

# HEALTHWATCH NORTH TYNESIDE

England & Wales · Charity number 1160753

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2015-03-04

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** 2nd Floor  
Customer First Centre  
Spirit of North Tyneside Wing  
16 The Forum  
Wallsend

**Phone** 0191 2635321

**Email** [info@healthwatchnorthtyneside.co.uk](mailto:info@healthwatchnorthtyneside.co.uk)

**Website** [www.healthwatchnorthtyneside.co.uk](http://www.healthwatchnorthtyneside.co.uk)

## Activities

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**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 AND COMMISSIONERS;(C) ENABLING LOCAL PEOPLE TO HAVE A VOICE IN THE DEVELOPMENT, DELIVERY, IMPROVEMENT 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:** Healthwatch North Tyneside works to champion the views, needs and experiences of local people to improve health and social care services in North Tyneside.

## Classification

- **How:** Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** General Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Defined Groups, The General Public/mankind

## Geography

- Throughout England

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£244,351	£243,413	-	-
2024-03-31	£395,964	£378,858	-	-
2023-03-31	£381,372	£358,790	-	-
2022-03-31	£202,373	£197,820	-	-
2021-03-31	£154,145	£154,017	-	-

## Trustees

Name	Role	Appointed
<b>Carol Susan Nevison</b>	Chair	2022-03-15
Beatrix Elizabeth Groves-McDaniel		2020-11-24
DAVID CHARLES SLATER		2023-11-13
Ian Paul Greenway		2023-11-13
Jaqueline Doughty		2021-09-27
Lyndsay Yarde		2025-04-28
Maxine Jean Ulrich Houston		2025-03-10
PAULA MARIA MCCORMACK		2021-10-04
Paul Francis McKelvie		2025-03-10
Peter Michael Berrie		2023-11-13

**HEALTHWATCH NORTH TYNESIDE**

England & Wales - Charity number 1160753

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# Accounts

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**REPORT OF THE TRUSTEES AND  
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025  
FOR  
HEALTHWATCH NORTH TYNESIDE**

BK Plus Limited  
Chartered Certified Accountants  
13 Windsor Terrace  
Jesmond  
Newcastle upon Tyne  
NE2 4HE

# HEALTHWATCH NORTH TYNESIDE

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## **HEALTHWATCH NORTH TYNESIDE**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

#### **OBJECTIVES AND ACTIVITIES**

##### **Objectives and aims**

Our charitable purpose, as stated in our constitution, is:

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship:

- providing information to the general public about health and social care services;
- making the views and experiences of members of the public known to providers of health and social care services and commissioners;
- enabling local people to have a voice in the development, delivery, improvement and equality of access to local health and social care services and facilities; and
- 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.

##### **Significant activities**

Our small staff team are supported by volunteers to deliver a range of activities including:

- 1) Engaging with residents to understand their views and experiences of Health and Care Services.
- 2) Providing information and signposting for residents so they can access the support they need.
- 3) Writing reports and recommendations, based on what residents tell us, to improve health and care services.
- 4) Bringing residents, services providers and decision makers together to discuss issues and develop services.

Whilst the focus of our work is North Tyneside, we work closely with other Local Healthwatch organisations in our North East and North Cumbria Healthwatch Network. We administer funding, provide administration support, Coordinate activity and run some projects on behalf of the Network.

##### **Public benefit**

The financial statements have been prepared in accordance with our constitution and guidance issued by the charity commission.

## HEALTHWATCH NORTH TYNESIDE

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

#### ACHIEVEMENTS AND PERFORMANCE

Our annual report, published in June 2025, provides full details of the activity of the charity and can be found at [Healthwatch-North-Tyneside-Annual-Report-2024-25.pdf](#).

The highlights of this reporting period include:

- Success in securing the contract to deliver the Healthwatch service in North Tyneside over the next 3 years.
- Engaging with 3,086 people at 106 community outreach events across North Tyneside.
- 4,085 local people sharing their views and experiences of Health and care services with us.
- Supporting autistic residents and their families/carers to work with commissioners to develop new support.
- Working with mental health services users and Launchpad North Tyneside to develop mental Health services.
- Working with Age UK North Tyneside to hear from 970 residents about making North Tyneside a more age Friendly Community, creating the basis for an application to become an Age Friendly Community, evidence for a future Ageing Well Strategy and Age UK North Tyneside's next strategic plan.
- Working with North Tyneside Carers' Centre to hear from 83 young carers and review the young carers support pathways.
- Helping 843 residents have their say about future pharmacy services and influencing the Pharmaceutical Needs Assessment for the Health and Wellbeing Board.
- Visiting all 30 of our care homes in North Tyneside and feeding into North Tyneside Council's service quality monitoring.
- Completing our 20 month Hospital to home research project hearing from residents over multiple interviews, to understand their experiences of care after they have left hospital.
- Leading a North East and North Cumbria wide dental access project that heard from over 3,800 residents and supporting the Integrated Care Board to develop their Oral Health and Dentistry strategy.
- Working with other local Healthwatch to hear from 4,500 women across the North East and North Cumbria to influence the Integrated Care Board's Women's Health Strategy.
- Supporting users of Adult Social Care services to feed into quality assurance systems and co-design services.
- Supporting residents to contribute to the NHS North East Ambulance Service's review of the clinical strategy.

We are indebted to our team of dedicated volunteers who gave over 2,200 hours to hearing people's views and improving health and care services.

We also began reviewing our strategic plan to develop our aspirations for the future. The government launched their 10 year plan for the NHS in July 2025 and the Dash Review into Patient Safety, after this reporting period. These will have potentially significant impacts on the work of our charity once legislation is passed in the coming years. Our trustees are keen to secure the long term future of service user voice and the activities of the charity.

## **HEALTHWATCH NORTH TYNESIDE**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

#### **FINANCIAL REVIEW**

##### **Financial position**

During this period, we successfully tendered to continue to deliver the core Healthwatch Services in North Tyneside for the next 3 years.

We continued to diversify our income and work with partners to identify new opportunities.

These accounts show a small surplus of £938 during this period. Our balance sheet shows that we hold £122,072 (£121,134 in 2024/5) as well as significant funds for work in the coming year.

##### **Principal funding sources**

Our main source of funding continues to be our commissioned Healthwatch service contract with North Tyneside Council.

In addition to this, we received separate project funding from North Tyneside Council, NHS North East and North Cumbria Integrated Care Board, Northumbria Healthcare NHS Foundation Trust and Healthwatch England.

##### **Reserves policy**

The trustees have examined the charity's reserves in light of the main risks to the organisation. The main focus of our work during this period was the delivery of commissioned services many set out in primary legislation.

Each year we review the amount we should hold to cover winding up the charity, for this period we set aside £50,000. The charity's free reserves amounted to £72,072.

