HEALTHWATCH HARTLEPOOL

England & Wales · Charity number 1165402

Details

Status	Registered
Legal form	CIO
Registered	2016-02-02
Register	View on the Charity Commission register

Contact

Address	Greenbank Waldon Street Hartlepool Cleveland TS24 7QS
Phone	01429288146
Email	christopher@healthwatchhartlepool.co.uk
Website	www.healthwatchhartlepool.co.uk

Activities

Objects: THE ADVANCEMENT OF HEALTH AND THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY OR FINANCIAL HARDSHIP BY:(A) PROVIDING INFORMATION AND ADVICE TO THE GENERAL PUBLIC ABOUT LOCAL HEALTH AND SOCIAL CARE SERVICES;(B) MAKING THE VIEWS AND EXPERIENCES OF MEMBERS OF THE GENERAL PUBLIC KNOWN TO HEALTH AND SOCIAL CARE PROVIDERS;(C) ENABLING LOCAL PEOPLE TO HAVE A VOICE IN THE DEVELOPMENT, DELIVERY AND EQUALITY OF ACCESS TO LOCAL HEALTH AND CARE SERVICES AND FACILITIES AND;(D) PROVIDING TRAINING AND THE DEVELOPMENT OF SKILLS FOR VOLUNTEERS AND THE WIDER COMMUNITY IN UNDERSTANDING, SCRUTINIZING, REVIEWING AND MONITORING LOCAL HEALTH AND CARE SERVICES AND FACILITIES.

Activities: The advancement of health and wellbeing

Classification

- **How:** Acts As An Umbrella Or Resource Body
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

Downloaded from opencharities.uk/ew/1165402

Geography

- Hartlepool

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£173,465	£168,897	-	-
2024-03-31	£165,920	£152,487	-	-
2023-03-31	£131,191	£147,286	-	-
2022-03-31	£131,540	£138,183	-	-
2021-03-31	£168,384	£121,973	-	-

Trustees

Name	Role	Appointed
Jane Tilly	Chair	2015-04-01
ANTHONY RAINE		2016-02-02
Carol Ann Sherwood		2020-09-24
JAN WEEDALL HNC		2015-04-01
MARGARET MARY WRENN		2015-04-01

Downloaded from opencharities.uk/ew/1165402

HEALTHWATCH HARTLEPOOL

England & Wales - Charity number 1165402

Accounts

Trustees' Annual Report for the period

	Period start date				Period end date		
From	01st	April	2024	To	31st	March	2025

Section A Reference and administration details

Charity name	Healthwatch Hartlepool
Other names charity is known by	
Registered charity number (if any)	1165402
Charity's principal address	Healthwatch Hartlepool Greenbank Waldon Street Hartlepool **Postcode TS24 7QS**

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Jane Tilly	Chairman		
2	Tony Raine	Director of Finance		
3	Margaret Wrenn	Director		
4	Jan Weedall	Director		
5	Carol Sherwood	Director		
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Governance Framework
How the charity is constituted (eg. trust, association, company)	Healthwatch Hartlepool is a Charitable Incorporated Organisation established in 2016 and is governed according to the Governance Framework, which is reviewed annually.
Trustee selection methods (eg. appointed by, elected by)	Recruitment and appointment of Trustees: The board consists of no fewer than 3 trustees and has no maximum. The necessary quorum for the transaction of any business is 3. Trustees are recruited from the local population and all have an interest in the aims and objectives of Healthwatch Hartlepool CIO.

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Healthwatch Hartlepool has developed an induction programme using its own material, material & resources from both Healthwatch England & Hartlepool Borough Council plus material/guidance from the Charity Commission. All Trustees are additionally encouraged to attend external courses, which are relevant to their role.

Risk Management – During the year the Trustees met predominantly monthly. The meetings considered all aspects of service delivery, staffing, complaints and risk management. These meetings enable the Trustees to identify any risks to which the Charity may be exposed and put in place measures to mitigate those risks. Throughout the year regular updates were provided to Board members by our Chief Executive.

Organisational Structure – Healthwatch Hartlepool is an autonomous body. The Trustees make strategic decisions about the organisation and the day-to-day operating model is delegated to the Chief Executive. The Chief Executive is responsible for ensuring the aims and objectives of the organisation are met. The board in the main meets monthly to consider reports & updates from the Chief Executive and two of the Trustees are also members of our Volunteer Steering Group. The Volunteer Steering Group (VSG) is responsible for monitoring the delivery of our Annual Work Programme.

Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

Established under the Health and Social Care Act 2012, the requirements set out in the legislation mean Healthwatch Hartlepool will be expected to:

- Obtain the views of the wider community about their needs for and experience of local health and social care services and make those views known to those involved in the commissioning, provision and scrutiny of health and social care services.
- Promote and support the involvement of a diverse range of people in the monitoring, commissioning and provision of local health and social care services through membership of residents and service user groups.
- Make reports and recommendations about how those services could or should be improved.
- Provide information to the public regarding accessing health and social care services also ensuring they are aware of the relevant choices available to them.
- Represent the views of the whole community, patients and service users on the Health & Wellbeing Board and the Integrated Care Board Pace sub-committee for Hartlepool.
- Make the views and experiences of the broad range of people and communities known to Healthwatch England helping that body carry out its role as national champion.
- Make recommendations to Healthwatch England regarding any special reviews or investigations deemed necessary to be carried out by the Care Quality Commission (CQC) or, if the circumstances justify it, go direct to the CQC with such recommendations.

All functions must be delivered in line with the Care Act 2014 and associated guidance in respect of Safeguarding.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

In all that Healthwatch does its Trustees have complete regard for the Charity Commission's public benefit guidance when exercising their powers or duties. An Annual Report is produced articulating how this obligation is met, as well as monitoring the delivery of services commissioned by Hartlepool Borough Council. Full details of this Annual Report are available on the Healthwatch Hartlepool website www.healthwatchhartlepool.co.uk

"Healthwatch Hartlepool has been established in a way that is inclusive and enables involvement from all areas of the local community. We wish to involve those who are seldom heard."

Healthwatch Hartlepool is the umbrella organisation which brings together existing and new consultation groups, networks, organisations and individuals in Hartlepool to enable them to have a voice in improving health and social care services.

Healthwatch Hartlepool does this by working in a collaborative and inclusive way across Hartlepool taking account of the rich diversity of the people of Hartlepool and their needs.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grant making;
- policy programme related investment;
- contribution made by volunteers.

There is no formal 'membership' of Healthwatch Hartlepool as it exists as a volunteer led, open network that can be accessed by:

a) Individuals - anyone living in, or receiving health and social care services in the Borough of Hartlepool

b) Groups - any voluntary/community group or business organisation which operates in the Borough of Hartlepool

Healthwatch Hartlepool will maintain a database of people who have expressed an interest in being involved in developing and supporting Healthwatch Hartlepool.

Healthwatch Hartlepool will aim to make use of existing consultation groups, networks and organisations in Hartlepool to enable them to have a voice in improving health and social care services.

When necessary Healthwatch Hartlepool will establish new consultation groups, networks and organisations in Hartlepool to enable them to have a voice in improving health and social care services.

Section D Achievements and performance

Summary of the main achievements of the charity during the year

During 2024/2025 we remained extremely active and undertook a wide range of projects within our published work programme. Below are some of our main pieces of work and achievements albeit more information is available in our published Annual Report, which is on our website www.healthwatchhartlepool.co.uk

Enter and View

In 2024/25 Healthwatch Hartlepool undertook 4 visits to care homes in Hartlepool, Merlin Manor, Sheraton Court, Brierton Lodge and West View Lodge. Each visit was carried out by a team of staff and volunteer visitors, all of whom had completed Healthwatch Hartlepool's Enter and View training programme and undertaken a DBS check.

Each E&V visit is unique, depending on the place visited (Care home, hospital, surgery, pharmacy) and the reasons or circumstances which have led to the visit taking place. However, as Enter and View visits have been part of our core Healthwatch remit for many years now, consequently, their preparation and execution follows a tried and tested pathway.

A visit may be undertaken as a result of concerns raised about the quality of a service, poor patient/resident experience or in some cases, feedback indicating outstanding practice, which through our report we hope to highlight and share. Visits can also be focused on a particular theme, such as Dementia care and provide feedback and insight into a wider piece of work within our workplan.

The four reports which followed our visits to Merlin Manor, Sheraton Court, Brierton Lodge and West View Lodge all reflected the feedback we received from residents, staff and family members, and each report contained recommendations based on our findings and observations.

Enter and View group member Margaret Wrenn, who was lead visitor on several of the visits said of her experiences –

"I enjoy meeting people who are using the services available to all in our Community. It is enlightening to listen to the compliments, complaints and concerns which arise in our conversations with users of the services and their relatives. (In the case of a Care home visit, sometimes the resident's opinion differs with that of their relative when asked the same question, and naturally both answers are expressed in our finished reports).

We have been working together as a group for quite some time now and each have our strengths, which come to the fore in every visit, so the information which is collected, is as factual, comprehensive, and concise as possible".

Our reports are shared with the service provider, commissioners, CQC and Healthwatch England, and the service visited is always invited to provide a comment on our findings and recommendations which is included in the final report."

"I would like to thank the Healthwatch team for the respect shown to the Home, residents, relatives and staff during their visit."

Hollie Rhodes – Manager Sheraton Court Care Home

Healthwatch Hartlepool is represented on the town's Health and Wellbeing Board by our Chair of the Healthwatch Volunteer Steering Group Margaret Wrenn and our Chief Executive Christopher Akers-Belcher.

During 2024/25, our representative has effectively carried out this role by providing details of the Healthwatch work programme, collaborating on the review of the Pharmaceutical Needs Assessment and raising the concerns of residents in respect of Mental Health in-hospital provision.

