT - Time Source: server- IP address: 80.44.79.120

Agreement completed.
2024-01-31 - 3:35:56 PM GMT

Adobe Acrobat Sign

HEALTHWATCH ESSEX LIMITED

England & Wales - Charity number 1158356

Accounts

Charity Registration No. 1158356

Company Registration No. 08360699 (England and Wales)

HEALTHWATCH ESSEX LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

HEALTHWATCH ESSEX LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Ms L Brookes	
	Mrs A Cherry	
	Mr L Payne	
	Mr P Findlay	
	Mr N Jones	(Appointed 11 May 2021)
	Dr S Carey	(Appointed 13 July 2021)
Charity number	1158356	
Company number	08360699	
Principal address	49 High Street Earls Colne Colchester Essex CO6 2PB	
Registered office	49 High Street Earls Colne Colchester Essex CO6 2PB	
Auditor	Whittle & Partners LLP The Old Exchange 64 West Stockwell Street Colchester Essex CO1 1HE	
Bankers	Barclays Bank Plc 9 High Street Colchester Essex CO1 1DD	

HEALTHWATCH ESSEX LIMITED

CONTENTS

	Page
Trustees' report	1 - 8
Statement of trustees' responsibilities	9
Independent auditor's report	10 - 12
Statement of financial activities	13
Balance sheet	14
Statement of cash flows	15
Notes to the financial statements	16 - 24

HEALTHWATCH ESSEX LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

The Trustees present their report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2019)

Objectives and activities

'Healthwatch' organisations throughout England were created as result of the Health and Social Care Act 2012. Using the powers vested under this legislation, they each have a responsibility to:

1. promote and support the involvement of people in the commissioning, provision and scrutiny of local care services.
2. obtain the views of people about their needs for, and their experiences of, local care services.
3. make reports and recommendations about how local care services could, or ought to be, improved to people responsible for commissioning, providing, managing or scrutinising local care services; and
4. provide advice and information about access to local care services and about choices that may be made with respect to aspects of those services.

Healthwatch Essex covers the whole county with the exception of Southend and Thurrock and is part of a network of local Healthwatch organisations in England. The network is overseen and supported by the national umbrella body, Healthwatch England, which provides a formal link to the Department of Health and Secretary of State for Health.

In response to its statutory responsibilities, the company's objects, as set out in its Memorandum of Association, are for "the advancement of health and the relief of those in need by reason of youth, age, ill- health, disability or financial hardship by:

1. providing information and advice to the general public about local health and social care services.
2. making the views and experiences of members of the general public known to health and social care providers.
3. enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities; and
4. providing training and the development of skills for volunteers and the wider community in understanding, scrutinizing, reviewing and monitoring local health and care services and facilities."

The company organises its work under four activity headings: Research, Engagement, Information and Guidance and Communications. In all its activities, the organisation seeks to capture people's first-hand experience of health and social care services, set against the backdrop of their own lives and personal circumstances. This 'lived experience' is then reported, or otherwise presented, to the relevant health and social care provider(s) - including the county's five NHS Clinical Commissioning Groups, one mental health trust, five acute hospitals and Essex County Council, responsible for social care - to enable them to better empathise and understand the impact their service is having on real lives, allowing them to adapt accordingly.

Achievements and performance

This section of the report summarises the achievements and performance of Healthwatch Essex in the year to 31 March 2022, under the headline priorities of Research, Engagement, Information and Guidance and Communication. Within these priorities, the directors have paid due regard to guidance from the Charity Commission on public benefit in deciding what activities the company should undertake, and the impact of the following achievements, based on Healthwatch Essex's objects, evidences that public benefit.

Our work during the Covid Pandemic

None of our staff were furloughed during the two years of the pandemic and no additional support was received this year. At an early stage of the pandemic we invested in additional technology to ensure that our staff team was able to continue with their work while having to work at home, this has been extremely successful. We have ensured that we stayed in regular contact with each other, had regular staff and team meetings via zoom and continued to work collaboratively. During this time our managers have monitored the physical and mental health and wellbeing of their staff and provided additional support as necessary. The staff have now settled into hybrid working with all staff attending the office once a week and full team development days once a month. Despite the challenges the pandemic posed were able to deliver all our projects on time and to a high standard.

Sensory Impairment during COVID-19

Through our work with the Collaborate Essex forum, the challenges facing people living with sensory impairment during COVID-19 have been strongly highlighted. This led to a project taking this lived experience to produce a short campaign targeted at public transport and local business and those using their services, to help them understand these challenges. The public engagement in this was fantastic with the social media posts sharing the campaign materials receiving over 40,000 views. In 2021 the work received an award from Healthwatch England in the national Healthwatch Awards.

Gascoynes

Research and Engagement

This year the funding of £40,000 for the 3rd year of this project from National Lottery continued to facilitate the work of the Essex Neurology Network, a group hosted by Healthwatch Essex and comprised of national and local organisations working to support people affected by neurological conditions. The funding will allow the Network to continue raising awareness and promoting understanding of neurological conditions through the county. The funding allowed us to develop an innovative e-learning package for health and social care professionals called 'Understanding Neurology', which was launched on International Day of Persons with Disabilities. The course has been developed as a direct result of the findings from a range of engagement activities undertaken with neurological patients and professionals over the last few years. The content has been created by both patients and experts and provides real insight into what it's like to live with a neurological condition and how these individuals can be best supported to live independently for longer, and with a better quality of life.

The Healthwatch Essex Ambassador Programme was developed to ensure that lived experience is used effectively to influence and shape service design and delivery. The model involves recruiting, training, and supporting volunteers with direct experience of specific health and care services, and facilitating their input into the decision-making process. As part of this commitment, we have been recruiting, supporting, and facilitating engagement opportunities for women and their families through our Maternity Patient Partner programme, Trauma Ambassador Group, Learning Disability Ambassadors, Research Ambassadors and Young Mental Health Ambassadors to represent the voice of young people who have accessed mental health services in Essex. Each of these programmes has supported efforts to make tangible improvements in the services across the county.

To support co -production within Essex County Council as they embark on a collaborative model of working, Healthwatch Essex has created a Disability Forum to represent adults with an experience of disability. Representation is sought from all disability groups, including those that care for someone with a disability. The forum work closely with Essex County Council commissioners to help shape and inform policies, procedures, strategies and services through coproduction.
The forum presents a fantastic opportunity for these voices to be heard at a senior level within the Council, ultimately helping to shape and improve local services in Essex. Over the course of three years, they will be part of discussions regarding the Council's long-term agendas and the planning of future co-production activities. Essex County Council have expressed an interest in extending this contract at the same rate for three years.

We continue to build strong relationships with the universities in our region. In February, we announced details of a new partnership project with the University of Essex and Anglia Ruskin University. This year we have supported the Masters in Public Health program at Anglia Ruskin, setting an academic questions for an early module and critiquing the students work through the lens of our experience of working in this field.

We have written informative blogs focussing on cervical screening, multiple sclerosis, weight stigma and a number of TAG related ones covering Sexual Assault Referral Centres, trauma, emotional abuse and financial abuse. These have all been published on the Healthwatch Essex website.

The team have undertaken training in domestic abuse, Dementia Friends, hate crime, accessing palliative care services (LGBTQ+ and learning disabilities), MHFA, working with trauma, compassionate conversations, end of life in the homeless sector, care and loss during Covid, LGBTQI+, equality and diversity, outcomes based approaches, sexual health, gambling addiction, access to work, suicide prevention, safeguarding in a digital world, sensory awareness, supporting women who sell sex, emotional resilience for professionals, cuckooing, community approaches to death and dying, fuel poverty, criminal exploitation, qualitative analysis, exploitation of individuals with learning disabilities, social media, alcohol addiction, PIP, bid writing and producing easy read documents.

Gascoynes

Information and Guidance –

April 2021 arrived with the Covid19 pandemic still in full swing, but the Information & Guidance Service continued to operate without disruption or impact on quality for our callers, with 1873 individuals connecting with us during the fiscal year for support with their health, care and wellbeing matters.

Topics which continued to garner high call rates included GP surgeries, complaints about hospitals, support with mental health and wellbeing and of course dentistry. However increases were also noted in calls regarding housing and homelessness, debt, benefits and finances, domestic abuse and sexual health. We have produced our Spotlight On Services data on a quarterly basis, highlighting the call trends in the Essex CCG areas, which is displayed on our website and mailed to over 200 direct contacts.

Our Feedback Centre has also seen 82 people submit reviews on our local services.

With much of our activities remaining constrained by the restrictions associated with Covid19, we have maintained our presence virtually at the various meetings, groups and committees occurring across the sector. We have regularly attended the Essex County Council People & Families Scrutiny Committee and Health Overview Policy & Scrutiny Committee, as well as the SNEE ICS Suicide Prevention Group, LeDeR Steering Group, Essex Traveller Health & Wellbeing Group, One Colchester Delivery Board, MSE, HWE and SNEE Quality Surveillance Groups,

Care Nav+ Partners Network, Tendring Homeless Group, Essex Care Homes Hub Oversight Board, West Essex Time To Change Steering Group, NEE Winter Resilience Steering Group,

Palliative End of Life Care Delivery Group, NEE CCG Primary Care Commissioning Committee, West Essex Health Inequalities & Prevention Committee, Essex Strategic Hate Crime Prevention Partnership, SNEE Long Covid Assessment Service, Basildon Homeless Forum, EoE Cardiac Clinical Board, NEE H&W Alliance EoL Programme Board, NEE Mental Health Forum, Essex Pharmaceutical Needs Assessment Steering Group, Women's Safety Partnership, Colchester & Tendring Care Innovation Board, Essex Anchors Network, MSE Discharge Outcomes Group, QMS Steering Group, Working Families Stakeholder Forum, EOL Complaints Board, Joint Working Group for Mental Health Services, MSE Digital Inclusion Steering Group and the Pan Essex Dementia Action Alliance. Our presence at these meetings ensures that we are able to share the voices of the people of Essex through their lived experiences at the heart of where services are being formed and shaped.