##### **Going concern**

Government announcements about changes to legislation relating to statutory Healthwatch activity came after the end of this financial period with the details and timescales of change remaining unclear. The trustees are working closely with other local Healthwatch organisations to monitor this closely and influence future legislation and consider options and opportunities. Implications will be reported in future accounts, however, as things stand, the trustees do not consider there to be any material uncertainties about the charity's ability to continue as a going concern.

## HEALTHWATCH NORTH TYNESIDE

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

#### STRUCTURE, GOVERNANCE AND MANAGEMENT

##### **Charity constitution**

We are a Charitable Incorporated Organisation, established in March 2015. Our Trustees are responsible for the overall management of the organisation, with day to day control being exercised by our Director who is assisted by a small team and volunteers. Key decisions are made at our Board meetings. Our meetings are open to the public and agendas and minutes are available on our website, where a copy of our constitution can also be downloaded. Our constitution provides details of our management processes, with further detail provided in our policy and procedure documents published on our website.

##### **Recruitment and appointment of new trustees**

During this period we successfully appointed two new trustees. The vacancies were widely advertised and potential trustees were asked to respond to five questions about their skills, experiences, motivations and interests. Candidates then meet with two trustees and the Director for an informal interview and their application is then discussed with the wider board of Trustees. Candidates are then invited to complete the following induction process prior to formally being appointed as a trustee - this gives both potential trustee and the wider organisation opportunity to get to know each other.

- Meet with the Chair.
- Meet with the director to discuss the workplan, activities and budget/finance position.
- Attend the HWNT induction session.
- Participate in a Board meeting (as an observer).
- Meet members of the staff and volunteer team.
- Complete the Healthwatch England online induction and Board Member online induction.
- Complete the DBS process.
- Complete the Trustee declarations and declarations of interest processes.

All volunteers with HWNT, including Trustees, are expected to undertake:

- Health and Safety Briefing.
- Equalities, diversity and inclusion.
- Safeguarding Adults and Children - renewed every 2 years.
- Dementia awareness.

The Trustee Handbook is also provided electronically or as a hard copy if preferred, together with the following:

- Constitution.
- Latest set of accounts.
- Latest annual report.
- Current year Priorities and Work plan.
- List of current policies and how to access.
- Current year Budget Statement.
- Trustees names and contact details.
- Expenses claim form.
- Charity Commission guidance - 'The Essential Trustee'.

##### **Related parties**

We work closely with other Local Healthwatch organisations in our North East and North Cumbria (NENC) Healthwatch Network. We administer funding, provide administration support, coordinate activity and run some projects on behalf of the Network and are funded to do this. In addition, we hold funds for partnership projects with Northumbria Healthcare NHS Foundation Trust and Healthwatch Northumberland.

## HEALTHWATCH NORTH TYNESIDE

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

#### REFERENCE AND ADMINISTRATIVE DETAILS

**Charity name**

Healthwatch North Tyneside

**Registered charity number**

1160753

**Principal address**

2nd Floor, Wallsend Library and Community Hub, 16 The Forum, Wallsend, NE28 8JR

**Trustees**

Carol Nevison

Chair

Jackie Doughty

Treasurer

Theresa Culpin

to January 2025

Dr Joanne Brown

to October 2024

Paula McCormack

Bea Groves-McDaniel

David Slater

Peter Berrie

Ian Paul Greenway

Louise Jones

to April 2024

Maxine Ulrich Houson

from March 2025

Paul McKelvie

from March 2025

**Director**

Paul Jones

**Independent examiner**

Nicholas J Liley FCA, BK Plus Limited, 13 Windsor Terrace, Jesmond, Newcastle upon Tyne, NE2 4HE

**Bankers**

The Co-operative Bank, PO Box 250, Skelmersdale, WN8 6WT

The Charity Bank Limited, Fosse House, 182 High Street, Tonbridge, TN9 1BE

## **HEALTHWATCH NORTH TYNESIDE**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

#### **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Charity law requires the trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under charity law the trustees must not approve the financial statements unless they are satisfied that they 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 charity for that period. In preparing those 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011 and The Charity (Accounts and Reports) Regulations 2008. 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.

Approved by order of the board of trustees on 10 November 2025 and signed on its behalf by:

C Nevison - Chair

# **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH NORTH TYNESIDE**

## **Independent examiner's report to the trustees of Healthwatch North Tyneside**

I report to the charity trustees on my examination of the accounts of Healthwatch North Tyneside (the Trust) for the year ended 31 March 2025.

### **Responsibilities and basis of report**

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

### **Independent examiner's statement**

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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

Nicholas J Liley FCA

BK Plus Limited  
Chartered Certified Accountants  
13 Windsor Terrace  
Jesmond  
Newcastle upon Tyne  
NE2 4HE

12 November 2025

**HEALTHWATCH NORTH TYNESIDE**

**STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	2025 Unrestricted funds £	2024 Total funds as restated £
<b>INCOME AND ENDOWMENTS FROM</b>			
<b>Charitable activities</b>			
Charitable activities		241,402	244,391
Investment income	2	<u>2,949</u>	<u>2,567</u>
<b>Total</b>		<u>244,351</u>	<u>246,958</u>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Charitable activities	3	<u>243,413</u>	<u>229,852</u>
<b>NET INCOME</b>		938	17,106
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward		<u>121,134</u>	<u>104,028</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>122,072</u>	<u>121,134</u>

The notes form part of these financial statements

## HEALTHWATCH NORTH TYNESIDE

### BALANCE SHEET 31 MARCH 2025

	Notes	2025 Unrestricted funds £	2024 Total funds as restated £
<b>CURRENT ASSETS</b>			
Debtors	8	-	18,907
Cash at bank and in hand		<u>579,602</u>	<u>192,977</u>
		579,602	211,884
<b>CREDITORS</b>			
Amounts falling due within one year	9	(457,530)	(90,750)
		<u>122,072</u>	<u>121,134</u>
<b>NET CURRENT ASSETS</b>			
		<u>122,072</u>	<u>121,134</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>122,072</u>	<u>121,134</u>
<b>NET ASSETS</b>		<u>122,072</u>	<u>121,134</u>
<b>FUNDS</b>	10		
Unrestricted funds		<u>122,072</u>	<u>121,134</u>
<b>TOTAL FUNDS</b>		<u>122,072</u>	<u>121,134</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 10 November 2025 and were signed on its behalf by:

C Nevison - Chair

J Doughty - Treasurer

The notes form part of these financial statements

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The presentation currency of the financial statements is the Pound Sterling (£).

**Going Concern**

At the date of approval of these financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue for the foreseeable future and as such the financial statements are prepared on the going concern basis.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**Taxation**

The charity is exempt from tax on its charitable activities.