Healthwatch Hartlepool is represented on North East & North Cumbria (NENC) Integrated Care Board and Strategic Integrated Care Partnership by our Chief Executive Christopher Akers-Belcher. Other positions held within the Integrated Care system are on:

- Primary Care Strategy & Delivery sub-committee.
- Healthy & Fairer Advisory Group
- Patient Voice Group
- Quality & Safety Committee
- System Quality Group
- Equality and Diversity
- Ethics committee

Throughout 2024 -2025 The Integrated Care Board (ICB) and Healthwatch have worked together to build robust relationships to improve health and wellbeing for everyone in our communities. This partnership aims to:

- **Enhance Health Services:** By working together, the ICB can better understand and address the health needs of our communities.
- **Promote Wellbeing:** The collaboration focuses on creating opportunities that support improved wellbeing, including mental health, physical health, and social care.
- **Reduce Health Inequalities:** The partnership aims to ensure that everyone, regardless of their background, has access to quality health services.
- **Engage the Community:** Healthwatch ensures feedback gathered from the public is escalated appropriately to help the ICB make informed decisions about health and care services.
- **Innovate and Improve:** Together, support the development of new and better ways to deliver health care, making it more efficient and effective.

This partnership is a significant step towards healthier, fairer, and more inclusive communities.

We formed a network of 14 local Healthwatch groups to improve health and care services both regionally and nationally. Funding from our Integrated Care Board helped us build strong, meaningful relationships within this network, consistently adding value to the design of health and care services.

We have representatives from our network on local and regional strategic boards. These boards have robust reporting structures that support coordinated and effective engagement with our communities.

Our collaborative approach is recognised nationally as best practice.

Integrated Care Strategy

We received over 400 responses during our engagement period.

A review of the feedback showed that children and young people were under-represented.

Impact:

The ICB added a fourth goal: **"Giving children and young people the best start in life."** This goal increases the focus on people of all ages throughout the strategy.

Refreshing the ICB Involvement Strategy

Healthwatch spoke with over 100 people to help update the ICB Involvement Strategy.

Impact:

Based on their feedback, the ICB has updated its principles to include:

- Meaningful involvement
- Removing barriers
- Listening to feedback

We also helped create a shorter, easier-to-read document and a workplan based on these new principles, including ways to measure success.

Listening to People's Dental Care Challenges

Over 3,800 people shared their views with us.

We engaged with people across the region to understand the difficulties they face in accessing dental services. We used various methods, including surveys, mystery shopping, general conversations, and one-on-one interviews at Darlington Urgent Dental Access Centre (UDAC).

The ICB has provided the following response:

Improving access to dentistry will not be a quick fix but we are working on it, our key focus areas are;

- Stabilising services - additional investment including incentivised access, additional dental out of hours treatment capacity and dental clinical assessment workforce/triage capacity.
- Funding available to deliver a new model of dental care via Urgent Dental Access Centres and provide additional general dental access.
- Working with 'at risk' practices to identify and address financial issues of delivering NHS dental care.
- Working with local dental networks and NHS England North East Workforce Training and Education Directorate to improve recruitment, retention, training and education across the region.
- Developing an oral health strategy to improve oral health and reduce the pressure on dentistry.

We are continuing to work closely with the ICB as new ways of working are developed.

Listening to Women's Health Needs

We spoke to nearly 4,500 people and held six focus groups with women who face extra health challenges. We wanted to understand what matters most to them and their priorities.

What We Learned:

- Mental health and wellbeing
- Healthy ageing and long-term conditions (like bone, joint, and muscle health)
- Menopause, perimenopause, and hormone replacement therapy
- Screening services (like cervical, breast, bowel, and cancer screenings)
- Menstrual and gynaecological health

Impact:

We're now working with our partners to create a "Woman's Promise." This will help women, health professionals, and others understand and support women's health needs and rights.

NHS 10 Year Plan

We supported engagement for the NHS 10 Year Strategy, delivering over 17 workshops throughout North East & North Cumbria including people from an ethnic minority, people with a learning disability and/or autism and young people.

"Our commitment to working in partnership with Healthwatch and being open and transparent in our interactions will continue. We value greatly the contribution of the partnership across the region. We should all be rightly proud of what we have achieved to date, and I look forward to seeing this work progress as we enter the next phase of the ICB."

Sam Allen, Chief Executive at North East and North Cumbria ICB

North East Ambulance Service clinical strategy engagement

Over 1,700 people shared their valuable feedback. 12 Healthwatch groups in the North East, along with VONNE, engaged with the public and patients as part of the NEAS clinical strategy review. This work will be ongoing throughout 2025-2026.

Key Strengths: Compassionate and professional staff, Community Involvement, Patient Transport service and effective emergency care.

Areas for Improvement: Response times, mental health support, communication transparency, resources & staffing limitations and coordination with other services.

To showcase the work carried out by the NENC Healthwatch network, all 14 local Healthwatch came together. We shared experiences and learning, highlighting how local engagement has made an impact both regionally and nationally. This gathering helped strengthen relationships, with a commitment to continue collaborative efforts.

Claire Riley, Chief Corporate Services Officer, emphasised that our efforts have ensured that citizen voices are embedded within the ICB at every level of decision-making. She stressed the importance of involving and engaging with communities in any changes and developments. Claire also highlighted the need for consistent, long-term funding to build on our success and ensure people's voices are heard and acted upon.

Chris McCann, Deputy CEO of Healthwatch England, supported Claire's views on the power of the network. He expressed the ambition for Healthwatch nationally to develop strong systems of work, using NENC Healthwatch as a model for best practice.

"The effective way that Healthwatch Network has engaged with the North East and North Cumbria ICB is extremely impressive. By working with other Healthwatch across their ICB footprint in establishing strong relationships within their ICB, they have ensured that the voice of the public is heard at every level of decision making in their region.

"They are to be commended on their exemplary approach which means that views of users, families and carers are taken into account by health and social care partners across the North East and North Cumbria ICS."

Chris McCann, Deputy Chief Executive, Healthwatch England.

Newcastle University asked the Healthwatch NENC network to help with a funding bid to research NHS workforce shortages. These shortages affect staff wellbeing and patient care, especially in underserved areas.

The Healthwatch Network agreed to be a co-applicant for the bid to the National Institute for Health & Social Care Research (NIHR). In 2024, we were thrilled to learn that our bid was successful! We now have a £5 million NIHR Workforce Research Partnership, led by Newcastle University's Medical Education team, to tackle this urgent issue.

Our Focus:

Primary care and maternity services in remote and deprived areas, where staff face intense pressure and fewer resources.

Our Approach:

We are working directly with staff, patients, educators, and policy leaders to co-design solutions that make a real difference.

This Partnership Includes:

- Researchers from Newcastle, Northumbria, Oxford, Birmingham, and York
- NHS leaders and Integrated Care Boards
- Healthwatch and public advisors
- Design experts to turn insights into action

Our Goals:

- Better working conditions & reduced staff turnover
- Improved care in underserved areas
- Smarter, more inclusive workforce planning

Shaping Outcomes Together

These outcomes won't be decided from the top down. Instead, they'll be shaped through ongoing collaboration with those delivering and receiving care.

Partnership Details:

- The Partnership will run for 5 years, and we'll share our learning along the way.
- If you work in primary care, maternity, or workforce planning, or live in an underserved area, contact the Healthwatch Network to get involved.
- Look out for the launch of the Partnership's social media in the coming months.

Special Thanks:

A huge thanks to our amazing co-leads, Professor Gill Vance and Dr. Bryan Burford, whose leadership and commitment have brought this Partnership to life.

Read more about the Partnership launch here: Multi-million-pound investment tackling healthcare workforce challenge

Making a difference in the community

Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.

Healthwatch Hartlepool is an integral part of the Hartlepool Lived Experience Forum. Our Patient & Public Engagement Officer is on hand at each meeting. This gives people a way of formalising any concerns that they share within the forum if they wish too, which supports forum members to have a voice. Also, by having Healthwatch on the Forum's standard agenda allows time for Healthwatch to update members of our work, which gives forum members the opportunity to be involved in activities that they have experience of, e.g. the Community Wellbeing Event, which gave a voice to people with lived experience of poor mental health.

"We love having Healthwatch as a member of our forum, as together we can support people with lived experience of poor mental health to use their knowledge and expertise to help services be the best they can be."

Catherine Wakeling

Starfish Health and Wellbeing

By involving local people, services help improve care for everyone.

We worked with the University Hospital Tees on a comprehensive engagement exercise to ensure every resident had the chance to share their opinions on the proposed Group Model for North Tees & Hartlepool NHS Foundation Trust and South Tees Hospitals NHS Foundation Trusts.

"We commit to running ongoing engagement exercises to strengthen our accountability to our local population and to ensure that we are effectively embedding our community voices into the design and development of our future services."

Stacey Hunter - Chief Executive of University Hospitals Tees

Championing community concerns to examine Home care: delivering personal care and practical support to people living in their own homes

Last year, we received feedback from care service users and their families about the Home Care service in Hartlepool.

Given the UK's aging population, pressure on NHS services and shortage of hospital beds we felt it was timely and incredibly important to examine the domiciliary services that so many people rely on in Hartlepool.

In recent years there has been considerable coverage of the many challenges facing the social care sector. The focus is often on residential care, but it is clear that similar challenges are equally prevalent in the provision of home care. It is some years since Healthwatch Hartlepool last focused on this area of care provision. During this time Hartlepool Borough Council has refreshed its Adult Social Care Commissioning Strategy which says

"We all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing things that matter to us."

For many residents of Hartlepool who have physical disabilities, learning disabilities, dementia or a range of lifelong health conditions, home care is a vital element in meeting this aspiration, and being able to live safely in one's own home.

