

**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

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FOR THE YEAR ENDED 31 MARCH 2025**

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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>	3		
Charitable activities		<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><u>122,072</u></u>	<u><u>121,134</u></u>

The notes form part of these financial statements

# HEALTHWATCH NORTH TYNESIDE

## BALANCE SHEET 31 MARCH 2025

		2025 Unrestricted funds £	2024 Total funds as restated £
<b>CURRENT ASSETS</b>	Notes		
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>          </u>	<u>          </u>
<b>NET CURRENT ASSETS</b>		<u>122,072</u>	<u>121,134</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		122,072	121,134
		<u>          </u>	<u>          </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.

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

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 activities £	Total 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.

**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	9,948	9,192
	<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>

**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.