**Fund accounting**

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

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

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

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

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

**Debtors and prepayments**

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

## HEALTHWATCH NORTH TYNESIDE

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

#### 1. ACCOUNTING POLICIES - continued

##### Cash and cash equivalents

Cash and cash equivalents comprise cash on hand, call deposits and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

##### Creditors and provisions

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

##### Financial instruments

All financial assets and financial liabilities of the charity qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value

#### 2. INVESTMENT INCOME

	2025	2024 as restated
	£	£
Bank interest receivable	<u>2,949</u>	<u>2,567</u>

#### 3. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 4) £	Totals £
Charitable activities	<u>122,671</u>	<u>120,742</u>	<u>243,413</u>

## HEALTHWATCH NORTH TYNESIDE

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

#### 4. SUPPORT COSTS

	Other £ <u>120,742</u>
Charitable activities	

The following is included within Legal and Professional Fees.

	2025	2024
	£	£
Independent Examiner's remuneration (including irrecoverable VAT)	<u>2,160</u>	<u>500</u>

Support costs, included in the above, are as follows:

	2025	2024
		as restated
	Charitable	Total
	activities	activities
	£	£
Wages	61,391	59,171
Social security	3,770	3,338
Pensions	3,545	3,442
Staff costs and development	1,940	3,054
Office costs	27,020	25,831
Legal and professional fees	7,677	137
Engagement	6,666	11,945
Marketing and communications	5,768	3,134
Volunteers	<u>2,965</u>	<u>3,103</u>
	<u>120,742</u>	<u>113,155</u>

#### 5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

##### Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

## HEALTHWATCH NORTH TYNESIDE

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

#### 6. STAFF COSTS

	2025	2024 as restated
	£	£
Wages and salaries	171,946	165,242
Social security costs	9,483	8,214
Other pension costs	<u>9,948</u>	<u>9,192</u>
	<u>191,377</u>	<u>182,648</u>

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

	2025	2024 as restated
Key Management	1	1
Other Staff	<u>6</u>	<u>7</u>
	<u>7</u>	<u>8</u>

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

The charity's key management personnel comprise the Trustees and the Director. The total employee benefits of the key management personnel, including Social Security, were £50,881 (2024 - £51,180).

#### 7. PRIOR YEAR ADJUSTMENT

Funds received on behalf of partner organisations were previously recognised as income in the charity's financial statements, with the related payments classified as expenditure. On review of the contractual terms in relation to these funds, they are now classified as current liabilities until such time payment is made to the partner organisations.

The effect is to reduce both income and expenditure by £264,687 (2024 - £149,006). The effect on prior periods is not stated as there is no net effect on funds as a result of the change in policy.

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

	2025	2024 as restated
	£	£
Other debtors	<u>-</u>	<u>18,907</u>

**HEALTHWATCH NORTH TYNESIDE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2025**

**9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2025	2024 as restated
	£	£
Social security and other taxes	6,807	3,279
Other creditors	383,488	26,536
Accruals and deferred income	<u>67,235</u>	<u>60,935</u>
	<u>457,530</u>	<u>90,750</u>

Included within Accruals and Deferred Income are the following amounts received in advance of delivery of the related services.

	£
Balance at 1 April 2024	59,672
Released to income during the year	(4,724)
Amount deferred in year	<u>9,127</u>
Balance at 31 March 2025	<u>64,075</u>

Included within Other Creditors are defined contribution pension commitments amounting to £1,498 (2024 - £1,405).

**10. MOVEMENT IN FUNDS**

	At 1/4/24 £	Net movement in funds £	Transfers between funds £	At 31/3/25 £
<b>Unrestricted funds</b>				
General fund	77,134	938	(6,000)	72,072
Contingency fund	<u>44,000</u>	<u>-</u>	<u>6,000</u>	<u>50,000</u>
	<u>121,134</u>	<u>938</u>	<u>-</u>	<u>122,072</u>
<b>TOTAL FUNDS</b>	<u>121,134</u>	<u>938</u>	<u>-</u>	<u>122,072</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	244,351	(243,413)	938
	<u>244,351</u>	<u>(243,413)</u>	<u>938</u>
<b>TOTAL FUNDS</b>	<u>244,351</u>	<u>(243,413)</u>	<u>938</u>

## HEALTHWATCH NORTH TYNESIDE

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

#### 10. MOVEMENT IN FUNDS - continued

##### Comparatives for movement in funds

	At 1/4/23 £	Net movement in funds £	Transfers between funds £	At 31/3/24 £
<b>Unrestricted funds</b>				
General fund	64,028	17,106	(4,000)	77,134
Contingency fund	<u>40,000</u>	<u>-</u>	<u>4,000</u>	<u>44,000</u>
	<u>104,028</u>	<u>17,106</u>	<u>-</u>	<u>121,134</u>
<b>TOTAL FUNDS</b>	<u>104,028</u>	<u>17,106</u>	<u>-</u>	<u>121,134</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	246,958	(229,852)	17,106
	<u>246,958</u>	<u>(229,852)</u>	<u>17,106</u>
<b>TOTAL FUNDS</b>	<u>246,958</u>	<u>(229,852)</u>	<u>17,106</u>

#### 11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

**HEALTHWATCH NORTH TYNESIDE**

England & Wales - Charity number 1160753

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# Accounts

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Healthwatch North Tyneside

Registered Charity No. 1160753

Financial Statements  
for the period 1 April 2023 to 31 March 2024

## Legal and Administrative Information

Name: **Healthwatch North Tyneside**

Registered Charity No: **1160753**

### Trustees

Julia Charlton (to November 2023)

Judith Scott (to July 2023)

Theresa Culpin

Bea Groves-McDaniel

Joanne Brown

Jackie Doughty

Paula McCormack

Carol Nevison

Peter Berrie (from November 2023)

Iain Paul Greenway (from November 2023)

Louise Jones (from November 2023)

David Slater (from November 2023)

Address: Healthwatch North Tyneside  
2nd Floor, Wallsend Library and Community Hub  
16 The Forum  
Wallsend  
NE28 8JR

Bankers: Cooperative Bank and Charity Bank

Independent Examiner: Mark Thompson MAAT  
North Tyneside VODA  
2nd Floor, Wallsend Library and Community Hub  
16 The Forum  
Wallsend  
NE28 8JR

## Trustee report for period ending 31 March 2024

### Healthwatch North Tyneside

We are a Charitable Incorporated Organisation. Our Trustees are responsible for the overall management of the organisation, with day to day control being exercised by our Director who is assisted by a small team and volunteers. Key decisions are made at our Board meetings. Our meetings are open to the public and agendas and minutes are available on our website, where a copy of our constitution can also be downloaded. Our constitution provides details of our management processes including Trustee recruitment.