We conducted a comprehensive study to:

1. Ensure that peoples experiences of receiving home care services is captured, and that this lived experience is made available to service providers and commissioners of home care services.

2. Identify and promote areas of good practice in home care service provision and highlight areas in which users of home care services feel change or improvement is required. Home Care Healthwatch Hartlepool 6 3. Gain insight into the challenging climate in which home care services are commissioned and delivered, with the backdrop of increasing demand, workforce recruitment and retention issues and ever-present financial pressures.

Many people who use home care services can be difficult to reach as due to their health condition they spend very little time away from their home. We therefore adopted the following approaches to gain insight –

- Developed a service user survey which was promoted widely via the Healthwatch Hartlepool website, and also shared on partner organisation websites, including Hartlepool Carers and the Penderels Trust.
- Visited local community groups in Hartlepool that support and work with people with health conditions and disabilities to promote the survey and conduct focused discussions.

- Promoted the survey via local social work teams.

33% of those who completed our survey told us that their care worker frequently changes and sometimes they haven't previously met the carer who attends.

25% of those who completed the survey told us their care worker did not routinely wear a uniform of carry ID.

We didn't ask people to specify health conditions, but reference was made to a variety of issues, including physical disability, learning disability, diabetes, COPD and dementia, all of which had contributed to the persons need for home care services. A variety of funding arrangements were identified, ranging from fully funded care provision through to the individual paying the full cost of the care services they received. Some people also received a personal budget or direct payment through which all or part of the cost of their care service was paid for.

Several family members who had arranged care provision for a parent told us that the funding process which includes a means test, was complicated and information had been difficult to access. One person told us that they had looked on the Hartlepool Borough Council website, but had found information on home care had been hard to find and once found not very helpful. Most of those who returned surveys received their care service from either Dale Care or Vestra Home Care who are both commissioned by Hartlepool Borough Council. Two people also told us that they received their care from Elite Home Care Services.

As one would expect, a wide range of care services were referred to, with the most frequently mentioned being assistance with meals, dressing and showering or bathing. Other frequently mentioned services included assistance with medication and getting up or going to bed. The duration of home care visits was mainly between 15 and 45 minutes. Only 1 person said that their visit was completed in under 15 minutes.

Over a third of people told us that their carer workers often do not arrive on time for their visit. Some told us that this was only by a few minutes, but others said that it was not unusual for their care worker to be up to one hour late. People told us they usually don't receive any notice when this happens, which can lead to anxiety, upset and disrupt the implementation of the individuals care plan. Some people also told us that communication from their care provider when changes to the delivery of their care services routines occur is poor, and the first they know about changes is when they happen. However, most of those who returned the survey felt that they, and their family had been involved in the development of their care plan and in identifying care requirements. We were also told that care plans are regularly reviewed with social worker involvement and input from family members.

Almost 90% of those who returned the survey told us that their care worker always treated them with dignity and respect. We received many positive comments about the friendly, caring and supportive nature of care workers, and understanding of the difficulties they often face in fulfilling their roles. Another common theme was that many people felt that their care worker were not allocated enough time and consequently were always rushing to complete tasks.

Some concerns were raised that occasionally staff had left before all care tasks had been completed. Others felt that they would like to be able to chat more as their care worker was one of the few people they saw each day. When asked if they were aware of how to make a compliment or complaint around 30% told us that they didn't know how to, and a similar number felt that when they raised a concern with their care provider they were often not listened to, and consequently no action was taken to resolve the issue.

When asked to rate the quality of the care they received, half of those who responded rated their care as either 8/10, 9/10 or 10/10. 15% of people rated their experience between 2/10 and 5/10. The overall average score was 7.6.

Christine Fewster, Chief Executive Officer of Hartlepool Carers told us:

"Hartlepool Carers work with families throughout our town to ensure unpaid carers have access to support at the right time. Completing carers assessments on behalf of the Local Authority we hear direct from families who receive care within their homes. The messages we hear are inconsistent, with areas of good practice as well as areas for improvement. Some families share that agencies and their teams go above and beyond to help."

One carer said 'My mother-in-law was on end of life, we received 3 calls per day, the girls that looked after her were exceptional, went above and beyond to support us all, working professionally and maintaining my mother in law's dignity at all times, we will be forever grateful' However, we hear in some cases, families cancelling packages of care due to support not being at times that are suitable for them. Some families also shared that the option for direct payments, enabled them to independently employ support workers to help within their homes, these families were complimentary with the flexibility and control they had over their own care.

Overall, we have seen a reduction in concerns being raised and we work closely with partners to ensure people have support to live as independently as possible within their own homes."

Healthwatch Hartlepool are working closely with Hartlepool Borough Council on a range of recommendations:

1. When care workers are running more than 15 minutes late, the next person to receive care should be contacted and advised of the likely time of arrival to avoid anxiety and distress on the part of the cared for person, and risks associated with late/missed visits minimised. (Ref Home Care: delivering personal care and practical support to older people living in their own homes 1.4.11 – NICE Guideline Sept 2015)
2. Care providers must ensure that communication with those receiving care is robust and when changes to care arrangements are proposed, the cared for person is fully aware of proposals and has been properly consulted about any new care arrangements. (Ref Home Care: delivering personal care and practical support to older people living in their own homes 1.3.10 – NICE Guideline Sept 2015)
3. Care providers must ensure that those receiving care are informed and periodically reminded of the ways in which

complaints/compliments can be made. Procedures should also be available on the care organisations website. (Ref Home Care: delivering personal care and practical support to older people living in their own homes 1.4.4, 1.4.5,1.4.6 – NICE Guideline Sept 2015)

4. Identification badges should be always worn by care workers whilst on duty.

5. Care providers should ensure that as far as is practicably possible cared for people are familiar with the person providing their care services and have been introduced to the individuals who will be providing their care in future. This, and general communication should be overseen by a care co-ordinator. (Ref Home Care: delivering personal care and practical support to older people living in their own homes 1.4.7 – NICE Guideline Sept 2015)

6. As part of induction and ongoing staff development processes, all care workers should undertake training which enables them to recognise and respond appropriately to conditions such as dementia, physical and learning disabilities and sensory loss. (Ref Home Care: delivering personal care and practical support to older people living in their own homes 1.7.4 – NICE Guideline Sept 2015)

7. When carers are regularly running late between appointments, appointment timings should be reviewed to ensure enough time has been allocated to cover completion of care tasks and travel time. (Ref Home Care: delivering personal care and practical support to older people living in their own homes 1.4.1 – NICE Guideline Sept 2015)

8. Hartlepool Borough Council should review the accessibility and content of home care related information on its website and consider introducing financial guidance in line with the NHS example shown in Appendix 1 of our published report available via www.healthwatchhartlepool.co.uk (Ref Home Care: delivering personal care and practical support to older people living in their own homes 1.2.1 – NICE Guideline Sept 2015)

9. Social care providers should liaise with Hartlepool Borough Council social workers if a person receiving home care is isolated and has said that they would like more opportunities to socialise.

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year over 1000 people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services

On the 24th of March 2025, Healthwatch Hartlepool, working in partnership with the Tees, Esk and Wear Valley (TEWV) Mental Health Foundation Trust, held a Community Health & Wellbeing Engagement event the Council Chamber, Hartlepool Borough Council.

The event was attended by over 50 people, including members of the public, along with both statutory and VCSE organisations from the local area. Our event provided an opportunity to listen to presentations from various clinicians and directors from TEWV, which was then followed by a Question & Answer session.

Healthwatch Hartlepool has continued to build on the success of it's virtual coffee mornings. We strive to be as inclusive as possible in the ways in which we communicate with and provide information to residents in Hartlepool. For some people, attending meetings in person can be challenging so we have continued to hold regular virtual coffee mornings. This gives various health, care and community & voluntary sector service providers the opportunity to talk about services and developments to an audience they otherwise would not reach. It can also provide a secure setting, in which a difficult issue can be discussed in a sensitive and supportive environment.

Example -

Following enquiries received about the 'Do Not Attempt Cardio-Pulmonary Resuscitation', Zoe Booth, Lead Nurse for Palliative and End of Life Care at North Tees and Hartlepool, attended a virtual coffee morning to discuss DNACPR. She explained that cardio pulmonary resuscitation (CPR) is an emergency treatment, which can sometimes restart the heart and breathing but is not appropriate in all cases. For example, if someone is coming to the end of their life because of an advanced and irreversible illness, their heart and breathing should be allowed to stop as part of the normal process of dying. She advised about various aspects of DNAPCR, dispelled common myths and answered questions on the topic. She shared the importance of raising public awareness about discussing DNACPR and crucially that a DNACPR discussion or document does not mean that treatment and care will not be given.

Other Contributors at virtual coffee mornings have included –
Neil Harrison – Adult Services (Hartlepool Borough Council)
Catherine Wakeling – Starfish Health and Wellbeing
Abigail Ray – Public Health – (Hartlepool Borough Council)
Jane Harvey – Community Pharmacy – (Tees valley)
Joan Stevens – Health Scrutiny – (Hartlepool Borough Council)

Together with our in-person events, workshops and regular newsletters, our virtual coffee mornings will continue to play an important part in our developing communication and engagement approaches.

<u>Training & Development</u>

Healthwatch Hartlepool has a deep commitment to continuous improvement and for this reason we invest in our staff and volunteers.

During 2024/25 we continued to provide a wide range of training and developmental opportunities to volunteers and staff. The aim of our training offer is two-fold, to address identified organisational

requirements, and to provide personal and skills-based development opportunities.

This year saw a focus on the recruitment and development of our new volunteers and the development of our in-house IT capabilities, which are both reflected in the training that was accessed and delivered over the course of the year.