We have been commissioned by SNEE ICS to work collaboratively with Healthwatch Suffolk to produce reports based on lived experiences relating to topics including asthma, the emotional and wellbeing effects of the pandemic, Long Covid and post viral illness, physical effects of the pandemic, screening and patient transport, by St Clare Hospice to produce a report on end of life services to support the refreshing of their five year strategy, and by SNEE ICS to produce a report on the Phase 3 of Digital Inclusion, by St Helena Hospice to engage with their service users about their new feedback programme.

We have restarted our outreach work, which has included Traveller Site Health Visits, the Winter Warmers event in NEE, Clacton Walk & Talk, Leigh on Sea Links Active Retired Group, West Essex Community Fund for Suicide Prevention - Year 1 Showcase and provided a training session for the new Farleigh Hospice Helpline Volunteers. We also delivered a session on the value of lived experience to the district nursing students at ARU.

We have launched our Trauma Ambassador Group which meets monthly and brings together individuals living with the effects of trauma, in line with our other ambassador programmes. We successfully applied for a grant of £25000 from NEECCG to fund the aims of the group, which include raising awareness of trauma and improving trauma informed practice in health, care and wellbeing services.

IAG also participated in the evaluation panel for the bereavement by suicide service for SNEE, the SET Adult Self Harm Toolkit Development, the Dying Matters Virtual Fair, the Whipps Cross JHOSC, the ICE Sharing Day 2022 and the Essex Community Initiative Fund awards panel. Additionally we supported the consultation process for the proposed closure of Steeple Bumpstead GP surgery as a dedicated conduit for public feedback and supported a review by ECC, EPUT and PAH into west Essex occupational and physiotherapy services.

We have written informative blogs focussing on cervical screening, multiple sclerosis, weight stigma and a number of TAG related ones covering Sexual Assault Referral Centres, trauma, emotional abuse and financial abuse. These have all been published on the Healthwatch Essex website.

The team have undertaken training in domestic abuse, Dementia Friends, hate crime, accessing palliative care services (LGBTQ+ and learning disabilities), MHFA, working with trauma, compassionate conversations, end of life in the homeless sector, care and loss during Covid, LGBTQI+, equality and diversity, outcomes based approaches, sexual health, gambling addiction, access to work, suicide prevention, safeguarding in a digital world, sensory awareness, supporting women who sell sex, emotional resilience for professionals, cuckooing, community approaches to death and dying, fuel poverty, criminal exploitation, qualitative analysis, exploitation of individuals with learning disabilities, social media, alcohol addiction, PIP, bid writing and producing easy read documents.

Communications

It is vital that we spend time actively communicating with the public to help recruit participants to projects, share our learning and help people find the information that they need, as well as highlighting opportunities for them to ensure that their voice is heard.

We have worked to become as inclusive as possible, sharing our work in lots of different ways and attempting to reach new audiences regularly. This has included sharing lived experience, data and information from our reports and supporting national awareness days on topics of particular relevance to our work plan.

Our digital media apprentices continue to work on our social media channels which are growing at an increasing rate and receiving good rates of engagement. This year we launched a new channel – TikTok – which has been highly successful in sharing our work. We have used this primarily to promote our new podcast, Hidden Voices and it has been particularly helpful in promoting our addiction project, with our series of short films receiving more than half a million views.

We continue to support a wide range of initiatives, to reach a broad range of audiences throughout the year. This year we used local data and information drawn from several of our reports to produce content ranging from films to blogs and podcasts relating to veterans, our Trauma Ambassador Group, stoma care, experiences of COVID-19, obesity, suicide, mental health and learning disabilities.

This year we had 28 news articles promoted by the media. They reached a combined audience of 2.5 million. Some topics covered mental health in the emergency services and winning an award for our COVID-19 response.

Financial review

Income & Expenditure

Healthwatch Essex is primarily funded by the Department of Health and the Department for Communities & Local Government, via Essex County Council. During the year to 31 March 2022 the company received income from this source of £457k (2021: £527K) - see Note 3 to the Financial Statements. Expenditure for the year amounted to £587K (2021: £561K) - the levels of expenditure attributable to each of the headline activities outlined in Section 1 of this report is presented in Note 5 to the Financial Statements.

Balance Sheet

The company's year-end Balance Sheet comprises:

- restricted funds £689K (2021: £592K).
- unrestricted funds £79K (2021: £60K).

An analysis of restricted funds by project is presented in Note 11 to the Financial Statements.

Reserves Policy

The company's restricted funds are required to be used for specific purposes laid down by the funder. It is the Board's policy, therefore, to use the surpluses gifted to it by its subsidiary company, HWE Insights, to build up, over time, a level of unrestricted funds sufficient to enable the company to meet its statutory obligations in the event of it ceasing to operate. To reduce risk Healthwatch Essex are splitting the reserve fund across several different accounts.

Risk Management

The Board of Directors reviews the company's key strategic risks at each of its meetings. The biggest risk facing the company is its overreliance on funding from Essex County Council. In order to mitigate this overreliance, it is the company's policy to develop complementary commercial work to diversify income streams.

Statement of Completeness

Each of the directors has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information. Full details of the company's related party transactions are disclosed in Note 14 to the Financial Statements. It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The Trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

Plans for the future

The company's annual grant from Essex County Council for 2021/22 has been confirmed at £420K and we are in discussions to secure a 3 year contract at the end of the 2021/22 financial year. Utilising this funding we will continue to ensure that people are at the heart of care, and that their voice and lived experience are integral to decision making. We will continue to diversify our Healthwatch Essex Ambassadors programme to help gather the voice and lived experience of the citizens of Essex. Promoting and facilitating co-production remains high on our agenda and we will continue to recruit, support and train volunteers for specific projects where they can have real impact; using their own lived experience to help shape strategies, services and care pathways. This coming year, we will focus on supporting volunteers who feel that their voice is not being heard in the system under the banner of Community Voice Ambassadors.

Young Mental Health Ambassadors - Healthwatch Essex has recruited a number of Young Mental Health Ambassadors to help us understand their lived experience of mental health and accessing services in the county. The YMHAs are all under the age of 25 and have recently accessed mental health services in Essex. The project is run in partnership with the Emotional Wellbeing and Mental Health Service (EWMHS) and offers a unique opportunity to young people in Essex with experience of mental health to influence how services are provided in the county, making a difference both now and for the generations that follow. This year they will be focusing on the impact of Body Image as a substantive project.

Learning Disabilities and Employment
While some existing literature identifies financial gain, increased independence, social inclusion and a sense of self-worth as benefits to employment, research also points out that jobs for adults with LD are often low-paying, with low levels of responsibilities, and that health and wellbeing outcomes associated with such roles are low. This body of evidence suggests that low paid, 'low trust' roles may even be detrimental to health and wellbeing, due to increased stress, poor opportunities for socialising, and little sense of independence and self-worth. Through studying the lived experience of adults with learning disabilities, this study aims to investigate: experiences of gaining paid and unpaid work roles, how paid and unpaid work roles impact the health and wellbeing of people with learning disabilities, the extent to which job type influences the health and wellbeing of adults with learning disabilities who are in employment, undertaking work experience, or volunteering their time, how leisure activities impact health and wellbeing for people with learning disabilities, in comparison to and in conjunction with employment.

Essex Fella Forum This is a group of working age men who meet once a month, currently they have a physical meeting in a local pub followed by a Zoom Session the same week. This year the program has been expanded to take the Essex Fellas on tour and incorporate more engaging activities such as walk and talk, Fishing with ICARP and activities at ART.

Community Voice Ambassadors This is a new ambassador program seeking to recruit seldom heard voices including groups who are ethnically diverse, travellers, refugees and a number of other underrepresented communities. It is hoped that by creating this network of networks we will be able to develop a richer understanding of challenges people face and feed this into wider systems to improve services and access the services.

Structure, governance and management

Healthwatch Essex is a private company limited by guarantee, incorporated in England and Wales, registered company number 8360699. The registered office is 49 High Street, Earls Colne, CO6 2PB. The company is also a registered charity, charity registration number 1158356. The company is governed by its Memorandum and Articles of Association.

The company's governance structure comprises:

1. A Board of Directors responsible for the day to day oversight of the company (including setting strategic direction and budgets) and meeting in public at least twice a year to make decisions that are required to be made in public. The Board is required to consist of:
    a. At least 5 directors, including the Chair and Vice Chair, appointed by the Board. The directors in place as of 1 April 2016 (the date upon which this governance structure came into effect) were deemed to have been appointed by advise from an Independent Appointment Panel.
    b. Up to 3 other directors co-opted by the Board to enhance the mix of skills and experience available to the Board.
2. A right for anyone who lives in or uses health and social care services in Essex to make representations at public meetings of the Board.

The Trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs C Crossley	(Resigned 23 March 2022)
Ms K Cole	(Resigned 13 July 2021)
Ms L Brookes	
Mrs A Cherry	
Mr P Hutton	(Resigned 13 July 2021)
Mr L Payne	
Mr P Findlay	
Mr N Jones	(Appointed 11 May 2021)
Dr S Carey	(Appointed 13 July 2021)
Mr P Ruddy	(Appointed 9 November 2021 and resigned 3 May 2022)
Mrs S Verkuyten	(Appointed 9 November 2021 and resigned 22 April 2022)

Gascoynes

All new Directors receive a comprehensive Induction Pack outlining their individual responsibilities and the collective responsibilities of the Board of Directors. Mrs A Cherry replaced Mr G Hyams as Chairman on 22nd March 2021 following the resignation of Mr G Hyams on the same date.