### Our charitable purpose

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship:

- Providing information to the general public about health and social care services;
- making the views and experiences of members of the public known to providers of health and social care services and commissioners;
- enabling local people to have a voice in the development, delivery, improvement and equality of access to local health and social care services and facilities, and;
- providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities.

### 2023/2024 Activity

This has been another busy and successful year for Healthwatch North Tyneside. We published our annual report for 2023/24 in July 2024, following the general election. This details our work for the period and can be found at:

[www.healthwatchnorthtyneside.co.uk/report/annual-report-2023-2024](http://www.healthwatchnorthtyneside.co.uk/report/annual-report-2023-2024)

Highlights from our Annual Report include:

- Engaging with 2,746 residents of North Tyneside at **community events and activities** across the Borough.
- 817 people completing our fourth **Annual Survey**.
- We have improved how we feedback to residents and stakeholders about what people tell us in our general engagement activities by publishing three **'what we have heard' reports**.
- The recommendations from our experiences of **Autistic Adults** are being actioned through North Tyneside's Autism Strategy Delivery Plan.
- Our work funded through Community **Mental Health** Transformation involved working with service users and commissioners to design a new mental health support service which is expected to be commissioned when funding becomes available.
- We reflect on the accumulated impact of our ongoing focus on carers and work with North Tyneside's Carers Partnership Board to improve information and support for carers and increasing opportunities for carers to influence decision makers.


Our network of local Healthwatch across the North East and North Cumbria continued to strengthen thanks to funding from the NHS North East and North Cumbria Integrated Care Board. We at Healthwatch North Tyneside play an important role facilitating the work of our network as well as leading region wide projects. We receive, hold and administer all of the funds on behalf of the North East and North Cumbria Healthwatch Network and distribute the funds to members of the network - this funding is shown in these accounts as network activity and has resulted in a significant increase in the funds we manage.

Our main source of income for our core Healthwatch activities in North Tyneside during the financial year remained the statutory Healthwatch contract for the delivery of Healthwatch North Tyneside activities commissioned by North Tyneside Council. In addition, we were successful in attracting additional income in the year by working with, and for, partner organisations. Much of this has been carried forward into the next financial year to deliver projects. We also hold some funding on behalf of other partnerships we work with. We increased our retained funds by £17,106 which enables us to strengthen our organisation and create a new Involvement and Insight Officer role in the coming year. We also maintained our reserves at the level of £44,000 to ensure we can meet potential costs in the event of closure or unforeseen legal challenges.

Our Trustees confirm that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

Signed ..... On behalf of the Trustees

# INDEPENDENT EXAMINER'S REPORT

<b>Report to the trustees of</b>	<b>Healthwatch North Tyneside</b>
<b>On accounts for the year ended</b>	<b>31 March 2024</b> <b>Charity no 1160753</b>
<b>Respective responsibilities of trustees and examiner</b>	<p>The trustees of the organisation are responsible for the preparation of accounts; they consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an Independent Examination is needed.</p> <p>It is my responsibility to:</p> <ul style="list-style-type: none"><li>· examine the accounts (under section 145 of the 2011 Act),</li><li>· follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Act), and</li><li>· state whether particular matters have come to my attention.</li></ul>
<b>Basis of independent examiner's statement</b>	<p>My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.</p>
<b>Independent examiner's statement</b>	<p>In the course of my examination, no matter has come to my attention:</p> <ol style="list-style-type: none"><li>1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:<ul style="list-style-type: none"><li>· proper accounting records are kept (in accordance with section 130 of the Act); and</li><li>· accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or</li></ul></li><li>2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.</li></ol>
<b>Signed:</b>	
<b>Name:</b>	Mark Thompson MAAT
<b>Address:</b>	North Tyneside VODA Spirit of North Tyneside Wing 2nd Floor, Wallsend Library and Community Hub, 16 The Forum Wallsend, NE28 8JR
	<b>Date:</b> 2024

## Healthwatch North Tyneside

### Receipts & Payments Account to 31 March 2024

	Notes	2024		2023
		Unrestricted	Restricted	Total
		£	£	£
<b>Receipts</b>				
Contract Income	4	393,397		376,168
Grants	5			1,500
Sundry Income	6			2,485
Bank Interest		2,567		1,219
<b>Total Receipts</b>		<b>395,964</b>	<b>0</b>	<b>381,372</b>
<b>Payments</b>				
Salaries & National Insurance	7	182,648		168,832
Staff Costs and Development		3,054		3,156
Office Costs		25,831		25,704
Healthwatch NENC Network Activity Costs		147,649		113,905
Legal & Professional Fees		137		496
Consultancy				3,550
Engagement		13,302		38,605
Marketing and Communications		3,134		3,252
Volunteers		3,103		1,290
<b>Total Payments</b>		<b>378,858</b>	<b>0</b>	<b>358,790</b>
Surplus/Deficit for the period		17,106	0	22,582
<b>Funds at 1 April 2023</b>		<b>104,028</b>	<b>0</b>	<b>81,446</b>
<b>Total Funds at 31 March 2024</b>		<b>121,134</b>	<b>0</b>	<b>104,028</b>

# Healthwatch North Tyneside

## Balance Sheet as at 31 March 2024

		<b>2024</b>	<b>2023</b>
		<b>£</b>	<b>£</b>
<b>Current Assets</b>			
Cash at Bank & in Hand		192,977	343,535
Debtors		18,907	
<b>Total Current Assets</b>		<u><b>211,884</b></u>	<u><b>343,535</b></u>
<b>Current Liabilities</b>	<b>8</b>	<b>90,750</b>	<b>239,507</b>
<b>Net Assets at 31 March</b>		<u><b>121,134</b></u>	<u><b>104,028</b></u>
<b>Represented By:</b>			
Restricted Funds		0	0
Designated Funds	<b>9</b>	44,000	40,000
Unrestricted Funds		77,134	64,028
		<u><b>121,134</b></u>	<u><b>104,028</b></u>

The financial statements were approved by the following members of the Trustees :

Signed.....

Position.....

Signed.....

Position.....

Date

# Healthwatch North Tyneside

## Notes to the Financial Statements

as at 31 March 2024

- 1 The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Healthwatch North Tyneside meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes (s).

- 2 Healthwatch North Tyneside is a registered charitable incorporated organisation with the Charity Commission, Registration no 1160753.  
It is governed by a Board of trustees.
- 3 No remuneration was paid to trustees during the year for the period 1 April 2023 to 31 March 2024.