Summary of Key Training and Development Events 2024/25

New Volunteer Induction Training – (7 x 1:1 sessions)

Enter and View Refresher Training – (1 session x 7 participants)

Introduction to Enter and View – (4 x 1:1 sessions)

Smart Survey Training – (3 sessions x 2 participants)

Data Upload and Management Training (3 sessions x 2 participants)

Disability Awareness Training – (2 sessions, x 2 participants)

Challenging Health Inequalities (1 session x 1 participant)

Dementia Awareness (1 session x 8 participants)

Sensory Loss and Communication (1 session x 2 participants)

Equality, Diversity and Inclusion – (2 sessions x 2 participants)

Disability Awareness – (2 sessions x 2 participants)

Modern Day Slavery Awareness Training – (1 session x 5 participants)

Young Adults Mental Health – (1 session x 1 participant)

Mental Health and Deafness – (1 session x 1 participant)

North Tees and Hartlepool Hospital Trust Discharge Workshop – (1 session x 8 participants)

CQC Intermediate care Workshop – (1 session x 3 participants)

Improving Dementia Care Skills (Teepa Snow) (1session 2 x participants)

Section E Financial review

Brief statement of the charity's policy on reserves	Per our Annual Report Healthwatch Hartlepool holds reserves in respect of liabilities and in respect of any future redundancy costs.
Details of any funds materially in deficit	N/A

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about: • the charity's principal sources of funds (including any fundraising); • how expenditure has supported the key objectives of the charity; • investment policy and objectives including any ethical investment policy adopted.	Healthwatch Hartlepool is solely funded by Hartlepool Borough Council as a commissioned service to deliver Local Healthwatch in accordance with the statutory requirements laid out in the Health & Social Care Act 2012. From time to time, we do undertake additional, commissioned, consultation pieces of work if they fit in with our strategic objectives and published work programme. All monies have been directed to achieve our strategic objectives within the specification of our contract with Hartlepool Borough Council and articulated in our Governance Framework. At the present time we do not hold an investment policy due to the nature of our work.

Section F Other optional information

A message from our Chairman Jane Tilly:

Another year has passed, and once again, I'm pleased to share our journey at Healthwatch Hartlepool. It has been an incredibly busy and productive year, and I firmly believe we have fulfilled our statutory duties while strengthening our collaboration with the North East & North Cumbria (NENC) Integrated Care Board (ICB). Our contributions to the Integrated Care System have been widely recognised as invaluable across the region.

We have continued to engage with residents both digitally and in person. This year reinforced an important lesson: effective communication is key. This was especially evident in our recent report on the University Hospital Tees, a collaborative effort with Healthwatch teams across Tees Valley, County Durham, and North Yorkshire. Further collaboration with the 12 North East Healthwatch groups resulted in a comprehensive report for the North East Ambulance Service, contributing to the review of the Trust's Clinical Strategy.

Our work has extended across several important areas, including Enter & View activities in nursing and residential care homes. We also published a detailed report on 'Home Care' and organised town-wide awareness events on key health issues such as the Hospital Group Model, the NHS 10-Year Plan, Women's Health, and Community Wellbeing. These initiatives wouldn't be possible without the valued support of North Tees & Hartlepool NHS Foundation Trust, Tees, Esk & Wear Valley (Mental Health) Foundation Trust, Hartlepool & Stockton Health (HASH), and Hartlepool Council's Public Health team, who have helped us inform residents about available services in the area.

Mental health remains a top priority, and we proudly celebrated World Mental Health Day by partnering with numerous organisations for a highly successful & meaningful engagement event. Additionally, our G.P. Access resource has continued to be a valuable tool for both our partners and the wider community, helping residents connect with relevant services.

Our Volunteer Steering Group has remained highly active, meeting both in person and online to drive important work forward. Their commitment to learning has been evident in the many guest speakers they've welcomed across the Health & Social Care spectrum.

I would also like to express my heartfelt gratitude to our Board members, who dedicate their time so generously, as well as to our Chief Executive Christopher and the staff team. Their ability to adapt to the evolving Integrated Care Board landscape has been nothing short of remarkable.

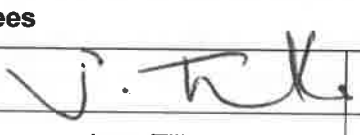
Looking ahead, I am hopeful for continued progress and success in the coming year as we navigate the new NHS 10 year plan.

"Finally, a special acknowledgment to our incredible volunteers—Healthwatch Hartlepool wouldn't be the same without you. Your dedication is vital to our work, and in the year ahead, you will play a key role in monitoring our new programme that includes improving pathways for individuals living with Autism and/or a Learning Disability.

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Jane Tilly	Tony Raine
Position (eg Secretary etc.)	Chairman	Director of Finance
Date	27th November 2025	

CHARITY COMMISSION FOR ENGLAND AND WALES

Healthwatch Hartlepool	1165402

Receipts and payments accounts

CC16a

For the period from	1st April 2024	To	31st March 2025

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Commissioned service from	124,397	-	-	124,397	
Hartlepool Borough Council	-	-	-	-	-
Other Income - Consultations/Grant	48,307	-	-	48,307	-
Interest from Bank	761	-	-	761	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
***Sub total** (Gross income for AR)*	173,465	-	-	173,465	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	173,465	-	-	173,465	-
A3 Payments					
Operational Costs	32,452	-	-	32,452	-
Staffing Costs	128,405	-	-	128,405	-
Premises, Room hire and telephone	8,040	-	-	8,040	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	168,897	-	-	168,897	-
A4 Asset and investment purchases, (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-
Total payments	168,897	-	-	168,897	-
Net of receipts/(payments)	4,568	-	-	4,568	57,317
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end		-	-	-	-
Cash funds this year end	4,568	-	-	4,568	57,317

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Cash at Bank	57,317	-	-
		-	-	-
		-	-	-
	Total cash funds	57,317	-	-
	(agree balances with receipts and payments account(s))	Agreement Error	OK	OK

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	N/A	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets	N/A		-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	N/A		-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities	N/A		-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
	J Tilly	Jane Tilly	29.1.26
	Raine	Anthony Raine	29/1/26

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of	Charity Name Healthwatch Hartlepool CIO		
On accounts for the year ended	31st March 2025	**Charity no (if any)**	1165402
Set out on pages	(remember to include the page numbers of additional sheets)		

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

The charity's trustees consider that an audit is not required for this year under section 144 of the Act and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the applicable Directions given by the Charity Commission (under section 145(5)(b) of the Act, and
- to 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 Commission. 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 no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Charities Act or
- the accounts do not accord with the accounting records

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

** Please delete the words in the brackets if they do not apply.*

Signed:	[signature]	**Date:**	21/01/26
Name:	Leslea Jackson		
Relevant professional qualification(s) or body (if any):	Finance Manager.		

Address:	117 Stockton Road Hartlepool TS25 1SL.

Section B Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

HEALTHWATCH HARTLEPOOL

England & Wales - Charity number 1165402

Accounts

Trustees' Annual Report for the period

	Period start date				Period end date		
From	01st	April	2023	To	31st	March	2024

Section A Reference and administration details

Charity name	Healthwatch Hartlepool
Other names charity is known by	
Registered charity number (if any)	1165402
Charity's principal address	Healthwatch Hartlepool Greenbank Waldon Street Hartlepool **Postcode TS24 7QS**

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Jane Tilly	Chairman		
2	Tony Raine	Director of Finance		
3	Margaret Wrenn	Director		
4	Jan Weedall	Director		
5	Carol Sherwood	Director		
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Governance Framework
How the charity is constituted (eg. trust, association, company)	Healthwatch Hartlepool is a Charitable Incorporated Organisation established in 2016 and is governed according to the Governance Framework, which is reviewed annually.
Trustee selection methods (eg. appointed by, elected by)	Recruitment and appointment of Trustees: The board consists of no fewer than 3 trustees and has no maximum. The necessary quorum for the transaction of any business is 3. Trustees are recruited from the local population and all have an interest in the aims and objectives of Healthwatch Hartlepool CIO.

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Healthwatch Hartlepool has developed an induction programme using its own material, material & resources from both Healthwatch England & Hartlepool Borough Council plus material/guidance from the Charity Commission. All Trustees are additionally encouraged to attend external courses, which are relevant to their role.

Risk Management – During the year the Trustees met predominantly monthly. The meetings considered all aspects of service delivery, complaints and risk management. These meetings enable the Trustees to identify any risks to which the Charity may be exposed and put in place measures to mitigate those risks. Throughout the year regular updates were provided to Board members by our Chief Executive.

Organisational Structure – Healthwatch Hartlepool is an autonomous body. The Trustees make strategic decisions about the organisation and the day-to-day operating model is delegated to the Chief Executive. The Chief Executive is responsible for ensuring the aims and objectives of the organisation are met. The board in the main meets monthly to consider reports & updates from the Chief Executive and two of the Trustees are also members of our Volunteer Steering Group. The Volunteer Steering Group (VSG) is responsible for monitoring the delivery of our Annual Work Programme.

Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

Established under the Health and Social Care Act 2012, the requirements set out in the legislation mean Healthwatch Hartlepool will be expected to:

- Obtain the views of the wider community about their needs for and experience of local health and social care services and make those views known to those involved in the commissioning, provision and scrutiny of health and social care services.
- Promote and support the involvement of a diverse range of people in the monitoring, commissioning and provision of local health and social care services through membership of residents and service user groups.
- Make reports and recommendations about how those services could or should be improved.
- Provide information to the public regarding accessing health and social care services also ensuring they are aware of the relevant choices available to them.
- Represent the views of the whole community, patients and service users on the Health & Wellbeing Board and the Integrated Care Board Pace sub-committee for Hartlepool.
- Make the views and experiences of the broad range of people and communities known to Healthwatch England helping that body carry out its role as national champion.
- Make recommendations to Healthwatch England regarding any special reviews or investigations deemed necessary to be carried out by the Care Quality Commission (CQC) or, if the circumstances justify it, go direct to the CQC with such recommendations.