None of the directors has any beneficial interest in the company.

The Executive
Ms S Glover was appointed Chief Executive Officer in August 2020 and confirmed in post in February 2021 following a successful probationary period.
Including the Chief Executive Officer, the company presently has 17 members of staff. All members of staff are based at the company's office.

HWE Insights Limited
HWE Insights Limited is a company limited by shares and wholly owned by Healthwatch Essex. It is incorporated in England and Wales, registered company number 09989317. The company's registered office is 49 High Street, Earls Colne, Colchester, Essex, CO6 2PB.

HWE Insights' strategy is to capitalise on the opportunities available to it to carry out commercial work which complements, enhances and extends the work of Healthwatch Essex. Any surpluses generated by the company are required either to be retained in the company for future use or else gifted to Healthwatch Essex.

The combined income of Healthwatch Essex and HWE Insights did not exceed £1 million in the year to 31 March 2021 so, in accordance with the Charities Act, the Board of Healthwatch Essex has opted not to prepare consolidated financial statements.

The Trustees, who are also the directors of Healthwatch Essex Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.
In September 2020 a paper was presented to the board to discuss the future on HWE Insights, in November 2020 it was agreed that at the end of the financial year HWE Insights would be made dormant and this status changed on Companies House. This company is no longer in operation and all associated contracts, transactions and accounts has ceased trading.

Gascoynes

Auditor

In accordance with the company's articles, a resolution proposing that Whittle & Partners LLP be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.

AE Cherry

AE Cherry (Sep 27, 2022 13:12 GMT+1)

Mrs A Cherry
Trustee
Dated: 27 September 2022

Gascoynes

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2022

The Trustees, who are also the directors of Healthwatch Essex Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Gascoynes

INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF HEALTHWATCH ESSEX LIMITED

Opinion

We have audited the financial statements of Healthwatch Essex Limited (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees has not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The Trustees is responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Gascoynes

Responsibilities of Trustees

As explained more fully in the statement of trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, is responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees is responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

The audit tests, including planning procedures, adopted for the audit of these financial statements are designed to assess and detect the risk of irregularities, including fraud. Our risk assessment of the likelihood of irregularities included the high degree of involvement of the experienced directors, which reduces the risk of irregularities. The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

We identified the laws and regulations applicable to the charity through discussions with trustees and other management, and from our commercial knowledge and experience of the sector;

We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, Charities Act 2011, taxation legislation, Employment Law and Data Protection.

We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence. These were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We identified the greatest potential for fraud or non-compliance with laws and regulations in the following areas, and the specific procedures performed to address them are described below:

- We obtained an understanding of the income process and the flow of financial information to the general ledger and how this is classified as restricted and unrestricted.

- Cut-off testing was performed at the year-end date by reviewing revenue which had been accrued for and revenue that had been recognised after date to identify any transaction which had been erroneously recognised in the incorrect period. The same testing was carried out for expenditure.

- In line with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. In addressing the risk of fraud through management override of controls, we reviewed accounting records for any unusual adjustments.

In addition to the above, our procedures to respond to the risk identified included the following:

- reviewing financial statement disclosures by testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;

- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risk of material misstatement due to fraud;

- enquiring of management concerning actual and potential litigation and claims, and instances of non-compliance for the year.

Gascoynes

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance.

The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: http://www.frc.org.uk/auditorsresponsibilities. This description forms part ofour auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Whittles
Whittles (Sep 27, 2022 14:03 GMT+1)

Whittle & Partners LLP
Chartered Accountants
Statutory Auditor
The Old Exchange
64 West Stockwell Street
Colchester
Essex
CO1 1HE

27 September 2022

Whittle & Partners LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006

Gascoynes

HEALTHWATCH ESSEX LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Income from:							
Donations and legacies	2	18,720	-	18,720	47,100	-	47,100
Charitable activities	3	-	684,574	684,574	-	747,144	747,144
Investments	4	149	-	149	386	-	386
Total income		18,869	684,574	703,443	47,486	747,144	794,630
Expenditure on:							
Charitable activities	5	-	587,457	587,457	-	560,893	560,893
Net income for the year/ Net movement in funds		18,869	97,117	115,986	47,486	186,251	233,737
Fund balances at 1 April 2021		60,092	592,120	652,212	12,607	405,869	418,476
Fund balances at 31 March 2022		78,961	689,237	768,198	60,093	592,120	652,213

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Gascoynes

HEALTHWATCH ESSEX LIMITED

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Fixed assets					
Investments	8		1		1
Current assets					
Debtors	9	235,874		196,368	
Cash at bank and in hand		579,013		470,224	
		814,887		666,592	
Creditors: amounts falling due within one year	10	(46,689)		(14,380)	
Net current assets			768,198		652,212
Total assets less current liabilities			768,199		652,213
Income funds					
Restricted funds	11		689,237		592,120
Unrestricted funds			78,961		60,093
			768,198		652,213

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022, although an audit has been carried out under section 144 of the Charities Act 2011.

The Trustees acknowledges her responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the 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 company.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 27 September 2022

AE Cherry
AE Cherry (Sep 27, 2022 13:12 GMT+1)

Mrs A Cherry
Trustee

Company Registration No. 08360699

Gascoynes

HEALTHWATCH ESSEX LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022		2021	
		£	£	£	£
Cash flows from operating activities					
Cash generated from operations	16		108,640		152,931
Investing activities					
Interest received		149		386	
Net cash generated from investing activities			149		386
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			108,789		153,317
Cash and cash equivalents at beginning of year			470,224		316,907
Cash and cash equivalents at end of year			579,011		470,224

Gascoynes

1 Accounting policies

Charity information

Healthwatch Essex Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 49 High Street, Earls Colne, Colchester, Essex, CO6 2PB.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

The impact of the Covid19 pandemic on Healthwatch Essex has had minimal or no impact on the finances of the organisation. The charity quickly implemented new working practices to protect its staff, which included measures such as working from home and minimising face to face contact. Where possible the use of video conferencing and collaboration tools such as Zoom and Microsoft Teams have been utilised. Healthwatch Essex continues to combine working from home with regular team days in the office for those staff not at risk. As a result, work was carried out throughout the pandemic with little or no disruption, flexible working and the increased used of digital solutions will continue to be used.

Whilst the directors acknowledge that the impact coronavirus has had an impact on the economy throughout 2021/22, the directors do not believe this will have a significant impact on the charity as they continue to receive their fixed grant from the government through Essex County Council and there is no indication that this will not continue. Nevertheless, the directors have continued to diversify income by carrying out work for third parties, which has not been adversely impacted by the pandemic, it has actually increased in both income generation and diversification of income streams.

The directors therefore anticipate that the charity will continue to meet its liabilities as they fall due. Based on this assessment these accounts have been prepared on a going concern basis.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Resources expended

Gascoynes

1 Accounting policies (Continued)

Expenditure is accounted for on an accruals basis and includes VAT where applicable. All expenditure is allocated to a particular activity where it relates directly to that activity. Support functions (including communications, finance, human resources and governance) are apportioned across the activities that the functions support. Overhead costs (including office running costs and consumables, information technology and insurances) are similarly apportioned. Taken together, all these costs are referred to as 'support costs' in Note 6 to the Financial Statements. Support costs are apportioned to activities based on the number of staff employed within that activity.

1.6 Fixed asset investments

Fixed asset investments are stated at cost.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

The company's financial assets are measured at the cash consideration expected to be received and are not discounted.

Other financial assets, including investments in equity instruments which are not subsidiaries, associates or joint ventures, are initially measured at fair value, which is normally the transaction price. Such assets are subsequently carried at fair value and the changes in fair value are recognised in net income/(expenditure), except that investments in equity instruments that are not publicly traded and whose fair values cannot be measured reliably are measured at cost less impairment.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

Gascoynes

1 Accounting policies (Continued)

1.11 Taxation

The company is a charity within the meaning of section 506(1) of the Taxes Act 1988. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within the categories covered by Section 505 of the Taxes Act 1988 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to exclusively charitable purposes.

2 Donations and legacies

	Unrestricted funds 2022 £	Unrestricted funds 2021 £
Donations and gifts	18,720	37,100
Covid-19 Local Authority Grant	-	10,000
	18,720	47,100

3 Charitable activities

	2022 £	2021 £
Essex County Council	456,865	526,837
NHS England	153,876	8,617
Collaborative Essex	44,666	131,777
National Lottery Community Funding	-	29,825
Voluntary Action Epping Forest	-	2,450
University Income	-	18,473
Community Asset Mapping	29,167	29,165
	684,574	747,144

4 Investments

	Unrestricted funds 2022 £	Unrestricted funds 2021 £
Interest receivable	149	386

Gascoynes

5 Charitable activities

	Outreach & Engagement 2022	Commissioning & Research 2022	Signposting & Information 2022	Total 2022	Outreach & Engagement 2021	Commissioning & Research 2021	Signposting & Information 2021	Total 2021
	£	£	£	£	£	£	£	£
Staff costs	98,703	17,801	47,284	163,788	120,032	12,530	98,743	231,305
Direct costs	3,204	7,769	7,936	18,909	448	3,085	3,003	6,536
	101,907	25,570	55,220	182,697	120,480	15,615	101,746	237,841
Share of support costs (see note 6)	214,035	22,530	138,935	375,500	169,836	17,877	110,245	297,958
Share of governance costs (see note 6)	16,678	1,756	10,826	29,260	14,304	1,505	9,285	25,094
	332,620	49,856	204,981	587,457	304,620	34,997	221,276	560,893

Gascoynes

6 Support costs

	Support costs	Governance costs	2022	Support costs	Governance costs	2021
	£	£	£	£	£	£
Staff costs	290,818	385	291,203	204,793	330	205,123
Media and marketing costs	5,079	-	5,079	9,588	-	9,588
Premises costs	28,435	-	28,435	21,614	-	21,614
General office costs	30,992	-	30,992	46,780	175	46,955
Travelling and subsistence costs	9,579	-	9,579	2,345	210	2,555
Audit fees	-	6,000	6,000	-	4,561	4,561
Legal and professional	10,597	21,867	32,464	12,838	19,032	31,870
Bank charges	-	558	558	-	658	658
Directors' expenses	-	450	450	-	128	128
	375,500	29,260	404,760	297,958	25,094	323,052
Analysed between						
Charitable activities	375,500	29,260	404,760	297,958	25,094	323,052

Governance costs includes payments to the auditors of £6,000 (2021- £4,561) for audit fees.