<b>4 Contract Income:</b>	<b>Recd</b>
North Tyneside Council (Main contract)	166,924
Adult Social Care User Engagement Funding	18,907
Community Mental Health Transformation Involvement Project (NHS funding)	17,871
North East and North Cumbria Intergrated Care Board (ICB) - Healthwatch Network	36,431
Funding for North Tyneside Activity and Network Support Activity.	
Learning Disabilities Engagement (North Tyneside Council)	2,900
Health Inequalities Engagment Funding (North Tyneside Council and NHS England funding)	619
Vaccine Inequalities Engagement Funding (North Tyneside Council Public Health team and NHS funding)	600
<b>Income managed on behalf of partners</b>	
NHS England/Academic Health Science Network - Secure Data Environment	6,846
Programme Engagement Activity (Passed to Experts by Experience)	
North East and North Cumbria ICB - Healthwatch Network Funding - passed to members of NENC Healthwatch Network.	142,299
<b>Total Contract Income</b>	<b>393,397</b>

**Deferred Contract Income:**

Community Mental Health Transformation Involvement Project Funding	44,991
NENC ICB Funding (North Tyneside Activity and Network Support Activity)	3,000
Health Inequalities Engagement Funding (North Tyneside Council and NHS England funding)	1,588
Learning Disabilities Engagement (North Tyneside Council)	7,093
Vaccine Inequalities Engagement Funding (North Tyneside Council Public Health team and NHS funding)	3,000

**Funds managed on behalf of Partners**

NENC ICB Funding held on behalf of Healthwatch Network Activity in North East and	17,003
NCA Cancer Information Holding account	6,411
NHS England/Academic Health Science Network - Secure Data Environment Programme Engagement activity (Passed to Experts by Experience)	655

**83,741****7 Total Salary & NI costs for 2023/24 was £182,648**

The average number of employees was 7.

**8 Current Liabilities**

Sundry Creditors	7,009
Deferred Income	83,741
	90,750

**9 Designated Fund - Legal Liability Fund**

This is in place to cover closing costs for the organisation, so it can fulfil its legal obligations, e.g. Redundancy payments, leases, etc.	44,000
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**HEALTHWATCH NORTH TYNESIDE**

England & Wales - Charity number 1160753

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# Accounts

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Healthwatch North Tyneside  
Registered Charity No. 1160753

Financial Statements  
for the period 1 April 2022 to 31 March 2023

## Legal and Administrative Information

Name: Healthwatch North Tyneside

Reg'd Charity No: 1160753

Trustees  
Julia Charlton  
Judith Scott  
Theresa Culpin  
Bea Groves-McDaniel  
Joanne Brown  
Jackie Doughty  
Paula McCormack  
Carol Nevison

Address: Healthwatch North Tyneside  
Spirit of North Tyneside Wing  
2nd Floor, Wallsend Customer First Centre  
16 The Forum  
Wallsend  
NE28 8JR

Bankers: Cooperative Bank and Charity Bank

Independent  
Examiner: Mark Thompson MAAT  
North Tyneside VODA  
Spirit of North Tyneside Wing  
2nd Floor, Wallsend Customer First Centre  
16 The Forum  
Wallsend  
NE28 8JR

## Trustee report for period ending 31 March 2023

### Healthwatch North Tyneside

We are a charitable incorporated organisation. Our Trustees are responsible for the overall management of the organisation, with day to day control being exercised by our Director who is assisted by a small team. Key decisions are made at our Board meetings. Our meetings are open to the public and agendas and minutes are available on our website, where a copy of our constitution can also be downloaded. Our constitution provides details of our management processes including Trustee recruitment.

### Our charitable purpose

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship:

- Providing information and advice to the general public about health and social care services;
- making the views and experiences of members of the public known to providers of health and social care services and commissioners;
- enabling local people to have a voice in the development, delivery, improvement and equality of access to local health and social care services and facilities and;
- 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.

This has been another busy and successful year for Healthwatch North Tyneside. We published our annual report for 2022/23 in June 2023. This details our work for the period and can be found at [www.healthwatchnorthtyneside.co.uk/report/annual-report-2022-2023/](http://www.healthwatchnorthtyneside.co.uk/report/annual-report-2022-2023/)

Some highlights are:

- We published our strategic plans for 2022-25 in April 2022. This sets out a plan and how we will work over this period [www.healthwatchnorthtyneside.co.uk/report/strategic-plan-2022-25/](http://www.healthwatchnorthtyneside.co.uk/report/strategic-plan-2022-25/)
- We heard from more residents than ever before and would like to thank the people of North Tyneside and our partner organisations who worked with us to make sure people's voices are heard.
- We gathered feedback about people's experiences of accessing care and support, with particular focuses on: breast screening, outpatient appointments, support for carers and adult social care.
- We supported residents to shape responses to health inequalities by involving people in developing North Tyneside Health and Wellbeing Board's Equally Well strategy and delivery plans; Digital Inclusion Strategy and Access to vaccines with additional funding from North Tyneside Council and the NHS. To support this we awarded over £25,000 of these funds to community organisations and partners in North Tyneside to increase the reach of this engagement activity.
- We worked with our fellow Healthwatch organisations in the North East and North Cumbria to develop an approach for us to best feed into the new NHS Integrated Care Board structures and secured funding to support the Healthwatch Network's work across the area. We administer this funding on behalf of the network, including £113,905 this year and £151,616 deferred into the next financial year.

- We supported mental health service users, their families and supporters to influence the work of the Community Mental Health Transformation Programme in North Tyneside, with additional funding from the NHS.
- Our main source of income for our healthwatch activities during the financial year remained the statutory Healthwatch contract for the delivery of Healthwatch North Tyneside activities commissioned by North Tyneside Council. However, we were also successful in attracting additional income in the year by working with, and for, partner organisations. We also hold some income on behalf on partnerships we work with. Some of the work commissioned and partnership work continues into the next financial year. We increased our retained funds by £22,582 which enables us to strengthen our organisation in the coming years. We also maintained our level of reserves at the level of £40,000 so that we could meet potential costs in the event of closure or unforeseen legal challenges.

Our Trustees confirm that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

Signed ..... On behalf of the Trustees

## INDEPENDENT EXAMINER'S REPORT

Report to the trustees of

**Healthwatch North Tyneside**

On accounts for the year ended

**31 March 2023**

**Charity no 1160753**

Respective responsibilities of trustees and examiner

The trustees of the organisation are responsible for the preparation of accounts; they consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an Independent Examination is needed.