All functions must be delivered in line with the Care Act 2014 and associated guidance in respect of Safeguarding.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

In all that Healthwatch does its Trustees have complete regard for the Charity Commission's public benefit guidance when exercising their powers or duties. An Annual Report is produced articulating how this obligation is met, as well as monitoring the delivery of services commissioned by Hartlepool Borough Council. Full details of this Annual Report are available on the Healthwatch Hartlepool website www.healthwatchhartlepool.co.uk

"Healthwatch Hartlepool has been established in a way that is inclusive and enables involvement from all areas of the local community. We wish to involve those who are seldom heard."

Healthwatch Hartlepool is the umbrella organisation which brings together existing and new consultation groups, networks, organisations and individuals in Hartlepool to enable them to have a voice in improving health and social care services.

Healthwatch Hartlepool does this by working in a collaborative and inclusive way across Hartlepool taking account of the rich diversity of the people of Hartlepool and their needs.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grant making;
- policy programme related investment;
- contribution made by volunteers.

There is no formal 'membership' of Healthwatch Hartlepool as it exists as a volunteer led, open network that can be accessed by:

a) Individuals - anyone living in, or receiving health and social care services in the Borough of Hartlepool

b) Groups - any voluntary/community group or business organisation which operates in the Borough of Hartlepool

Healthwatch Hartlepool will maintain a database of people who have expressed an interest in being involved in developing and supporting Healthwatch Hartlepool.

Healthwatch Hartlepool will aim to make use of existing consultation groups, networks and organisations in Hartlepool to enable them to have a voice in improving health and social care services.

When necessary Healthwatch Hartlepool will establish new consultation groups, networks and organisations in Hartlepool to enable them to have a voice in improving health and social care services.

Section D Achievements and performance

Summary of the main achievements of the charity during the year

During 2023/2024 we remained extremely active and remained operating under the very strict Covid19 safety restrictions but still undertook a wide range of activities. Below are some of our main pieces of work and achievements albeit more information is available in our published Annual Report, which is on our website www.healthwatchhartlepool.co.uk

Enter and View

This year, we made 2 Enter and View visits. We made 9 recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
Clifton House Residential Care Home	To gather feedback from residents and family members of their impressions of care provision and how this has evolved since the Covid pandemic to gain insight into the day-to day provision of care and the specific support for residents living with dementia	Wrote a report with recommendations – the service was found to be very good albeit the home decoration should be improved.
Merlin Manor Care Centre	To gather feedback from residents and family members of their impressions of care provided since opening in 2022	Wrote a report with a range of recommendations retailed on our website: www.healthwatchhartlepool.co.uk These included the commending of staff for the overall standard of care & dementia training is promoted at a more advanced level.

Healthwatch Hartlepool is represented on the Hartlepool Health and Wellbeing Board by Christopher Akers-Belcher – Chief Executive and Margaret Wrenn – Chair Volunteer steering Group. During 2023/24 our representatives have effectively carried out their role by presenting our reports & findings, participating in the review of the town's pharmaceutical needs assessment, assisting with the review of the Health & Wellbeing Strategy, promoting the need for ambitious targets around the health checks and health plans required by residents living with autism or a Learning Disability.

Healthwatch Hartlepool is represented on the Tees Valley Area Integrated Care Partnership and the North East & North Cumbria (NENC) Hartlepool Integrated Care Board (ICB) Place sub-committee by Christopher Akers-Belcher - Chief Executive. Our Chief executive also holds a place on the North East & North Cumbria (NENC) Integrated Care Board (ICB), the ICB's Patient Voice committee, Quality & Safety committee & System Quality Group.

We collaborated with other Healthwatch's to ensure the experiences of people in Hartlepool can influence decisions made about services at North East and North Cumbria (NENC) Integrated Care System (ICS) level.

This year we've worked with Healthwatch's across the Tees Valley & wider region to achieve:

Improved planning processes for families who care for an adult with a learning disability - The Tees Valley Healthwatch Network provided insight to the NENC ICB, to give them a greater understanding of the needs of people with a learning disability, aged 40+, so they can improve the planning process when families can no longer support their family

member to stay at home. We asked professionals, carers and those they care for what is important to them, and what support they need to live a happy and healthy life.

Improved access to dentistry services by carrying out 3 stand-alone activities:

- Sought people's feedback about their experience after accessing treatment funded through the ICB's additional investment for additional sessions at some dental practices to improve access.
- Contacted all dental practices in the region to understand what people were being told when trying to access NHS treatments through a 'mystery shopper' exercise.
- Survey of the general population across the North East and North Cumbria to gather their experiences of dentistry in 2023. Over 3500 responses were received

An understanding of health literacy related barriers to research - We held a focus group locally to discuss if participants had previously been involved in research, what their preferred channels for accessing healthcare information were, and identify barriers to future research opportunities.

- Participants' responses varied, with some showing keen interest in future research engagement and others highlighting barriers like limited awareness or understanding.
- Preferred methods for disseminating future research opportunities were both email and face-to-face interactions.

Worked across the North East & North Cumbria to review the ICB's Involvement Strategy – The Healthwatch Network asked local Healthwatch to come forward from all 4 Integrated Care Partnership (ICP) areas to attempt to achieve a rural and urban geographical spread. They were asked to speak to community volunteers, staff, and Board Members and/or to deliver a focus group from one of the following seldom heard communities – Young people, Deaf/deafened, LGBTQ+ and Asian/ethnic minorities.

Improving Discharge from Hospital Last year - We published findings of the experiences the public shared with us about Discharge from hospital. Thanks to this insight, the North Tees & Hartlepool NHS Foundation Trust has responded favourably and produced a detailed action plan based on our recommendations following our report being shared and discussed more widely with internal staff and external stakeholders within Hartlepool Borough Council. We must thank Stephen Thomas, our Development Officer, for his hard work collating and delivering the information in this particular project.

What difference did this make?

Progress has been made by the Trust against the recommendations in the previous report we published and there has been a positive impact on many aspects of the patient discharge experience and subsequent care and support. The Trust is addressing the ongoing concerns identified in the recommendation review table contained within the Executive Summary of our latest report is available on our website www.healtwatchhartlepool.co.uk

"Thank you for giving us the opportunity to comment on the discharge report findings. North Tees and Hartlepool NHS Foundation Trust strives

to provide excellent care and services to patients. We recognise that supportive and appropriate hospital discharge services are vital and we are committed to ensuring that patients' experiences and subsequent recuperation opportunities are maximised. We are very pleased that you have observed the progress made by the Trust against the recommendations in the 2023 report and that this has had a positive impact on many aspects of the patient discharge experience and subsequent care and support. We are committed to progressing/building on the recommendations from March 2023 report and this current report and will ensure that an agreed action plan is formulated/shared widely across the Trust. Progress against it will be monitored through the appropriate governance structures and system forums. We would like HealthWatch to consider the enclosed response on behalf of the Trust. A more detailed action plan will follow once shared and discussed more widely with internal staff and as appropriate with external stakeholders within Hartlepool Borough Council On behalf of myself and the clinical teams can I thank you for bringing forward the patients' voice and supporting the developments of services to patients through their discharge process. We look forward to continuing to work closely with you in the future."

Mr N Atkinson – Managing Director

Creating empathy - Healthwatch Hartlepool continues to support the 'Lived Experience' Forum. The meetings capture a group of individuals with lived experience and organisations that are deemed integral to shaping the future of services in Hartlepool. The Forum has championed the co-production & the active involvement of people with lived experience of mental illness (including carers/families) in the transformation of Community Based Mental Health services across Hartlepool and the wider Tees Valley. It is widely accepted that such involvement in the design of services has been shown to empower service users, increase the quality and efficiency of services and improve clinical outcome.

Getting Services to involve the public - Healthwatch Hartlepool is represented on the Governing Body of North Tees & Hartlepool Foundation Trust. Through our work representing the views of the public the Trust has approached Healthwatch Hartlepool to undertake further consultation in the community, particularly with the seldom heard, around the Hospital Group partnership agreement between North Tees & Hartlepool NHS Foundation Trust and South Tees Hospitals NHS Foundation Trust. Our consultation will be collaborative with all Tees Valley Healthwatch, Healthwatch County Durham & Healthwatch North Yorkshire. We will proactively seek feedback & involve people in the development of the clinical boards within the two Trusts i.e. (Surgery & anaesthetics), Urgent & Emergency Care, Medicine, Women's/Children & Young People's Services and Community Services.

Improving Care over time - Over the years Healthwatch Hartlepool has been raising the issue of GP Access and highlighting the problems some residents experience. Healthwatch Hartlepool published a GP Access report in March 2022, outlining key headline areas for improvement which was shared and formally acknowledged by the ICB in June 2022. Whilst many of the key themes were already identified by the ICB and nationally by NHS England, the ICB valued the report from Healthwatch and has used the recommendations to ensure a continued focus on the work to deliver improved access for our community. More recently Healthwatch Hartlepool published a resource for the public showcasing our 'Top Tips' for accessing your GP Practice. This resource is available to download from our website www.healthwatchhartlepool.co.uk.