7 Employees

Number of employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
	16	14

Employment costs	2022 £	2021 £
Wages and salaries	390,131	370,457
Social security costs	31,161	37,713
Other pension costs	21,532	28,175
	442,824	436,345

The Chief Executive Officer who was in post during the year (see section 5 of the Directors' report) received employee benefits for the year, excluding employer's pension contributions, of 52,780 (2021: £ 32,667). No employees received employee benefits for the year, excluding employer's pension contributions, of more than £60,000 (2021: 0).

8 Fixed asset investments

Gascoynes

8 Fixed asset investments (Continued)

	Other investments
Cost or valuation	
At 1 April 2021 & 31 March 2022	1
Carrying amount	
At 31 March 2022	1
At 31 March 2021	1

Other investments comprise:	Notes	2022 £	2021 £
Investments in subsidiaries	15	1	1

9 Debtors

Amounts falling due within one year:	2022 £	2021 £
Trade debtors	188,212	158,142
Amounts owed by subsidiary undertakings	23,137	-
Other debtors	8,289	11,860
Prepayments and accrued income	16,236	26,366
	235,874	196,368

10 Creditors: amounts falling due within one year

	2022 £	2021 £
Other taxation and social security	27,895	181
Trade creditors	3,964	4,544
Amounts owed to subsidiary undertakings	-	2,312
Other creditors	2,865	2,557
Accruals and deferred income	11,965	4,786
	46,689	14,380

Gascoynes

11 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds		
	Balance at 1 April 2021	Incoming resources	Resources expended	Balance at 31 March 2022
	£	£	£	£
Essex County Council	413,857	436,532	(578,779)	271,610
Collaborative Essex	97,610	44,666	(825)	141,451
Essex Neurology Network	27,246	-	-	27,246
Active Essex	(26,755)	-	-	(26,755)
Extra Care Engagement Report	2,699	174,209	-	176,908
Community asset mapping	29,165	29,166	(258)	58,073
National Lottery community funding	29,825	-	(7,594)	22,231
University income	18,473	-	-	18,473
	592,120	684,573	(587,456)	689,237

The Essex County Council funding originates from the Department of Health and the Department for Communities & Local Government, and the primary restrictions on its use are laid down in the Health and Social Care Act 2012 and related statutory guidance. The company is also accountable to Essex County Council for the efficient and effective use of these resources, as specified in the annual grant funding agreement with the council. This restricted fund includes all the company's investment income.

The income received from NHS England was by way of a co-production event put on at the end of March.

The Collaborative Essex project is to deliver a model for Essex County Council to collaborate with adults with an experience of disability in Essex.

The National Lottery Community Fund is contributing towards the costs of running the Essex Neurology Network for three years.

Income from Essex County Council is for secondments with Active Essex and an Extra Care Engagement Report engaging with people in Essex in supported housing and feeding back their experiences.

12 Analysis of net assets between funds

	Restricted 2022	Unrestricted 2022	Total 2022	Restricted 2021	Unrestricted 2021	Total 2021
	£	£	£	£	£	£
Fund balances at 31 March 2022 are represented by:						
Investments	-	1	1	-	1	1
Current assets/(liabilities)	689,237	78,960	768,197	592,120	60,092	652,212
	689,237	78,961	768,198	592,120	60,093	652,213

13 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

Gascoynes

13 Operating lease commitments (Continued)

	2022	2021
	£	£
Within one year	15,000	15,000
Between two and five years	47,530	37,500
	62,530	52,500

14 Related party transactions

Healthwatch Essex is controlled by its Board of Directors. None of the directors (or any persons connected with them) received any remuneration or any other benefits during the year (2021: £ nil).

2 directors (2021: 1) were reimbursed a total of £481 (2021: £210) in expenses.

HWE Insights Limited

HWE Insights Limited is a company limited by shares and wholly owned by Healthwatch Essex (see Structure, Governance and management of the Trustees' Report and Note 16 to these Financial Statements).

HWE Insights' Board of Directors comprises one director who is also a director of Healthwatch Essex. None of the directors of HWE Insights received any remuneration from HWE Insights during the year (2021: none) and none had any expenses reimbursed to them (2021: none).

During the course of the year Healthwatch Essex seconded a number of its employees to HWE Insights and otherwise incurred expenditure on behalf of the company in accordance with the terms of an Intragroup Services Agreement signed by representatives of both parties.

During the course of the year to 31 March 2022 HWE Insights received commercial income of £Nil (2021: £26,250) and incurred expenditure of £19,500 (2021: £44,630) leaving an operating loss of £19,500 (2021: £18,380 profit). At the year end the company had assets of £23,230 (2021: £23,804), including £23,137 due to Healthwatch Essex Limited (2021 - £2,312 owing from Healthwatch Essex Limited), and liabilities of £24,009 (2021: £5,083).

15 Subsidiaries

Details of the charity's subsidiaries at 31 March 2022 are as follows:

Name of undertaking	Registered office	Nature of business	Class of shares held	% Held Direct	% Held Indirect
HWE Insights Limited	England	Research and consultancy	Ordinary	100.00	

Name of undertaking	Profit/(Loss)	Capital and Reserves
	£	£
HWE Insights Limited	(19,500)	(779)

Gascoynes

16	Cash generated from operations	2022 £	2021 £
	Surplus for the year	115,986	233,737
	Adjustments for:		
	Investment income recognised in statement of financial activities	(149)	(386)
	Movements in working capital:		
	(Increase) in debtors	(39,506)	(85,718)
	Increase in creditors	32,309	5,298
	Cash generated from operations	108,640	152,931

Gascoynes

Healthwatch Essex Limited - Finalised 2022 accounts

Final Audit Report 2022-09-27

Created:	2022-09-27
By:	Gascoynes Accounts (Accounts@gascoynes.co.uk)
Status:	Signed
Transaction ID:	CBJCHBCAABAAZh5U9lVFONix4Dn_aiAq_P2dRqHTmG16

"Healthwatch Essex Limited - Finalised 2022 accounts" History

Document created by Gascoynes Accounts (Accounts@gascoynes.co.uk)
2022-09-27 - 08:17:40 GMT- IP address: 81.149.163.35

Document emailed to amanda_cherry@btinternet.com for signature
2022-09-27 - 08:19:09 GMT

Email viewed by amanda_cherry@btinternet.com
2022-09-27 - 09:30:38 GMT- IP address: 86.184.36.236

Signer amanda_cherry@btinternet.com entered name at signing as AE Cherry
2022-09-27 - 12:12:00 GMT- IP address: 86.184.36.236

AE Cherry (amanda_cherry@btinternet.com) entered valid password.
2022-09-27 - 12:08:12 GMT

Document e-signed by AE Cherry (amanda_cherry@btinternet.com)
Signature Date: 2022-09-27 - 12:12:01 GMT - Time Source: server- IP address: 86.184.36.236

Document emailed to michael@whittles.co.uk for signature
2022-09-27 - 12:12:06 GMT

Email viewed by michael@whittles.co.uk
2022-09-27 - 13:01:45 GMT- IP address: 194.72.104.50

Signer michael@whittles.co.uk entered name at signing as Whittles
2022-09-27 - 13:03:26 GMT- IP address: 194.72.104.50

Whittles (michael@whittles.co.uk) entered valid password.
2022-09-27 - 13:02:20 GMT

Adobe Acrobat Sign

Document e-signed by Whittles (michael@whittles.co.uk)

Signature Date: 2022-09-27 - 13:03:28 GMT - Time Source: server- IP address: 194.72.104.50

Agreement completed.