It is my responsibility to

- examine the accounts (under section 145 of the 2011 Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Act), and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

Independent examiner's statement

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:

- proper accounting records are kept (in accordance with section 130 of the Act); and
- accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Signed:**



**Date:**

**10 October 2023**

**Name:**

Mark Thompson MAAT

**Address:**

North Tyneside VODA  
Spirit of North Tyneside Wing  
2nd Floor, Wallsend Customer First Centre  
16 The Forum  
Wallsend  
NE28 8JR

## Healthwatch North Tyneside

### Receipts & Payments Account to 31 March 2023

		2023		Total	2022
	Notes	Unrestricted £	Restricted £	£	Total £
<b>Receipts</b>					
Contract Income	4	376168		376168	202091
Grants	5	1500		1500	0
Sundry Income	6	2485		2485	50
Bank Interest		1219		1219	232
<b>Total Receipts</b>		<b>381372</b>	<b>0</b>	<b>381372</b>	<b>202373</b>
<b>Payments</b>					
Salaries & National Insurance	7	168832		168832	133561
Staff Costs and Development		3156		3156	1518
Office Costs		25704		25704	24040
Healthwatch Network Activity Costs		113905		113905	
Legal & Professional Fees		496		496	1522
Consultancy		3550		3550	
Engagement		38605		38605	34716
Marketing and Communications		3252		3252	2048
Volunteers		1290		1290	415
<b>Total Payments</b>		<b>358790</b>	<b>0</b>	<b>358790</b>	<b>197820</b>
Surplus/Deficit for the period		22582	0	22582	4553
<b>Funds at 1 April 2022</b>		<b>81446</b>	<b>0</b>	<b>81446</b>	<b>76893</b>
<b>Total Funds at 31 March 2023</b>		<b>104028</b>	<b>0</b>	<b>104028</b>	<b>81446</b>

# Healthwatch North Tyneside

## Balance Sheet as at 31 March 2023

		2023	2022
		£	£
<b>Current Assets</b>			
Cash at Bank & in Hand		343535	189562
Debtors			28994
<b>Total Current Assets</b>		<u>343535</u>	<u>218556</u>
<b>Current Liabilities</b>	<b>8</b>	<b>239507</b>	<b>137110</b>
<b>Net Assets at 31 March</b>		<u>104028</u>	<u>81446</u>
<b>Represented By:</b>			
Restricted Funds		0	0
Designated Funds	<b>9</b>	40000	40000
Unrestricted Funds		64028	41446
		<u>104028</u>	<u>81446</u>

The financial statements were approved by the following members of the Trustees :

Signed.....

Position.....

Signed.....

Position.....

Date

## Healthwatch North Tyneside

### Notes to the Financial Statements as at 31 March 2023

- 1 The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Healthwatch North Tyneside meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes (s).

- 2 Healthwatch North Tyneside is a registered charitable incorporated organisation with the Charity Commission, Registration no 1160753. It is governed by a Board of trustees.
- 3 No remuneration was paid to trustees during the year. for the period 1 April 2022 to 31 March 2023

#### 4 Contract Income:

North Tyneside Council (Main contract)	151970
Adult Social Care User Engagement Funding	17213
Community Mental Health Transformation Involvement Project (NHS funding)	35108
NENC ICB Funding held on behalf of Healthwatch Network in North East and North Cumbria (NHS funding)	114536
NENC ICB Funding (North Tyneside and Network Support activity)	12741
Health Inequalities Engagment Funding (North Tyneside Council and NHS England funding)	37793
Vaccine Inequalities Engagement Funding (North Tyneside Council Public Health team and NHS funding)	7782
Living Well North Tyneside Partnership Booklet	-975
<b>Total Contract Income</b>	<b>376168</b>

#### Deferred Contract Income:

Community Mental Health Transformation Involvement Project Funding	62863
NENC ICB Funding (North Tyneside and Network Support activity)	10154
NENC ICB Funding held on behalf of Healthwatch Network in North East and North Cumbria	151621
Health Inequalities	2207
NCA Cancer Information Holding account	7011
	<b>233856</b>

<b>5 Grants Received:</b>	
Healthwatch England (Digital Funding)	1,500
<b>6 Sundry Income:</b>	
Living Well North Tyneside	1385
Adapt North East	100
Northumbria Healthcare	1000
	<b>2,485</b>
<b>7 Total Salary &amp; NI costs for 2022/23 was £168,832.</b>	
The average number of employees was 7.	
<b>8 Current Liabilities</b>	
Sundry Creditors	5,650
Deferred Income	<u>233,856</u>
	<b><u>239,506</u></b>
<b>9 Designated Fund - Legal Liability Fund</b>	
This is in place to cover closing costs for the organisation, so it can fulfil its legal obligations, e.g. Redundancy payments, leases.etc.	

**HEALTHWATCH NORTH TYNESIDE**

England & Wales - Charity number 1160753

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# Accounts

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Healthwatch North Tyneside  
Registered Charity No. 1160753

Financial Statements  
for the period 1 April 2021 to 31 March 2022

## Legal and Administrative Information

Name: Healthwatch North Tyneside

Reg'd Charity No: 1160753

**Trustees**  
Julia Charlton  
Judith Scott  
Steven Nicklin (to May 2021)  
Natalie Underwood (to September 2021)  
Beth Allan (to January 2022)  
Theresa Culpin  
Bea Groves-McDaniel  
Joanne Brown (from December 2021)  
Jackie Doughty (from September 2021)  
Paula McCormack (from October 2021)  
Carol Nevison (from March 2022)

Address: Healthwatch North Tyneside  
Spirit of North Tyneside Wing  
2nd Floor, Wallsend Customer First Centre  
16 The Forum  
Wallsend  
NE28 8JR

Bankers: Cooperative Bank

Independent  
Examiner: Mark Thompson MAAT  
North Tyneside VODA  
Spirit of North Tyneside Wing  
2nd Floor, Wallsend Customer First Centre  
16 The Forum  
Wallsend  
NE28 8JR

## Trustee report for period ending 31 March 2022

### Healthwatch North Tyneside

We are a charitable incorporated organisation. Our Trustees are responsible for the overall management of the organisation, with day to day control being exercised by our Director who is assisted by a small team. Key decisions are made at our Board meetings. Our meetings are open to the public and agendas and minutes are available on our website, where a copy of our constitution can also be downloaded. Our constitution provides details of our management processes including Trustee recruitment.

### Our charitable purpose

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship:

- Providing information and advice to the general public about health and social care services;
- making the views and experiences of members of the public known to providers of health and social care services and commissioners;
- enabling local people to have a voice in the development, delivery, improvement and equality of access to local health and social care services and facilities and;
- 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.