Helping residents with the best advice - Healthwatch Hartlepool partnered with the G.P. Federation Hartlepool & Stockton Health (HASH), the North East Ambulance Service, the Community Pharmacy Tees Valley Hartlepool Foundation Trust and Hartlepool Borough Council to showcase a number of topics identified within our work Programme. The first event was a follow-on to our work surrounding Primary Care Access and was led by Fiona Adamson Chief Executive of Hartlepool & Stockton Health (HASH). We had guest speakers too from the North East Ambulance Service and the Community Pharmacy, Tees Valley. Over 70 people attended our event and received the most up to date information surrounding the circumstances where access should be via self-care, your GP. , pharmacy, NHS 111, Urgent Care and Accident & Emergency. The event was complemented by a multitude of stall holders all providing attendees with the advice & guidance they provide from their service areas. As well as supporting other services over the year such as 'Dementia' we again held our annual celebration of World Mental Health day in October. Throughout the year we also held our weekly surgeries for Advice & Guidance at the Central Hub and now also collaborate on a monthly basis with Hartlepool Carers by providing a similar service at North Tees Hospital.

"*Community Pharmacy Tees Valley has been welcomed to join the Healthwatch Hartlepool team to distribute useful information about local pharmacy services throughout the year in the form of conferences and coffee mornings. We have found this a very positive experience and a great opportunity to offer guidance and support to those who need healthcare access in Hartlepool along with allowing us to receive 'on the ground' feedback from those who use pharmacy services in the hope we can give the optimal patient experience and best healthcare outcome. The 'What to do When You Feel Unwell' event was an excellent production of primary care services showcasing what is available locally and nationally in supporting a healthcare journey but also gave explanations into why there are sometimes delays in accessing a service and the many pressures arising. We hope to continue to join Healthwatch Hartlepool and thank you for invites we have received so far.*"

Jane Harvey - Service Implementation & Peer Support Manager
Community Pharmacy, Tees Valley

Our virtual coffee mornings continue to be successful and really help with those suffering with anxiety attending face-to-face meetings. Our 2023/24 guest speakers at virtual coffee mornings were varied and included:
April – John Blenkinsopp - North Tees and Hartlepool Hospital Trust - Patient Engagement Activity
May – Claire Robinson – Hartlepool Borough Council – Public Health Update
June – Jane Harvey – Community Pharmacy Tees Valley – Local Pharmacy Update
July – Hannah Robertson (The Bridge) and Jannette McGuire (North Tees and Hartlepool Hospital Trust) – Dementia Services in Hartlepool
September – Jan Hollis – Hartlepool Carers – Carer update
October- Julie Sinclair – North Tees and Hartlepool Hospital Trust – Cancer Services and Support
November - Sue Ewington – People First – Local Advocacy Service Update
December – Gary Greenman – North Tees and Hartlepool Trust – Hospital Podiatry Services
January – Julian Penton – Hartlepower – VCS and community Transformation updates

February – Kelly Thomson – North Tees and Hartlepool Hospital Trust – Domestic Violence Project
March – Jane Harvey – Community Pharmacy Tees Valley – Local Pharmacy – changes and service developments

We're supported by a team of amazing volunteers who are at the heart of what we do - Thanks to their efforts in the community, we're able to understand what is working and what needs improving. This year our volunteers:

- Supported our Patient & Public Engagement activity
- Promoted Healthwatch Hartlepool in the community and what we have to offer
- Collected experiences and supported the population to share their views
- Carried out 'enter and view' visits to Residential Care Homes to help them improve
- Undertook training on Safeguarding & supported the induction of new volunteers

Section E Financial review

Brief statement of the charity's policy on reserves	Per our Annual Report Healthwatch Hartlepool holds reserves in respect of liabilities and in respect of any future redundancy costs.
Details of any funds materially in deficit	N/A

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

Healthwatch Hartlepool is solely funded by Hartlepool Borough Council as a commissioned service to deliver Local Healthwatch in accordance with the statutory requirements laid out in the Health & Social Care Act 2012. From time to time, we do undertake additional, commissioned, consultation pieces of work if they fit in with our strategic objectives and published work programme.

All monies have been directed to achieve our strategic objectives within the specification of our contract with Hartlepool Borough Council and articulated in our Governance Framework.

At the present time we do not hold an investment policy due to the nature of our work.

Section F Other optional information

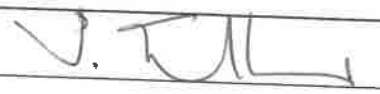
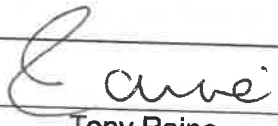
A message from our Chairman Jane Tilly:

"It has been an extremely busy year for us all at Healthwatch Hartlepool. I firmly believe we have successfully delivered our statutory duties as well as building on our work with the North East & North Cumbria (NENC) Integrated Care Board (ICB). We have undertaken some very meaningful work across the Integrated Care System and this has been recognised regionally as of great benefit. Once again, we have continued to engage with residents and our volunteer steering group digitally. Learning throughout the year has confirmed our belief that communication is key and this has been confirmed when we published our reviewed 'Discharge' report in respect of North Tees & Hartlepool NHS Foundation Trust. We conducted more work covering Enter & View activity across a number of Nursing & Residential care homes and held a town wide awareness raising events promoting access to Acute Care, Primary Care and Ambulance services. Once again, our sincere thanks to North Tees & Hartlepool NHS Foundation Trust, Hartlepool & Stockton Health (HASH) and Hartlepool Council's Public Health team for working collaboratively with us in informing residents what services are available across the town. We again actively celebrated 'World Mental Health' day by collaborating with a host of partners through some very successful engagements. March 24 also saw us launch our new Healthwatch Hartlepool resource for G.P. Access, which has been very well received by both our partners and the wider public. This is a great source of information for sign posting residents to relevant services. The Volunteer Steering Group remained active utilising monthly face to face meetings in addition to online meetings to carry out prodigious amounts of work and increase their own learning by welcoming guest speakers across the spectrum of Health & Social Care. I must thank all the Board members who give their time unstintingly and are always there to help when needed. My sincere thanks also go to our Chief Executive Christopher and staff team whose roles have had to adapt to the new way of working in respect of the Integrated Care Board, but they have certainly risen to the challenge

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Jane Tilly	Tony Raine
Position (eg Secretary etc.)	Chairman	Director of Finance
Date	26th September 2024	

CHARITY COMMISSION FOR ENGLAND AND WALES

Healthwatch Hartlepool	1165402

Receipts and payments accounts

CC16a

For the period from	1st April 2023	To	31st March 2024

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Commissioned service from Hartlepool Borough Council	121,958	-	-	121,958	43,884
Other Income - Consultations/Grant	-	-	-	-	-
Interest from Bank	43,224	-	-	43,224	-
	738	-	-	738	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
***Sub total** (Gross income for AR)*	165,920	-	-	165,920	43,884
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	165,920	-	-	165,920	43,884
A3 Payments					
Operational Costs	22,968	-	-	22,968	-
Staffing Costs	122,149	-	-	122,149	-
Premises, Room hire and telephone	7,370	-	-	7,370	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	152,487	-	-	152,487	-
A4 Asset and investment purchases, (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-
Total payments	152,487	-	-	152,487	-
Net of receipts/(payments)	13,433	-	-	13,433	57,317
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end		-	-	-	-
Cash funds this year end	13,433	-	-	13,433	57,317

Section B Statement of assets and liabilities at the end of the period

B1 Cash funds

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	Cash at Bank	57,317	-	-
		-	-	-
		-	-	-
	Total cash funds	57,317	-	-
	(agree balances with receipts and payments account(s))	Agreement Error	OK	OK

B2 Other monetary assets

Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
N/A	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-

B3 Investment assets

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
N/A		-	-
		-	-
		-	-
		-	-
		-	-

B4 Assets retained for the charity's own use

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
N/A		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-

B5 Liabilities

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
N/A		-	
		-	
		-	
		-	
		-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Jane Tilly	08.01.2025
	Anthony Raine	16.1.25

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of

Charity Name
Healthwatch Hartlepool CIO

On accounts for the year ended

31st March 2024

Charity no (if any) 1165402

Set out on pages

(remember to include the page numbers of additional sheets)

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

The charity's trustees consider that an audit is not required for this year under section 144 of the Act and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the applicable Directions given by the Charity Commission (under section 145(5)(b) of the Act, and
- to 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 Commission. 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 no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Charities Act or
- the accounts do not accord with the accounting records

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

** Please delete the words in the brackets if they do not apply.*

Signed: [signature]

Date: 6th January 2025

Name: Mrs L Jackson

Relevant professional qualification(s) or body (if any): Finance manager for sme's.

Address:	117 Stockton Road
	Hartlepool
	TS25 1SJ

Section B Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

HEALTHWATCH HARTLEPOOL

England & Wales - Charity number 1165402

Accounts

Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	01st	April	2022		31st	March	2023

Section A Reference and administration details

Charity name Healthwatch Hartlepool

Other names charity is known by

Registered charity number (if any) 1165402

Charity's principal address

Healthwatch Hartlepool
Greenbank
Waldon Street Hartlepool
Postcode TS24 7QS

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Jane Tilly	Chairman		
2	Tony Raine	Director of Finance		
3	Margaret Wrenn	Director		
4	Jan Weedall	Director		
5	Carol Sherwood	Director		
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Governance Framework
How the charity is constituted (eg. trust, association, company)	Healthwatch Hartlepool is a Charitable Incorporated Organisation established in 2016 and is governed according to the Governance Framework, which is reviewed annually.
Trustee selection methods (eg. appointed by, elected by)	Recruitment and appointment of Trustees: The board consists of no fewer than 3 trustees and has no maximum. The necessary quorum for the transaction of any business is 3. Trustees are recruited from the local population and all have an interest in the aims and objectives of Healthwatch Hartlepool.