2022-09-27 - 13:03:28 GMT

Adobe Acrobat Sign

HEALTHWATCH ESSEX LIMITED

England & Wales - Charity number 1158356

Accounts

Charity Registration No. 1158356

Company Registration No. 08360699 (England and Wales)

HEALTHWATCH ESSEX LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

HEALTHWATCH ESSEX LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs C Crossley	
	Ms L Brookes	
	Mrs A Cherry	(Appointed 6 August 2020)
	Mr L Payne	(Appointed 6 August 2020)
	Mr P Findlay	(Appointed 6 August 2020)
	Mr N Jones	(Appointed 11 May 2021)
	Dr S Carey	(Appointed 13 July 2021)
	Mr P Ruddy	(Appointed 9 November 2021)
	Mrs S Verkuyten	(Appointed 9 November 2021)
Charity number	1158356	
Company number	08360699	
Principal address	49 High Street Earls Colne Colchester Essex CO6 2PB	
Registered office	49 High Street Earls Colne Colchester Essex CO6 2PB	
Auditor	Whittle & Partners LLP The Old Exchange 64 West Stockwell Street Colchester Essex CO1 1HE	
Bankers	Barclays Bank Plc 9 High Street Colchester Essex CO1 1DD	

HEALTHWATCH ESSEX LIMITED

CONTENTS

	Page
Trustees' report	1 - 12
Statement of trustees' responsibilities	13
Independent auditor's report	14 - 17
Statement of financial activities	18
Balance sheet	19 - 20
Statement of cash flows	21
Notes to the financial statements	22 - 33

HEALTHWATCH ESSEX LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2019)

Objectives and activities

'Healthwatch' organisations throughout England were created as result of the Health and Social Care Act 2012. Using the powers vested under this legislation, they each have a responsibility to:

1. promote and support the involvement of people in the commissioning, provision and scrutiny of local care services.
2. obtain the views of people about their needs for, and their experiences of, local care services.
3. make reports and recommendations about how local care services could, or ought to be, improved to people responsible for commissioning, providing, managing or scrutinising local care services; and
4. provide advice and information about access to local care services and about choices that may be made with respect to aspects of those services.

Healthwatch Essex covers the whole county with the exception of Southend and Thurrock and is part of a network of local Healthwatch organisations in England. The network is overseen and supported by the national umbrella body, Healthwatch England, which provides a formal link to the Department of Health and Secretary of State for Health.

In response to its statutory responsibilities, the company's objects, as set out in its Memorandum of Association, are for "the advancement of health and the relief of those in need by reason of youth, age, ill- health, disability or financial hardship by:

1. providing information and advice to the general public about local health and social care services.
2. making the views and experiences of members of the general public known to health and social care providers.
3. enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities; and
4. providing training and the development of skills for volunteers and the wider community in understanding, scrutinizing, reviewing and monitoring local health and care services and facilities."

The company organises its work under four activity headings: Research, Engagement, Information and Guidance and Communications. In all its activities, the organisation seeks to capture people's first-hand experience of health and social care services, set against the backdrop of their own lives and personal circumstances. This 'lived experience' is then reported, or otherwise presented, to the relevant health and social care provider(s) - including the county's five NHS Clinical Commissioning Groups, one mental health trust, five acute hospitals and Essex County Council, responsible for social care - to enable them to better empathise and understand the impact their service is having on real lives, allowing them to adapt accordingly.

Gascoynes

Achievements and performance

This section of the report summarises the achievements and performance of Healthwatch Essex in the year to 31 March 2021, under the headline priorities of Research, Engagement, Information and Guidance and Communication. Within these priorities, the directors have paid due regard to guidance from the Charity Commission on public benefit in deciding what activities the company should undertake, and the impact of the following achievements, based on Healthwatch Essex's objects, evidences that public benefit.

Our work during the Covid Pandemic

None of our staff were furloughed during the year and we received additional income in the form of covid grants of £10,000 via the local district council. At an early stage of the pandemic we invested in additional technology to ensure that our staff team was able to continue with their work while having to work at home, this has been extremely successful. We have ensured that we stayed in regular contact with each other, had regular staff and team meetings via zoom and continued to work collaboratively. During this time our Managers have monitored the physical and mental health and wellbeing of their staff and provided additional support as necessary. The team has missed being in the office and is looking forward to be able to return to the office gradually as restrictions are lifted. Despite the challenges the pandemic posed were able to deliver all our projects on time and to a high standard.

Sensory Impairment during COVID-19

Through our work with the Collaborate Essex forum, the challenges facing people living with sensory impairment during COVID-19 have been strongly highlighted. This led to a project taking this lived experience to produce a short campaign targeted at public transport and local business and those using their services, to help them understand these challenges more clearly. The campaign will focus on two short films which show the reality and impact of sensory impairment when you have to wear a mask, interact with someone wearing a mask and social distance. It is hoped that it will improve understanding of these issues within the wider public in Essex, including those working in environments likely to come into contact with people with sensory impairments, the public engagement in this was fantastic with the social media posts sharing the campaign materials receiving over 40,000 views.

Gascoynes

Research and Engagement

This year the funding of £40,000 from National Lottery continued to facilitate the work of the **Essex Neurology Network**, a group hosted by Healthwatch Essex and comprised of national and local organisations working to support people affected by neurological conditions. The funding will allow the Network to continue raising awareness and promoting understanding of neurological conditions through the county. The funding allowed us to develop an innovative e-learning package for health and social care professionals called 'Understanding Neurology', which was launched on International Day of Persons with Disabilities. The course has been developed as a direct result of the findings from a range of engagement activities undertaken with neurological patients and professionals over the last few years. The content has been created by both patients and experts and provides real insight into what it's like to live with a neurological condition and how these individuals can be best supported to live independently for longer, and with a better quality of life.

The **Healthwatch Essex Ambassador Programme** was developed to ensure that lived experience is used effectively to influence and shape service design and delivery. The model involves recruiting, training, and supporting volunteers with direct experience of specific health and care services, and facilitating their input into the decision-making process. As part of this commitment, we have been recruiting, supporting, and facilitating engagement opportunities for women and their families through our Maternity Patient Partner programme; and, since July 2019, we have been actively recruiting Young Mental Health Ambassadors to represent the voice of young people who have accessed mental health services in Essex. Each of these programmes has supported efforts to make tangible improvements in the services across the county.

To **support co-production within Essex County Council** as they embark on a collaborative model of working, Healthwatch Essex has created a Disability Forum to represent adults with an experience of disability. Representation is sought from all disability groups, including those that care for someone with a disability. The forum work closely with Essex County Council commissioners to help shape and inform policies, procedures, strategies and services through co-production. The forum presents a fantastic opportunity for these voices to be heard at a senior level within the Council, ultimately helping to shape and improve local services in Essex. Over the course of three years, they will be part of discussions regarding the Council's long-term agendas and the planning of future co-production activities.

We continue to **build strong relationships with the universities in our region**. In February, we announced details of a new partnership project with the University of Essex: **The Courage Network.** The new partnership's project is one of 53 innovative projects across the UK, to be funded by the government as part of UK Research and Innovation's new vision for public engagement. It focused on supporting those people affected by, and living with neurological conditions and throughout 2020 it developed a co-designed research strategy to address directly these people's needs through actively engaging them in research design and delivery. This was completed at the start of this financial year. A number of projects completed their phase of engagement during this financial year and are planned for release next year. You can read more in our section about 'plans for future section' below.

Gascoynes

Community Asset Mapping

Healthwatch Essex is working alongside Community 360 and CVS Tendring to put together a community asset programme to build on existing work initiated in 2019. It will undertake a forensic analysis of the needs of the district and identify clear gaps in services by utilising the Community Asset's for Tendring and Colchester and considering Essex-wide organisations which reach into North East Essex and Essex-wide research which is being undertaken by Healthwatch Essex to gives a clear picture of need. The findings were published for use by all partners in early 2021 to provide support when planning, developing and commissioning future initiatives, adopting a more joined up and collaborative approach to address health inequalities and deliver earlier interventions.

Ambassador Programmes

Promoting and facilitating co-production remains high on our agenda and we will continue to recruit, support and train volunteers for specific projects where they can have real impact; using their own lived experience to help shape strategies, services and care pathways. This coming year, we will focus on supporting volunteers who have direct experience of mental health services in Essex and continue supporting our Collaborate Essex Forum Members and Young Mental Health Ambassadors.

Throughout the COVID-19 pandemic, we spent time collecting stories of people's lived experiences of the pandemic, both through a series of films 'Zooming in the Pandemic' and a survey, created in collaboration with the Integrated Care System in North East Essex. This learning is now being shared across the system such as digital literacy work.

Information and Guidance –

April 2020 saw us all in a brand new situation, with the country deeply feeling the effects of the Covid19 pandemic and the resulting restrictions put in place to attempt to slow down the spread of the virus. For the Healthwatch Essex team, the priority was to maintain the best possible service for the people of Essex at a time when health and wellbeing was firmly at the top of the agenda.

Our Information & Guidance team quickly adjusted to working from home, adapting to be able to provide our helpline service without disruption to in excess of 1000 people who chose to contact us for support. Some of the most popular topics we have supported with are difficulties in registering with GP surgeries, family support, complaints about hospitals, support with mental health and wellbeing and accessing a dentist. We have increased our accessibility by not only providing the service via the telephone, email and text but also by introducing WhatsApp and live webchat. Our Feedback Centre has also seen over 50 people submit reviews on our local services.

Although the team have not been able to engage in physical outreach events, we have ensured our presence at the virtual alternatives that have evolved. We have regularly attended the Essex County Council People & Families Scrutiny Committee and Health Overview Policy & Scrutiny Committee, as well as the SNEE ICS Suicide Prevention Group, LeDeR Steering Group, Castlepoint & Rochford Dementia Action Group, Essex Traveller Health & Wellbeing Group, One Colchester Delivery Board, Essex Compact Forum, MSE and SNEE Quality Surveillance Groups, VCS Covid19 Tendring Services Group, Care Nav+ Partners Network, Tendring Homeless Group, SNEE ICS VCSE Strategy Group, St Francis Hospice Individual Experience Management Group, Colchester Dementia Action Alliance, Essex Care Homes Hub Oversight Board, Care Sector Strategic Group, Braintree District Dementia Action Alliance, Health Inequalities Committee, West Essex Time To Change Steering Group, NEE Winter Resilience Steering Group, Basildon Dementia Action Alliance, Mid Essex Mental Health Forum, SNEE Vaccinations Equalities Group, SNEE Health & Wellbeing Alliance End of Life Programme Board, East of England NHSEI & Healthwatch Board, NEE Health Forum Committee, Palliative End of Life Care Delivery Group and the Pan Essex Dementia Action Alliance. Our presence at these meetings ensures that we are able to share the voices of the people of Essex through their lived experiences at the heart of where services are being formed and shaped.