This has been another busy and successful year for Healthwatch North Tyneside as we continued to operate throughout the coronavirus pandemic. Some of the highlights are:

- Improved access to health and care information by working with partners to develop the Living Well North Tyneside Website (launched September 2021) and creating and distributing 3 editions of the Living Well North Tyneside Magazine.
- Continued to supported the Covid vaccination programme by working with the NHS in North Tyneside, NorthTyneside Council and Tynehealth to coordinate communications about the programme with residents, gather feedback about people's experiences of the vaccine programme and using feedback to improve the delivery of services and supporting the roll out of the vaccine programme and vaccine centres.
- Supported individuals to access the services and support they need
- Gathered feedback about people's experiences of accessing care and support, with particular focuses on: dental services, menopause support, pharmacy and medications, accessing GP services and carers. We value the support of our partners in supporting us to hear local people's voices.
- We also continued to work with our partners in the public and voluntary sectors to help to improve services and we are grateful for the cooperation given to us.
- Our main source of income during the financial year remained the statutory Healthwatch contract for the delivery of Healthwatch North Tyneside activities commissioned by North Tyneside Council. However, we were also successful in attracting additional income in the year by working with, and for, partner organisations. We also hold some income on behalf on partnerships we work with. Some of the work commissioned and partnership work continues into the next financial year. We increased our retained funds by £5,145. We also reviewed our level of reserves and maintained the level at £37,000 so that we could meet potential costs in the event of closure or unforeseen legal challenges.

**Our Annual Report:**

<https://healthwatchnorthtyneside.co.uk/report/annual-report-2021-2022/>

provides more detail about our work during 2021/22. It talks about the changes within our organisation and our priorities for the coming year. The Covid 19 pandemic continues to shape our plans and practices. Working collectively with others in the Borough to benefit our citizens is more important than ever.

Our Trustees confirm that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

Signed ES Neenan..... On behalf of the Trustees

## INDEPENDENT EXAMINER'S REPORT

Report to the  
trustees of

**Healthwatch North Tyneside**

On accounts for  
the year ended

31 March 2022

Charity no 1160753

Respective  
responsibilities  
of trustees and  
examiner

The trustees of the organisation are responsible for the preparation of accounts; they consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an Independent Examination is needed.

It is my responsibility to

- examine the accounts (under section 145 of the 2011 Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Act), and
- state whether particular matters have come to my attention.

Basis of  
independent  
examiner's  
statement

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

Independent  
examiner's  
statement

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:
  - proper accounting records are kept (in accordance with section 130 of the Act); and
  - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:  
Name:  
Address:

  
Mark Thompson MAAT  
North Tyneside VODA  
Spirit of North Tyneside Wing  
2nd Floor, Wallsend Customer First Centre  
16 The Forum  
Wallsend  
NE28 8JR

Date:

23rd November 2022

Healthwatch North Tyneside

Receipts & Payments Account  
to 31 March 2022


		2022		Total	2021
	Notes	Unrestricted £	Restricted £	£	Total £
<b>Receipts</b>					
Contract Income	4	202091		202091	145560
Partnership Income				0	8312
Sundry Income		50		50	
Bank Interest		232		232	273
<b>Total Receipts</b>		<b>202373</b>	<b>0</b>	<b>202373</b>	<b>154145</b>
<b>Payments</b>					
Salaries & National Insurance	5	133561		133561	110985
Staff Costs and Development		1518		1518	5194
Office Costs		24040		24040	12736
Legal & Professional Fees		1522		1522	1541
Engagement		34716		34716	8570
Marketing and Communications		2048		2048	14138
Volunteers		415		415	853
<b>Total Payments</b>		<b>197820</b>	<b>0</b>	<b>197820</b>	<b>154017</b>
Surplus/Deficit for the period		4553	0	4553	10998
Funds at 1 April 2021		76893	0	76893	65767
<b>Total Funds at 31 March 2022</b>		<b>81446</b>	<b>0</b>	<b>81446</b>	<b>76765</b>

Healthwatch North Tyneside

Balance Sheet as at 31 March 2022

		2022	2021
		£	£
<b>Current Assets</b>			
Cash at Bank & in Hand		189562	69146
Debtors	7	28994	18038
<b>Total Current Assets</b>		<u><u>218556</u></u>	<u><u>87184</u></u>
<b>Current Liabilities</b>	8	137110	10291
<b>Net Assets at 31 March</b>		<u><u>81446</u></u>	<u><u>76893</u></u>
<b>Represented By:</b>			
Restricted Funds		0	0
Designated Funds	9	40000	40000
Unrestricted Funds		41446	36893
		<u><u>81446</u></u>	<u><u>76893</u></u>

The financial statements were approved by the following members of the Trustees :

Signed.....

Position.....

Signed.....

Position.....

Date 28/11/22

## Healthwatch North Tyneside

### Notes to the Financial Statements as at 31 March 2022

- 1 The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Healthwatch North Tyneside meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes (s).

- 2 Healthwatch North Tyneside is a registered charitable incorporated organisation with the Charity Commission, Registration no 1160753.  
It is governed by a Board of trustees.
- 3 No remuneration was paid to trustees during the year.  
for the period 1 April 2021 to 31 March 2022

#### 4 Contract Income:

North Tyneside Council (Main contract)	141,262
Living Well North Tyneside	1,012
ESFA (Apprentice)	1,500
ASC	16,000
CMHT	4,705
Livi and GP Access	6,700
LWNT Holding account	22,793
NCA Holding account	1,900
Vaccine Engagement	6,219

**Total Contract Income** 202,091

#### Deferred Contract Income:

CHMT	97,971
ICS	15,000
NCA Holding account	7,011
Vaccine Engagement	7,781

**127,763**

- 5 Total Salary & NI costs for 2021/22 was £130,247  
The average number of employees was 7.
- 6 The cost for Independent Examination for the year will be £500

#### 7 Current Debtors:

Sundry Debtors	28,019
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#### 8 Current Liabilities

Sundry Creditors	9,347
Deferred Income	<u>127,763</u>
	<b><u>137,110</u></b>

#### 9 Designated Fund - Legal Liability Fund

This is in place to cover closing costs for the organisation, so it can fulfil its legal obligations, e.g. Redundancy payments, leases.etc.

**HEALTHWATCH NORTH TYNESIDE**

England & Wales - Charity number 1160753

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# Accounts

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Healthwatch North Tyneside

Registered Charity No. 1160753

Financial Statements  
for the period 1 April 2020 to 31 March 2021

## Legal and Administrative Information

Name: Healthwatch North Tyneside

Reg'd Charity No: 1160753

**Trustees** Julia Charlton  
Judith Scott  
Steven Nicklin  
Natalie Underwood  
Beth Allan  
Theresa Culpin  
Bea Groves-McDaniel (From November 2020)

Address: The Parks Sport Centre  
Howdon Road  
North Shields  
NE29 6TL

Bankers: Unity Trust Bank  
for the period 1 April to 22 May 2020.  
Cooperative Bank  
from 22 May 2020 onwards.