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about: • policies and procedures adopted for the induction and training of trustees; • the charity's organisational structure and any wider network with which the charity works; • relationship with any related parties; • trustees' consideration of major risks and the system and procedures to manage them.	Healthwatch Hartlepool has developed an induction programme using its own material, material & resources from both Healthwatch England & Hartlepool Borough Council plus material/guidance from the Charity Commission. All Trustees are additionally encouraged to attend external courses, which are relevant to their role. Risk Management – During the year the Trustees met monthly when possible and safe to do so given we were still aware of the prevalence of Covid19. The meetings considered all aspects of service delivery, complaints and risk management. These meetings enable the Trustees to identify any risks to which the Charity may be exposed and put in place measures to mitigate those risks. Throughout the year weekly or sometimes monthly updates were provided to Board members by our Chief Executive. Organisational Structure – Healthwatch Hartlepool is an autonomous body. The Trustees make strategic decisions about the organisation and the day-to-day operating model is delegated to the Chief Executive. The Chief Executive is responsible for ensuring the aims and objectives of the organisation are met. The board in the main meets monthly to consider reports & updates from the Chief Executive and two of the Trustees are also members of our Volunteer Steering Group. The Volunteer Steering Group (VSG) is responsible for monitoring the delivery of our Annual Work

Programme.

Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

Established under the Health and Social Care Act 2012, the requirements set out in the legislation mean Healthwatch Hartlepool will be expected to:

- Obtain the views of the wider community about their needs for and experience of local health and social care services and make those views known to those involved in the commissioning, provision and scrutiny of health and social care services.
- Promote and support the involvement of a diverse range of people in the monitoring, commissioning and provision of local health and social care services through membership of residents and service user groups.
- Make reports and recommendations about how those services could or should be improved.
- Provide information to the public regarding accessing health and social care services also ensuring they are aware of the relevant choices available to them.
- Represent the views of the whole community, patients and service users on the Health & Wellbeing Board and the Integrated Care Board Pace sub-committee for Hartlepool.
- Make the views and experiences of the broad range of people and communities known to Healthwatch England helping that body carry out its role as national champion.
- Make recommendations to Healthwatch England regarding any special reviews or investigations deemed necessary to be carried out by the Care Quality Commission (CQC) or, if the circumstances justify it, go direct to the CQC with such recommendations.

All functions must be delivered in line with the Care Act 2014 and associated guidance in respect of Safeguarding.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

In all that Healthwatch does its Trustees have complete regard for the Charity Commission's public benefit guidance when exercising their powers or duties. An Annual Report is produced articulating how this obligation is met, as well as monitoring the delivery of services commissioned by Hartlepool Borough Council. Full details of this Annual Report are available on the Healthwatch Hartlepool website www.healthwatchhartlepool.co.uk

"*Healthwatch Hartlepool has been established in a way that is inclusive and enables involvement from all areas of the local community. We wish to involve those who are seldom heard.*"

Healthwatch Hartlepool is the umbrella organisation which brings together existing and new consultation groups, networks, organisations and individuals in Hartlepool to enable them to have a voice in improving health and social care services.

Healthwatch Hartlepool does this by working in a collaborative and inclusive way across Hartlepool taking account of the rich diversity of the people of Hartlepool and their needs.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grant making;
- policy programme related investment;
- contribution made by volunteers.

There is no formal 'membership' of Healthwatch Hartlepool as it exists as a volunteer led, open network that can be accessed by:

a) Individuals - anyone living in, or receiving health and social care services in the Borough of Hartlepool

b) Groups - any voluntary/community group or business organisation which operates in the Borough of Hartlepool

Healthwatch Hartlepool will maintain a database of people who have expressed an interest in being involved in developing and supporting Healthwatch Hartlepool.

Healthwatch Hartlepool will aim to make use of existing consultation groups, networks and organisations in Hartlepool to enable them to have a voice in improving health and social care services.

When necessary Healthwatch Hartlepool will establish new consultation groups, networks and organisations in Hartlepool to enable them to have a voice in improving health and social care services.

Section D Achievements and performance

Summary of the main achievements of the charity during the year

During 2022/2023 we remained active and remained operating under the very strict Covid19 safety restrictions but still undertook a wide range of activities. Below are some of our main pieces of work and achievements albeit more information is available in our published Annual Report, which is on our website www.healthwatchhartlepool.co.uk

Enter and View

This year, we made 6 Enter and View visits. We made 9 recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
Stitchell House Residential Care Home	Post Covid learning	Wrote a report with recommendations – the care home reinstated regular residents fand relatives' meetings. They also developed a regular newsletter for family members.
Warrior Park Residential Care Home	Review progress since last visit	Wrote a report with recommendations that include: For there to be more activities on both floors and actively encourage use of outdoor space. Employ new coordinator and encourage staff to take-up training opportunities.
Urgent Care Centre Hartlepool	Identify examples of good working practice	Published our report to celebrate the work undertaken & encourage the trust to pass on the good practice whenever and wherever possible
Charlotte Grange Residential Care Home	To review progress and change since our last visit	Published our report and referred our findings to the Local Authority. Requested that the improvement of the general condition of the home be a priority to the new owners.
Elwick Grange Residential Care Home	Covid concerns and gain insight into the current quality of care	Published our findings and confirmed to the Local Authority we were impressed with the home.
West View Lodge Residential Care Home	To gather feedback from residents & rehabilitation patients together with family members	Published our report and strongly recommend that the home gets rid of the odour in the corridors of the Croft unit

Healthwatch Hartlepool is represented on the Hartlepool Health and Wellbeing Board by Christopher Akers-Belcher – Chief Executive and Margaret Wrenn – Chair Volunteer steering Group. During 2022/23 our representative has effectively carried out this role by presenting our reports & findings, participating in the review of the town's pharmaceutical needs assessment, assisting with the review of the Health & Wellbeing Strategy, promoting the need for ambitious targets around the health checks and health plans required by residents living with autism or a Learning Disability.

Healthwatch Hartlepool is represented on the Tees Valley Area Integrated Care Partnership and the North East & North Cumbria (NENC) Hartlepool Integrated Care Board (ICB) Place sub-committee by Christopher Akers-Belcher -Chief Executive.

Hospital Discharge

Healthwatch Hartlepool undertook a significant piece of focusing on the

discharge of patients from our Hospital Trust. Our findings were published on our website and we received the below testimonial from the Hospital Trust's new Managing Director:

"Firstly, on behalf of North Tees and Hartlepool Foundation Trust I would like to thank Healthwatch Hartlepool, who have collaborated with both the Local Authority in Hartlepool and ourselves, to produce this report, which reviews the current discharge arrangements and processes for patients in Hartlepool.

The Trust welcomes and agrees with the findings including that significant strides have been made in many aspects of the discharge process for our patients since the previous investigation in 2014. Most noticeable of these is the progress that has been made in developing integrated working practices, which have resulted in a much-improved collaboration between health and social care stakeholders in the discharge pathway.

However, as an organisation we recognise that there remain challenges to overcome for patients, their families and carers at all stages of the discharge process. The valuable insights and recommendations alongside information collected during the research process, has already enabled the Trust to develop a comprehensive improvement and development plan, which includes:

 Communication and involvement of patients in planning their discharge and subsequent post discharge care arrangements;
 Improving information outlining the discharge process which will be available to all patients entering North Tees and Hartlepool Hospitals for non-elective procedures;
 Ensuring patients are informed of the availability of post discharge support services;
 Providing alternative/easy read formats of all discharge related materials and support such as interpreters booked to ensure deaf patients and patients with other languages and support needs are not excluded;
 Ensuring that the principles of John's Campaign are consistently integrated into discharge arrangements;
 Wherever possible, patient transport and medication requirements being planned in advance of the day the patient is due to be discharged;
 Review of current operational practices relating to the Discharge Hub and Pharmacy, exploring the potential to use Hospital Volunteers to collect medication;
 Patient discharge via the Discharge Hub or Transport Hub in line with national guidance;
 Estates review to ensure suitability of the current location of the Discharge Hub;
 Workforce review in support of the Hub;
 Review of communication with care homes and care providers to ensure the best possible transfer of care arrangements in collaboration with Healthwatch;

The improvement plan has already been presented and ratified at the Trust Quality Council chaired by the Chief Nurse and Chief Medical Officer and will be presented to the Quality Committee in July 2023.

Finally, we would welcome Healthwatch Hartlepool, health, and social care colleagues involved in the delivery of the patient discharge pathway to meet again in six months to review progress."

Mr Neil Atkinson – Managing Director
North Tees & Hartlepool NHS Foundation Trust

On Wednesday 8th March 2023 fourteen local Healthwatch from across the North East & North Cumbria (NENC) came together to celebrate its 10th birthday. The fourteen Healthwatch work collectively across the NENC Integrated Care System (NENC ICS) region to add value and service user voice to the changing health and social care landscape. Staff past and present, Board members, volunteers and partner organisations came together to share in the success that Healthwatch has achieved to date. Since the commencement of Healthwatch there has been a strong commitment to ensure that the voice of service users and the public remains embedded in the decision-making process of health and care services, championing the views of those that access services to ensure service delivery and changes made promote the best wellbeing outcomes for individuals, carers and families. With the introduction of the Integrated Care Board (ICB) it is recognised that only through partnership working, meaningful engagement and combined resources will we make a positive difference to the health, wellbeing, and care of the communities we represent. The event provided an opportunity for reflection of the journey of Healthwatch so far. The trials and tribulations, the growth, the changes and more importantly the successes that demonstrated the passion that remains with us on our journey
to change.

The day was hosted by Christopher Akers-Belcher – Chief Executive of Healthwatch Hartlepool. Christopher is also the Regional Coordinator for the North East & North Cumbria Healthwatch Network. Throughout the day guest speakers spoke of their own experience and involvement with Healthwatch and shared their vision and hopes for the future.