Working collaboratively with Healthwatch Suffolk to collect lived experiences relating to topics including cancer, flu vaccines, diabetes, patient transport, dentistry, strokes and the impact on mental health and wellbeing whilst working from home. They have also maintained a positive working relationship with the CQC, assisting their monitoring of services with information gathered by our service, and supported the roll out of surveys around people's experiences of the Covid19 vaccine with MSE Care Partnership and elective orthopaedic travel with ESNEFT.

In response to the Covid19 pandemic, we devised and distributed a series of Covid19 Information Guides specifically for individuals living with physical impairment and long term health conditions, mental health issues, sensory impairment, learning disabilities and autism, and carers. These were distributed to a wide range of services and individuals, as well as being published on our website.

We have given presentations on the role and functions of Healthwatch to staff teams including Next Chapter domestic abuse service, the CQC and St Clare Hospice as well as the District Nursing student group at Anglia Ruskin University. IAG attended virtual launches of the Hutton View Care Home in Brentwood and the St Clare Hospice Namaste Dementia Care Service plus the Castlepoint Area Voluntary Services AGM.

Our IAG manager has written informative blogs focussing on ovarian cancer, hate crimes, access to dentistry, suicide and choosing a care home as well as launching a short film focussing on Denise, one of our Ambassadors, and her lived experience of domestic abuse. These have all been published on the Healthwatch Essex website. The team have undertaken training in Working with Trauma, Safeguarding, Outcome Based Approaches, Living Positively With Dementia, Personality Disorders, Suicidality and Self Harm, Later Life Insights, Risk Assessments, Working with Psychosis, Dementia Friends.

Gascoynes

Communications

It is vital that we spend time actively communicating with the public to help recruit participants to projects, share our learning and help people find the information that they need, as well as highlighting opportunities for them to ensure that their voice is heard. This work has been vital throughout the pandemic where the communications team kept the public up to date with all the local and national COVID-19 information and guidance.

In April 2019, Healthwatch Essex launched its new website, designed to be more accessible and easier to navigate. It was followed shortly afterwards by our newly-designed Feedback Centre, with a refreshed look and feel to match our new website. This online tool allows individuals to share their experiences of health and social care in Essex in the format of a review and star rating, giving insight into how people in the county experience health and care day to day. This has continued to grow and develop throughout 2020.

In January we took on two digital media apprentices who have helped us greatly increase our social media presence and engagement with the public. The new communications team were able to lead the social media campaign for sensory impairment mentioned above, our most successful campaign to date.

We continue to support a wide range of initiatives, to reach a broad range of audiences throughout the year. This year we used local data and information drawn from several of our reports to produce social media content ranging from films to blogs and audio for Dying Matters Week, Movember, Mental Health Week, World Obesity Day, which saw us reach new audiences and boost our followership online. Throughout the year, we received 101 pieces of written media coverage with a combined reach of 3 million people.

Financial review

Income & Expenditure

Healthwatch Essex is primarily funded by the Department of Health and the Department for Communities & Local Government, via Essex County Council. During the year to 31 March 2021 the company received income from this source of £527K (2020: £583K) - see Note 3 to the Financial Statements. Expenditure for the year amounted to £561K (2020: £581K) - the levels of expenditure attributable to each of the headline activities outlined in Section 1 of this report is presented in Note 5 to the Financial Statements.

Balance Sheet

The company's year-end Balance Sheet comprises:

- restricted funds £592K (2020: £406K).
- unrestricted funds £60K (2020: £13K).

An analysis of restricted funds by project is presented in Note 11 to the Financial Statements.

Reserves Policy

The company's restricted funds are required to be used for specific purposes laid down by the funder. It is the Board's policy, therefore, to use the surpluses gifted to it by its subsidiary company, HWE Insights, to build up, over time, a level of unrestricted funds sufficient to enable the company to meet its statutory obligations in the event of it ceasing to operate.

Gascoynes

Risk Management

The Board of Directors reviews the company's key strategic risks at each of its meetings. The biggest risk facing the company is its overreliance on funding from Essex County Council. In order to mitigate this overreliance, it is the company's policy to develop complementary commercial work to diversify income streams.

Statement of Completeness

Each of the directors has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information. Full details of the company's related party transactions are disclosed in Note 14 to the Financial Statements.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The Trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

Gascoynes

Plans for the future

The company's annual grant from Essex County Council for 2020/21 has been confirmed at £420K and we are in discussions to secure a 3 year contract at the end of the 2021/22 financial year. Utilising this funding we will continue to ensure that people are at the heart of care, and that their voice and lived experience are integral to decision-making. We will continue to diversify our Healthwatch Essex Ambassadors programme to help gather the voice and lived experience of the citizens of Essex.

Promoting and facilitating co-production remains high on our agenda and we will continue to recruit, support and train volunteers for specific projects where they can have real impact; using their own lived experience to help shape strategies, services and care pathways. This coming year, we will focus on supporting volunteers who have direct experience of mental health services in Essex and continue supporting our Collaborate Essex Forum Members.

Young Mental Health Ambassadors - Healthwatch Essex has recruited a number of Young Mental Health Ambassadors to help us understand their lived experience of mental health and accessing services in the county. The YMHAs are all under the age of 25 and have recently accessed mental health services in Essex. The project is run in partnership with the Emotional Wellbeing and Mental Health Service (EWMHS), and offers a unique opportunity to young people in Essex with experience of mental health to influence how services are provided in the county, making a difference both now and for the generations that follow.

Veterans Project Report – over the coming months we will launch and promote this report. Our research suggests that, during transition to civilian life, veterans find it hard to ask for help or advice or know where to go for this, and believe that the NHS struggles to understand their experiences and the impact these have had on them. Many also don't see themselves as veterans. It is important that veterans have the chance to voice the ways in which services can make changes to improve their mental and physical health and wellbeing, access health and social care, opportunities for employment, improve relationships and insight with health and care professionals and other services they use each day. This report has looked into the support available to armed forces veterans and some of the barriers to seeking that support.

The Weight of Stigma - Healthwatch Essex will launch our new research project in which we will be engaging with male participants from across Essex, Suffolk and Hertfordshire to identify and consider how and why men enter, drop-out of and navigate weight management and treatment services and, where possible, why some men do not engage with available services. We aim to understand men's lived experience of obesity and to bring their voice to the forefront of research.

Prisons – Following our report on the impact on the physical and mental health and wellbeing that work has on front line staff we have identified a need to engage with Prison Staff to understand the impact of their daily work with prisoners and their responsibilities as Prison Officers is having on their physical and mental health

Learning Disabilities and Employment - While some existing literature identifies financial gain, increased independence, social inclusion and a sense of self-worth as benefits to employment, research also points out that jobs for adults with LD are often low-paying, with low levels of responsibilities, and that health and wellbeing outcomes associated with such roles are low. This body of evidence suggests that low paid, 'low trust' roles may even be detrimental to health and wellbeing, due to increased stress, poor opportunities for socialising, and little sense of independence and self-worth. Through studying the lived experience of adults with learning disabilities, this study aims to investigate: experiences of gaining paid and unpaid work roles, how paid and unpaid work roles impact the health and wellbeing of people with learning disabilities, the extent to which job type influences the health and wellbeing of adults with learning disabilities who are in employment, undertaking work experience, or volunteering their time,
how leisure activities impact health and wellbeing for people with learning disabilities, in comparison to and in conjunction with employment.

Gascoynes

Men's Mental Health and Suicide Risk
This research will seek to build on previous work we have done that has touched upon men's mental health and is likely to generate some potential impact around suicide prevention. It is hoped that, through sharing their experiences, we provide a platform for men to discuss their mental health, as well challenging cultural norms around the stigma of men talking about mental health issues.

Addiction
This project will be about exploring addiction and will include three subtopics: gambling, drugs and alcohol. The aim will be to gather lived experiences from people who have recovered from their addiction or who are currently accessing support. This project will seek to find out barriers of accessing support, preventative measures, signposting of support organisations and what could be done to help people living with an addiction. It is hoped that having these conversations may encourage others to seek help and raise awareness that there are organisations out there to offer support to those living with addiction. Insight will also be provided to professionals of the lived experiences of people who have recovered from addiction or who are currently seeking support.

Hidden Voices Podcast
This year, HWE will be launching a new podcast, designed to help tell stories of lived experience within health and social care via a new medium. 'Hidden Voices' will provide another channel through which we can share experiences and we will use the podcast platform to support the work of our engagement and research teams – focussing primarily on the topics that they are currently exploring.

Understanding Inequalities
Commissioned directly by Mid and South Essex Foundation trust this work will look at the experiences of adults with Learning Disabilities in accessing health services. The research will include not only those individuals but also professionals involved in the care of adults with learning disabilities. It will comprise of a 'trigger film' and facilitated focus groups to understanding the challenges, barriers, difficulties and enablers in accessing health.

J9 and Hate Crime reporting centre expansion
This year the information and guidance team undertook training to become a J9 (domestic abuse) reporting center and a hate crime reporting center. We will work closely with the IAG and communications team to promote this service and ensure it is supporting people across Essex.

Finally, we will work closely with our local commissioners, providers and regulators of health and social care, alongside numerous public sector and voluntary sector organisations, all of whom we continue to be enormously grateful to, for supporting our work and often working alongside us to ensure its success. This has been and will continue to be the prime area of focus for us, building and nurturing key stakeholder relationships.