Independent  
Examiner: Mark Thompson MAAT  
North Tyneside VODA  
Linskill Centre  
Linskill Terrace  
North Shields  
NE30 2AY

## Trustee report for period ending 31 March 2021

### Healthwatch North Tyneside

We are a charitable incorporated organisation. Our Trustees are responsible for the overall management of the organisation, with day to day control being exercised by our Director who is assisted by a small team. Key decisions are made at our Board meetings. Our meetings are open to the public and agendas and minutes are available on our website, where a copy of our constitution can also be downloaded. During the pandemic, our Board meetings have taken place online. Our constitution provides details of our management processes including Trustee recruitment.

### Our charitable purpose

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship:

- Providing information and advice to the general public about health and social care services;
- making the views and experiences of members of the public known to providers of health and social care services and commissioners;
- enabling local people to have a voice in the development, delivery, improvement and equality of access to local health and social care services and facilities and;
- 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.

This has been another busy and successful year for Healthwatch North Tyneside as we continued to operate throughout the coronavirus pandemic. Some of the highlights are:

- Providing a central point for information about health and care service delivery changed during the pandemic through our online Service Changes Information Hub.
- Improved access to health and care information by working with partners to develop the Living Well North Tyneside Website (launched September 2021) and creating and distributing the Living Well North Tyneside Magazines.
- Worked with our partners at VODA and North Tyneside Carers Centre to provide support for people during the lockdowns.
- Supported the Covid vaccination programme by working with North Tyneside CCG and Tynehealth to coordinate communications about the programme with residents, gather feedback about people's experiences of the vaccine programme and using that feedback to improve the delivery of services and supporting the roll out of the vaccine programme and vaccine centres.
- Gathered feedback about people's experiences of accessing care during the pandemic, accessing General Practice, Maternity and early years services, digital access, waiting for treatment and support with the menopause.
- We also continued to work with our partners in the public and voluntary sectors to help to improve services and we are grateful for the cooperation given to us.

- Our main source of income during the financial year remained the statutory Healthwatch contract for the delivery of Healthwatch North Tyneside activities commissioned by North Tyneside Council. However, we were also able to attract additional income in the year by working with, and for partner organisations. Some of the work commissioned and partnership work continues into the next financial year. We increased our retained funds by £128. We also reviewed our level of reserves and maintained the level at £33,000 so that we could meet potential costs in the event of closure or unforeseen legal challenge.

**Our Annual Report:**

[www.healthwatchnorthtyneside.co.uk/report/annual-report-2020-21/](http://www.healthwatchnorthtyneside.co.uk/report/annual-report-2020-21/)

provides more details about our work during 2020/21, it talks about the changes within our organisation and our priorities for the coming year. The Covid 19 pandemic continues to shape our plans and practices. Working collectively with others in the Borough to benefit our citizens is more important than ever.

Our Trustees confirm that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

During the year Julia Charlton became our Chair and one new Trustee joined the Board.

Signed ..... On behalf of the Trustees

## INDEPENDENT EXAMINER'S REPORT

Report to the  
trustees of

**Healthwatch North Tyneside**

On accounts for  
the year ended

31 March 2021

Charity no 1160753

Respective  
responsibilities  
of trustees and  
examiner

The trustees of the organisation are responsible for the preparation of accounts; they consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an Independent Examination is needed.

It is my responsibility to

- examine the accounts (under section 145 of the 2011 Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Act), and
- state whether particular matters have come to my attention.

Basis of  
independent  
examiner's  
statement

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

Independent  
examiner's  
statement

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:
  - proper accounting records are kept (in accordance with section 130 of the Act); and
  - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Date:

21 September 2021

Name:

Mark Thompson MAAT

Address:

North Tyneside VODA  
Linskill Centre  
Linskill Terrace  
North Shields  
NE30 2AY

## Healthwatch North Tyneside

### Receipts & Payments Account to 31 March 2021

	Notes	2021		Total £	2020 Total £
		Unrestricted £	Restricted £		
<b>Receipts</b>					
Contract Income	4	145560		145560	156096
Partnership Income		8312		8312	0
Bank Interest		273		273	183
<b>Total Receipts</b>		<b>154145</b>	<b>0</b>	<b>154145</b>	<b>156279</b>
<b>Payments</b>					
Salaries & National Insurance	5	110985		110985	107105
Staff Costs and Development		5194		5194	2561
Office Costs		12736		12736	15187
Legal & Professional Fees		1541		1541	3988
Engagement		8570		8570	9029
Marketing and Communications		14138		14138	6841
Volunteers		853		853	570
<b>Total Payments</b>		<b>154017</b>	<b>0</b>	<b>154017</b>	<b>145281</b>
Surplus/Deficit for the period		128	0	128	10998
<b>Funds at 1 April 2020</b>		<b>76765</b>	<b>0</b>	<b>76765</b>	<b>65767</b>
<b>Total Funds at 31 March 2021</b>		<b>76893</b>	<b>0</b>	<b>76893</b>	<b>76765</b>

Healthwatch North Tyneside

Balance Sheet as at 31 March 2021

		2021	2020
		£	£
<b>Current Assets</b>			
Cash at Bank & in Hand		69146	74318
Debtors	7	18038	3202
<b>Total Current Assets</b>		<u><u>87184</u></u>	<u><u>77520</u></u>
<b>Current Liabilities</b>	8	10291	755
<b>Net Assets at 31 March</b>		<u><u>76893</u></u>	<u><u>76765</u></u>
<b>Represented By:</b>			
Restricted Funds		0	0
Designated Funds	9	33000	33000
Unrestricted Funds		43893	43765
		<u><u>76893</u></u>	<u><u>76765</u></u>

The financial statements were approved by the following members of the Trustees :

Signed.....

Position.....

Signed.....

Position.....

Date

## Healthwatch North Tyneside

### Notes to the Financial Statements as at 31 March 2021

- 1 The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Healthwatch North Tyneside meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes (s).

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It is governed by a Board of trustees.
- 3 No remuneration was paid to trustees during the year.  
for the period 1 April 2020 to 31 March 2021

**4 Contract Income:**

North Tyneside Council (Main contract)	138,493
North Tyneside Council (Adult Social Care review)	6,667
NECS/Healthwatch Darlington (Clinical Research)	400
<b>Total Contract Income</b>	<b>145,560</b>

- 5 Total Salary & NI costs for 2020/21 was £110,985  
The average number of employees was 6.
- 6 The cost for Independent Examination for the year will be £500
- 7 **Current Debtors:**  
Sundry Debtors £18,038

**8 Current Liabilities**

Sundry Creditors £10,290

**9 Designated Fund - Legal Liability Fund**

This is in place to cover closing costs for the organisation, so it can fulfil its legal obligations, e.g. Redundancy payments, leases.etc.