

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

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Trustees	Ms L Brookes Mrs A Cherry Mr N Jones Dr S Carey Mr John Blake Mr Daniel Taggart	(Appointed 8 November 2022) (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

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# HEALTHWATCH ESSEX LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

*FOR THE YEAR ENDED 31 MARCH 2023*

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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.

# HEALTHWATCH ESSEX LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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### Community Asset Mapping

Our work with Community360 and Community Voluntary Services Tending 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.

# HEALTHWATCH ESSEX LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

*FOR THE YEAR ENDED 31 MARCH 2023*

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### 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.

# HEALTHWATCH ESSEX LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

*FOR THE YEAR ENDED 31 MARCH 2023*

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### 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.

# HEALTHWATCH ESSEX LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

*FOR THE YEAR ENDED 31 MARCH 2023*

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### 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)



# HEALTHWATCH ESSEX LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

*FOR THE YEAR ENDED 31 MARCH 2023*

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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.

# HEALTHWATCH ESSEX LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

*FOR THE YEAR ENDED 31 MARCH 2023*

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### 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**  
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# HEALTHWATCH ESSEX LIMITED

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

*FOR THE YEAR ENDED 31 MARCH 2023*

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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.

# HEALTHWATCH ESSEX LIMITED

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

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### 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.

# HEALTHWATCH ESSEX LIMITED

## INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE TRUSTEES OF HEALTHWATCH ESSEX LIMITED

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### 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.

# HEALTHWATCH ESSEX LIMITED

## INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE TRUSTEES OF HEALTHWATCH ESSEX LIMITED

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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 Annatrace Limited  
Statutory Auditor  
10, The Thoroughfare  
Harleston  
Norfolk  
IP20 9AX

**31/01/2024**  
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Annatrace 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.

# HEALTHWATCH ESSEX LIMITED

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
	Notes						
<u>Income from:</u>							
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
<u>Expenditure on:</u>							
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.

# 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	
		<u>767,089</u>		<u>814,885</u>	
Creditors: amounts falling due within one year	10	(57,502)		(46,689)	
		<u>709,587</u>		<u>768,196</u>	
Net current assets			709,587		768,196
Total assets less current liabilities			<u>709,588</u>		<u>768,197</u>
Income funds					
Restricted funds	11	451,240		689,237	
Unrestricted funds		258,348		78,961	
		<u>709,588</u>		<u>768,198</u>	

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



# 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

# HEALTHWATCH ESSEX LIMITED

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

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### 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.

# HEALTHWATCH ESSEX LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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.

# HEALTHWATCH ESSEX LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 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
	<u>583,148</u>	<u>684,574</u>
Analysis by fund		
Unrestricted funds	131,095	-
Restricted funds	<u>452,053</u>	<u>684,574</u>
	<u>583,148</u>	<u>684,574</u>

### 4 Investments

	Unrestricted funds	Unrestricted funds
	2023 £	2022 £
Interest receivable	<u>452</u>	<u>149</u>

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023

Gascoynes

# HEALTHWATCH ESSEX LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 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
	<u>490,799</u>	<u>24,764</u>	<u>515,563</u>	<u>375,500</u>	<u>29,260</u>	<u>404,760</u>
Analysed between Charitable activities	<u>490,799</u>	<u>24,764</u>	<u>515,563</u>	<u>375,500</u>	<u>29,260</u>	<u>404,760</u>

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
	<u>17</u>	<u>16</u>
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
	<u>499,707</u>	<u>442,824</u>

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

# HEALTHWATCH ESSEX LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

8	Fixed asset investments			(Continued)
				Other investments
	Cost or valuation			
	At 1 April 2022 & 31 March 2023			1
				<u>1</u>
	Carrying amount			
	At 31 March 2023			1
				<u>1</u>
	At 31 March 2022			1
				<u>1</u>
	Other investments comprise:	Notes	2023 £	2022 £
	Investments in subsidiaries	15	1	1
			<u>1</u>	<u>1</u>
9	Debtors		2023 £	2022 £
	Amounts falling due within one year:			
	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
			<u>15,134</u>	<u>235,874</u>
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
			<u>57,502</u>	<u>46,689</u>

# HEALTHWATCH ESSEX LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 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:

	Balance at 1 April 2022	Movement in funds			Balance at 31 March 2023
	£	Incoming resources £	Resources expended £	Transfers £	£
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
	<u>689,237</u>	<u>452,053</u>	<u>(371,691)</u>	<u>(318,359)</u>	<u>451,240</u>

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
	<u>451,241</u>	<u>258,348</u>	<u>709,588</u>	<u>689,235</u>	<u>78,962</u>	<u>768,197</u>



# HEALTHWATCH ESSEX LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 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
	<u>54,286</u>	<u>62,530</u>

### 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 commercial 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	Indirect
HWE Insights Limited	England	Research and consultancy	Ordinary	100.00	
Name of undertaking	Profit/(Loss)	Capital and Reserves			
	£	£			
HWE Insights Limited	(87)	(866)			

# HEALTHWATCH ESSEX LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

16	Cash generated from operations	2023 £	2022 £
	(Deficit)/surplus 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	<u>172,491</u>	<u>108,640</u>

# 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:	CBJCHBCAABAAIDgcezul7EWF1EefrQz_VldbTRV3T8aw

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

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-  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
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Signature Date: 2024-01-31 - 3:35:56 PM GMT - Time Source: server- IP address: 80.44.79.120
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