Structure, governance and management

Healthwatch Essex is a private company limited by guarantee, incorporated in England and Wales, registered company number 8360699. The registered office is 49 High Street, Earls Colne, CO6 2PB. The company is also a registered charity, charity registration number 1158356. The company is governed by its Memorandum and Articles of Association.

The company's governance structure comprises:

1. A Board of Directors responsible for the day to day oversight of the company (including setting strategic direction and budgets) and meeting in public at least twice a year to make decisions that are required to be made in public. The Board is required to consist of:
    a. At least 5 directors, including the Chair and Vice Chair, appointed by the Board. The directors in place as of 1 April 2016 (the date upon which this governance structure came into effect) were deemed to have been appointed by advise from an Independent Appointment Panel.
    b. Up to 3 other directors co-opted by the Board to enhance the mix of skills and experience available to the Board.
2. A right for anyone who lives in or uses health and social care services in Essex to make representations at public meetings of the Board.

The Trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs C Crossley	
Mr G Hyams	(Retired 25 March 2021)
Ms K Cole	(Resigned 13 July 2021)
Ms L Brookes	
Mrs A Cherry	(Appointed 6 August 2020)
Mr P Hutton	(Appointed 6 August 2020 and resigned 13 July 2021)
Mr L Payne	(Appointed 6 August 2020)
Mr P Findlay	(Appointed 6 August 2020)
Mr N Jones	(Appointed 11 May 2021)
Ms S Kerins	(Appointed 8 March 2021 and resigned 16 March 2021)
Ms G Munjoma	(Appointed 8 March 2021 and resigned 16 March 2021)
Dr S Carey	(Appointed 13 July 2021)
Mr P Ruddy	(Appointed 9 November 2021)
Mrs S Verkuyten	(Appointed 9 November 2021)
Ms S Glover	(Resigned 17 July 2020)
Ms A Woolf	(Resigned 16 June 2020)

All new Directors receive a comprehensive Induction Pack outlining their individual responsibilities and the collective responsibilities of the Board of Directors. Mr G Hyams replaced Ms S Glover as Chairman on 17 July 2020 and resigned in March 2021.

None of the directors has any beneficial interest in the company.

The Executive

Ms S Glover was appointed Chief Executive Officer in August 2020 and confirmed in post in February 2021 following a successful probationary period.

Including the Chief Executive Officer, the company presently has 15 members of staff. All members of staff are based at the company's office.

HWE Insights Limited

HWE Insights Limited is a company limited by shares and wholly owned by Healthwatch Essex. It is incorporated in England and Wales, registered company number 09989317. The company's registered office is 49 High Street, Earls Colne, Colchester, Essex, CO6 2PB.

HWE Insights' strategy is to capitalise on the opportunities available to it to carry out commercial work which complements, enhances and extends the work of Healthwatch Essex. Any surpluses generated by the company are required either to be retained in the company for future use or else gifted to Healthwatch Essex.

The combined income of Healthwatch Essex and HWE Insights did not exceed £1 million in the year to 31 March 2021 so, in accordance with the Charities Act, the Board of Healthwatch Essex has opted not to prepare consolidated financial statements.

The Trustees, who are also the directors of Healthwatch Essex Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In September 2020 a paper was presented to the board to discuss the future on HWE Insights, in November 2020 it was agreed that at the end of the financical year HWE Insights would be made dormant and this status changed on Companies House.

Gascoynes

Auditor

In accordance with the company's articles, a resolution proposing that Whittle & Partners LLP be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.

AE Cherry

AE Cherry (Dec 15, 2021 14:52 GMT)

Mrs A Cherry

Trustee

Dated: 15 December 2021

Gascoynes

HEALTHWATCH ESSEX LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2021

The Trustees, who are also the directors of Healthwatch Essex Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Gascoynes

HEALTHWATCH ESSEX LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF HEALTHWATCH ESSEX LIMITED

Opinion

We have audited the financial statements of Healthwatch Essex Limited (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees has not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The Trustees is responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Gascoynes

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the statement of trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, is responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees is responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Gascoynes

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

The audit tests, including planning procedures, adopted for the audit of these financial statements are designed to assess and detect the risk of irregularities, including fraud. Our risk assessment of the likelihood of irregularities included the high degree of involvement of the experienced directors, which reduces the risk of irregularities. The audit team was competent to assess the risk and identify any potential irregularities. A thorough understanding of the processes, frameworks and authorisations in place was obtained from the directors and tested throughout the audit.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance.

The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: http://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Gascoynes

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Whittles
Whittles (Dec 15, 2021 15:47 GMT)

Whittle & Partners LLP
Chartered Accountants
Statutory Auditor
The Old Exchange
64 West Stockwell Street
Colchester
Essex
CO1 1HE

15 December 2021

Whittle & Partners LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006

Gascoynes

HEALTHWATCH ESSEX LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Income from:							
Donations and legacies	**2**	47,100	-	47,100	2,317	-	2,317
Charitable activities	**3**	-	747,144	747,144	-	665,168	665,168
Investments	**4**	386	-	386	-	876	876
Total income		47,486	747,144	794,630	2,317	666,044	668,361
Expenditure on:							
Charitable activities	**5**	-	560,893	560,893	-	581,295	581,295
Net income for the year/ Net movement in funds		47,486	186,251	233,737	2,317	84,749	87,066
Fund balances at 1 April 2020		12,607	405,869	418,476	10,290	321,120	331,410
Fund balances at 31 March 2021		60,093	592,120	652,213	12,607	405,869	418,476

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Gascoynes

HEALTHWATCH ESSEX LIMITED

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Investments	**8**		1		1
Current assets					
Debtors	**9**	196,368		110,650	
Cash at bank and in hand		470,224		316,907	
		666,592		427,557	
Creditors: amounts falling due within one year	**10**	(14,380)		(9,082)	
Net current assets			652,212		418,475
Total assets less current liabilities			652,213		418,476
Income funds					
Restricted funds	**11**		592,120		405,869
Unrestricted funds			60,093		12,607
			652,213		418,476

Gascoynes

HEALTHWATCH ESSEX LIMITED

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021, although an audit has been carried out under section 144 of the Charities Act 2011.

The Trustees acknowledges her responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the 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 company.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 15 December 2021

AE Cherry
AE Cherry (Dec 15, 2021 14:52 GMT)

Mrs A Cherry
Trustee

Company Registration No. 08360699

Gascoynes

HEALTHWATCH ESSEX LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2021 £	2020 £	2020 £
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	**16**		152,931		(684)
Investing activities					
Interest received		386		876	
Net cash generated from investing activities			386		876
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			153,317		192
Cash and cash equivalents at beginning of year			316,907		316,715
Cash and cash equivalents at end of year			470,224		316,907

Gascoynes

1 Accounting policies

Charity information

Healthwatch Essex Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 49 High Street, Earls Colne, Colchester, Essex, CO6 2PB.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

The impact of the Covid pandemic on Healthwatch Essex has had minimal or no impact on the finances of the organisation. The charity quickly implemented new working practices to protect its staff, which included measures such as working from home and minimising face to face contact where possible through the use of video conferencing and collaboration tools such as Zoom and Microsoft Teams. Healthwatch Essex continues to combine working from home with regular team days in the office for those staff not at risk. As a result, work was carried out throughout the pandemic with little or no disruption, which will continue.

Whilst the directors acknowledge that the impact of the coronavirus has had an impact on the economy throughout 2020/21, the directors do not believe this will have a significant impact on the charity as they continue to receive their fixed grant from the government through Essex County Council and there is no indication that this will not continue. Nevertheless, the directors have continued to diversify income by carrying out work for third parties, which has not been adversely impacted by the pandemic.

The directors therefore anticipate that the charity will continue to meet its liabilities as they fall due. Based on this assessment these accounts have been prepared on a going concern basis.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Gascoynes

1 Accounting policies **(Continued)**

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Resources expended

Expenditure is accounted for on an accruals basis and includes VAT where applicable. All expenditure is allocated to a particular activity where it relates directly to that activity. Support functions (including communications, finance, human resources and governance) are apportioned across the activities that the functions support. Overhead costs (including office running costs and consumables, information technology and insurances) are similarly apportioned. Taken together, all these costs are referred to as 'support costs' in Note 6 to the Financial Statements. Support costs are apportioned to activities based on the number of staff employed within that activity.

1.6 Fixed asset investments

Fixed asset investments are stated at cost.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

The company's financial assets are measured at the cash consideration expected to be received and are not discounted.

Other financial assets, including investments in equity instruments which are not subsidiaries, associates or joint ventures, are initially measured at fair value, which is normally the transaction price. Such assets are subsequently carried at fair value and the changes in fair value are recognised in net income/(expenditure), except that investments in equity instruments that are not publicly traded and whose fair values cannot be measured reliably are measured at cost less impairment.

Gascoynes

1 Accounting policies **(Continued)**

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.11 Taxation

The company is a charity within the meaning of section 506(1) of the Taxes Act 1988. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within the categories covered by Section 505 of the Taxes Act 1988 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to exclusively charitable purposes.

2 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Donations and gifts	37,100	2,317
Covid-19 Local Authority Grant	10,000	-
	47,100	2,317

Gascoynes

3 Charitable activities

	2021	2020
	£	£
Essex County Council	526,837	583,000
NHS England	8,617	2,500
Collaborative Essex	131,777	40,417
National Lottery Community Funding	29,825	39,251
Voluntary Action Epping Forest	2,450	-
University Income	18,473	-
Community Asset Mapping	29,165	-
	747,144	665,168

4 Investments

	Unrestricted funds 2021	Unrestricted funds 2020
	£	£
Interest receivable	386	876

Gascoynes

5 Charitable activities

	Outreach & Engagement 2021	Commissioning & Research 2021	Signposting & Information 2021	Total 2021	Outreach & Engagement 2020	Commissioning & Research 2020	Signposting & Information 2020	Total 2020
	£	£	£	£	£	£	£	£
Staff costs	120,032	12,530	98,743	231,305	118,418	12,193	81,535	212,146
Direct costs	448	3,085	3,003	6,536	13,027	2,069	4,935	20,031
	120,480	15,615	101,746	237,841	131,445	14,262	86,470	232,177
Share of support costs (see note 6)	169,836	17,877	110,245	297,958	193,656	20,385	125,707	339,748
Share of governance costs (see note 6)	14,304	1,505	9,285	25,094	5,341	562	3,467	9,370
	304,620	34,997	221,276	560,893	330,442	35,209	215,644	581,295

Gascoynes

6 Support costs

	Support costs	**Governance costs**	**2021**	Support costs	Governance costs	2020
	£	**£**	**£**	£	£	£
Staff costs	204,793	330	205,123	224,199	-	224,199
Media & Marketing costs	9,588	-	9,588	21,685	453	22,138
Premises costs	21,614	-	21,614	40,597	13	40,610
General office costs	46,780	175	46,955	42,229	264	42,493
Travelling and subsistence costs	2,345	210	2,555	11,038	-	11,038
Audit fees	-	4,561	4,561	-	3,270	3,270
Legal and professional	12,838	19,032	31,870	-	1,850	1,850
Bank charges	-	658	658	-	677	677
Directors' expenses	-	128	128	-	2,843	2,843
	297,958	25,094	323,052	339,748	9,370	349,118
Analysed between						
Charitable activities	297,958	25,094	323,052	339,748	9,370	349,118

Governance costs includes payments to the auditors of £4,561 (2020- £3,270) for audit fees.

Gascoynes

7 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
	14	14

Employment costs	2021 £	2020 £
Wages and salaries	386,454	370,457
Social security costs	28,997	37,713
Other pension costs	20,978	28,175
	436,429	436,345

The Chief Executive Officer who was in post during the year (see section 5 of the Directors' report) received employee benefits for the year, excluding employer's pension contributions, of £32,667 (2020: 69,375). No employees received employee benefits for the year, excluding employer's pension contributions, of more than £60,000 (2020: 1).

8 Fixed asset investments

	Other investments
Cost or valuation	
At 1 April 2020 & 31 March 2021	1
Carrying amount	
At 31 March 2021	1
At 31 March 2020	1

Other investments comprise:	Notes	2021 £	2020 £
Investments in subsidiaries	15	1	1

Gascoynes

8 Fixed asset investments **(Continued)**

9 Debtors

	2021	2020
Amounts falling due within one year:	**£**	**£**
Trade debtors	158,142	-
Amounts owed by subsidiary undertakings	-	61,513
Other debtors	11,860	7,877
Prepayments and accrued income	26,366	41,260
	196,368	110,650

10 Creditors: amounts falling due within one year

	2021	2020
	£	**£**
Other taxation and social security	181	-
Trade creditors	4,544	5,108
Amounts owed to subsidiary undertakings	2,312	-
Other creditors	2,557	3,974
Accruals and deferred income	4,786	-
	14,380	9,082

Gascoynes

11 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds		
	Balance at 1 April 2020	Incoming resources	Resources expended	Balance at 31 March 2021
	£	£	£	£
Essex County Council	366,769	520,504	(473,416)	413,857
Collaborative Essex	11,553	120,793	(34,736)	97,610
Essex Neurology Network	23,942	10,984	(7,680)	27,246
Active Essex	365	17,400	(44,520)	(26,755)
Extra Care Engagement Report	3,240	-	(541)	2,699
Community asset mapping	-	29,165	-	29,165
National Lottery community funding	-	29,825	-	29,825
University income	-	18,473	-	18,473
	405,869	747,144	(560,893)	592,120

The Essex County Council funding originates from the Department of Health and the Department for Communities & Local Government, and the primary restrictions on its use are laid down in the Health and Social Care Act 2012 and related statutory guidance. The company is also accountable to Essex County Council for the efficient and effective use of these resources, as specified in the annual grant funding agreement with the council. This restricted fund includes all the company's investment income.

The income received from NHS England was by way of a co-production event put on at the end of March.

The Collaborative Essex project is to deliver a model for Essex County Council to collaborate with adults with an experience of disability in Essex.

The National Lottery Community Fund is contributing towards the costs of running the Essex Neurology Network for three years.

Income from Essex County Council is for secondments with Active Essex and an Extra Care Engagement Report engaging with people in Essex in supported housing and feeding back their experiences.

Gascoynes

12 Analysis of net assets between funds

	Restricted 2021	**Unrestricted 2021**	**Total 2021**	Restricted 2020	Unrestricted 2020	Total 2020
	£	**£**	**£**	£	£	£
Fund balances at 31 March 2021 are represented by:						
Investments	-	1	1	-	1	1
Current assets/(liabilities)	592,120	60,092	652,212	405,869	12,606	418,475
	592,120	60,093	652,213	405,869	12,607	418,476

13 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021	**2020**
	£	**£**
Within one year	15,000	15,000
Between two and five years	37,500	45,000
	52,500	60,000

Gascoynes

14 Related party transactions

Healthwatch Essex is controlled by its Board of Directors. None of the directors (or any persons connected with them) received any remuneration or any other benefits during the year (2020: nil).

1 director (2020: 7) was reimbursed a total of £210 (2020: £2,770) in expenses. There is an amount of £210 relating to trustee expenses which were paid during this year which related to 31 March 2020 and these were not included within the prior year accounts. During the year a gift with the value of £30 was given to Mr G Hyams on his resignation as trustee.

HWE Insights Limited

HWE Insights Limited is a company limited by shares and wholly owned by Healthwatch Essex (see Structure, Governance and management of the Trustees' Report and Note 16 to these Financial Statements).

HWE Insights' Board of Directors comprises one director who is also a director of Healthwatch Essex and three independent directors. None of the directors of HWE Insights received any remuneration from HWE Insights during the year (2020: none) and none had any expenses reimbursed to them (2020: none).

During the course of the year Healthwatch Essex seconded a number of its employees to HWE Insights and otherwise incurred expenditure on behalf of the company in accordance with the terms of an Intragroup Services Agreement signed by representatives of both parties.

During the course of the year to 31 March 2021 HWE Insights received commercial income of £26,250 (2020: £94,619) and incurred expenditure of £44,630 (2020: £59,836) leaving an operating loss of £18,380 (2020: £34,783 profit). At the year end the company had assets of £23,804 (2020: £109,362), including £2,400 owing from Healthwatch Essex Limited, and liabilities of £5,083 (2020: £72,261).

The Board of HWE Insights will resolve to donate to Healthwatch Essex the company's profit for the year to 31st March 2021. This donation will be recognised as income in Healthwatch Essex's financial statements in the subsequent year. It has been agreed that this company will become dormant from 31 March 2021 and will cease to take on any further community projects.

15 Subsidiaries

Details of the charity's subsidiaries at 31 March 2021 are as follows:

Name of undertaking	Registered office	Nature of business	Class of shares held	% Held Direct	% Held Indirect
HWE Insights Limited	England	Research and consultancy	Ordinary	100.00	

Name of undertaking	Profit/(Loss)	Capital and Reserves
	£	£
HWE Insights Limited	(18,380)	18,721

Gascoynes

16	Cash generated from operations	2021	2020
		£	£
	Surplus for the year	233,737	87,066
	Adjustments for:		
	Investment income recognised in statement of financial activities	(386)	(876)
	Movements in working capital:		
	(Increase) in debtors	(85,718)	(76,667)
	Increase/(decrease) in creditors	5,298	(10,207)
	Cash generated from/(absorbed by) operations	152,931	(684)

Gascoynes

Healthwatch Essex Limited - Finalised 2021 accounts

Final Audit Report 2021-12-15

Created:	2021-12-15
By:	Gascoynes Accounts (Accounts@gascoynes.co.uk)
Status:	Signed
Transaction ID:	CBJCHBCAABAAZnhuI0TJSvEglTry1II7siFruGcofHW1

"Healthwatch Essex Limited - Finalised 2021 accounts" History

Document created by Gascoynes Accounts (Accounts@gascoynes.co.uk)
2021-12-15 - 14:08:42 GMT- IP address: 81.149.163.35

Document emailed to AE Cherry (amanda_cherry@btinternet.com) for signature
2021-12-15 - 14:09:56 GMT

Email viewed by AE Cherry (amanda_cherry@btinternet.com)
2021-12-15 - 14:16:23 GMT- IP address: 86.143.182.57

AE Cherry (amanda_cherry@btinternet.com) entered valid password.
2021-12-15 - 14:35:17 GMT

Document e-signed by AE Cherry (amanda_cherry@btinternet.com)
Signature Date: 2021-12-15 - 14:52:08 GMT - Time Source: server- IP address: 86.143.182.57

Document emailed to Whittles (michael@whittles.co.uk) for signature
2021-12-15 - 14:52:10 GMT

Email viewed by Whittles (michael@whittles.co.uk)
2021-12-15 - 15:45:02 GMT- IP address: 194.72.104.50

Whittles (michael@whittles.co.uk) entered valid password.
2021-12-15 - 15:45:33 GMT

Document e-signed by Whittles (michael@whittles.co.uk)
Signature Date: 2021-12-15 - 15:47:11 GMT - Time Source: server- IP address: 194.72.104.50

Agreement completed.
2021-12-15 - 15:47:11 GMT

Adobe Sign