Jennifer Clark and Delana Lawson from Healthwatch England presented detail of our vision, mission and values, providing reference to our changing world with its challenges and opportunities and building on our success with three key objectives.
1. To support more people who face the worst outcomes to speak-up about their care and access the advice they need.
2. To ensure care decision-makers act on public feedback and involve communities in decisions that affect them.
3. To be a more effective organisation and build a stronger Healthwatch movement.

*“What an incredible way to mark 10 years of Healthwatch in the region. It was a privilege to be invited to join in. I am as ever blown away by the passion, dedication, and talent of Healthwatch
volunteers, boards and staff members. People working within limited resources to create real changes in people’s lives. This Healthwatch region has moved deftly towards becoming a truly effective collaborative in a way other regions have struggled to do. It was clear to me how the Healthwatch is valued by the ICB,
providers and partners. Personally, this is my home region, where I started my own Healthwatch journey, and I couldn’t be prouder of how far you have all come in the last decade. I look forward to seeing what the next decade brings.”*

Jenny Clark
Deputy Head of Engagement and Sustainability
Healthwatch England

“Thank you so much North East. What a fabulous day, well done to you all. You have set the standard for celebrations and collaboration nationally. I heard some interesting conversations throughout the day and during the networking session and am looking forward to the

implementation of ideas we should take forward as a region."

Delana Lawson
Quality Assurance & Regional Manager
(North East, Yorkshire & Humberside)
Healthwatch England

"I'd like to thank the various Healthwatch organisations across Tees Valley for inviting me to the 10th anniversary event. I'd particularly like to say thank you for the opportunity to talk about the collaborative work that we have undertaken to ensure the patient voice is at the heart of the Community Mental Health Transformation Programme that is now underway. I am looking forward to the continued input of Healthwatch as we progress with the agreed changes in our local communities, and I very much welcome their continued support to understand and address the key health inequalities that impact upon access, effectiveness, and experience of our mental health services."

Dominic Gardner
Care Group Director MHSOP / AMH
Durham Tees Valley Care Group
Tees, Esk and Wear Valleys NHS FT

We were delighted that Claire Riley from the NENC ICS was able to attend the event and share with us her ambition for the future of health and care services. With the ICS transformation underway Claire spoke of her desire to ensure insight and feedback from the public was used at both a national and local level. Claire welcomed the opportunity she has had to work alongside Healthwatch and is looking forward to continued collaboration that will support system wide planning and service delivery. Claire acknowledged there will be challenges and 'hard conversations' along the way and that positive system change will only be achieved through meaningful partnership working. Claire welcomed the opportunity to answer questions raised and provided honest feedback on the challenges ahead, with a determination to ensure positive outcomes for health and care services.

"Thank you for inviting me to join the Healthwatch 10-year celebration. It is important to celebrate the great work of the Healthwatch teams and the impact this has had on patients, carers and the public. Now we have the opportunity to learn from this work and ensure the voices of our communities are at the heart of health and care services."

Claire Riley
Executive Director
Corporate Governance, communications and involvement
NENC ICS

Healthwatch Hartlepool recognises the value of our volunteers so we included a story in our Annual Report titled "Celebrating a hero in our local community". This was about Bernie Hays - Healthwatch Volunteer

Bernie is an exceptional individual who has become an integral part of the Healthwatch Hartlepool family. We always say Healthwatch exists for everyone and there is no fixed membership but rather people should become involved depending on our work programme and the topics that they feel most passionately about. Bernie has embraced our ethos and believes whole heartedly that by being involved we can together create change. We cannot thank him enough for the dedication he has shown to Healthwatch Hartlepool and his immense contribution within our Volunteer Steering Group.

Bernie's story:

"I first heard about Healthwatch when I registered as a carer for a family member and started to receive their monthly newsletter. At that time, I was working towards my retirement with the NHS. As a volunteer I have been able to help people have their say on health & social care. It has also enabled me to be part of a team, developing new skills and gaining experience from other health professionals and outside agencies. With other members of the team, I have completed a number of 'Enter & View' visits to Care Home settings, listening to the views of people whom are in Residential Care and rehabilitation beds awaiting to return back home. It has also given me the opportunity to speak with family members and their carers. It has given me the opportunity to write reports on the outcome of the visit. Most recently I have been part of the team looking at discharge planning from hospital. Meet and greet with hospital staff, patients and families, hoping to make hospital discharge safer and smoother from admission into hospital to discharge back into the community. Each month we have a Volunteer Steering Group and meet up to discuss any health and social care matter. We also have an online monthly (coffee morning) and a guest speaker is invited. Discussing a number of topics: including, Mental Health, Drugs and Alcohol, Safeguarding and any other Health and Social Care needs. So if you want to develop new skills and meet new people become a volunteer and help your community improve health & social care."

Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch Hartlepool. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

This year our volunteers:

- Visited the North Tees Discharge Hub as part of their investigation into Hospital Discharge
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local Residential Care homes to help them improve
- Visited Hartlepool's Urgent Care facility to learn first-hand why it is commended locally and regionally
- Supported the staff in collecting the most up-to-date information on changes to services such as whether GP appointments were available at a practice
- Undertook training in disability awareness and dual sensory loss

Section E Financial review

Brief statement of the charity's policy on reserves	Per our Annual Report Healthwatch Hartlepool holds reserves in respect of liabilities and in respect of any future redundancy costs.
Details of any funds materially in deficit	N/A

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about: • the charity's principal sources of funds (including any fundraising); • how expenditure has supported the key objectives of the charity; • investment policy and objectives including any ethical investment policy adopted.	Healthwatch Hartlepool is solely funded by Hartlepool Borough Council as a commissioned service to deliver Local Healthwatch in accordance with the statutory requirements laid out in the Health & Social Care Act 2012. From time to time, we do undertake additional, commissioned, consultation pieces of work if they fit in with our strategic objectives and published work programme. All monies have been directed to achieve our strategic objectives within the specification of our contract with Hartlepool Borough Council and articulated in our Governance Framework. At the present time we do not hold an investment policy due to the nature of our work.

Section F Other optional information

A message from our Chairman Jane Tilly:

"It has been an extremely challenging year for us all. I firmly believe we have successfully delivered our statutory duties as we transitioned from working under the cloud of the Covid19 pandemic to where we are now. We have seen ourselves facing more and more engagements and for this we are grateful.

On a positive note, we have continued to engage with residents and our volunteer steering group digitally. Learning throughout the year has confirmed our belief that communication is key and this was confirmed when we published our 'Discharge' report in respect of North Tees & Hartlepool NHS Foundation Trust.

We conducted much more work covering Enter & View activity across 5 residential care homes together with a visit to the Town's Urgent Care facility. We found the Urgent Care facility to be one that everyone involved should be proud of.

We even managed to fit in 3 town wide awareness raising events. These covered Community Mental Health Transformation, Nutrition & Dietetics and Men's Health. Our sincere thanks to North Tees & Hartlepool NHS Foundation Trust and Hartlepool Council's Public Health team for working collaboratively with us in informing residents what services are available across the town.

We again actively celebrated 'World Mental Health' day by collaborating with a host of partners through some very successful engagements. Summer also saw us launch our new Healthwatch Hartlepool website, which is now attracting many more visitors than previously. This is a great source of information for signposting residents to relevant services.

The Volunteer Steering Group remained active utilising monthly face to face meetings in addition to on-line meetings to carry out prodigious amounts of work and increase their own learning by welcoming guest speakers across the spectrum of Health & Social Care.

We found the last year challenging financially speaking. We have been able to weather this situation through judicious buying and prudent money management. We also relocated our premises to Greenbank in the centre of town and now enjoy being an even greater partner to the Voluntary & Community Sector.

I must thank all the Board members who give their time unstintingly and are always there to help when needed.

We have all had to welcome the new way of working under the Health & Care Act 2022. My sincere thanks also go to our Chief Executive Christopher and staff team whose roles have had to adapt to the new way of working in respect of the Integrated Care Board but they have certainly risen to the challenge.

Healthwatch Hartlepool would be nothing without our volunteers. We couldn`t carry out the much-needed work without them, thank you. Their task over the next year will be to monitor our newly published work programme."

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Jane Tilly	Tony Raine
Position (eg Secretary etc.)	Chairman	Director of Finance
Date	22nd January 2024	

CHARITY COMMISSION FOR ENGLAND AND WALES

Healthwatch Hartlepool	1165402

Receipts and payments accounts

CC16a

For the period from	1st April 2022	To	31st March 2023

Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
A1 Receipts					
Commissioned service from	116,150	-	-	116,150	59,979
Hartlepool Borough Council	-	-	-	-	-
Other Income - Consultations/Grant	14,824	-	-	14,824	-
Interest from Bank	217	-	-	217	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total*(Gross income for AR)*	131,191	-	-	131,191	59,979
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	131,191	-	-	131,191	59,979
A3 Payments					
Operational Costs	26,279	-	-	26,279	-
Staffing Costs	111,377	-	-	111,377	-
Premises, Room hire and telephone	9,630	-	-	9,630	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	147,286	-	-	147,286	-
A4 Asset and investment purchases, (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-
Total payments	147,286	-	-	147,286	-
Net of receipts/(payments)	- 16,095	-	-	- 16,095	59,979
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end		-	-	-	-
Cash funds this year end	- 16,095	-	-	- 16,095	59,979

Section B Statement of assets and liabilities at the end of the period

B1 Cash funds

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	Cash at Bank	43,884	-	-
		-	-	-
		-	-	-
	Total cash funds	43,884	-	-
	(agree balances with receipts and payments account(s))	Agreement Error	OK	OK

B2 Other monetary assets

Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
N/A	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-

B3 Investment assets

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
N/A		-	-
		-	-
		-	-
		-	-
		-	-

B4 Assets retained for the charity's own use

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
N/A		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-

B5 Liabilities

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
N/A		-	
		-	
		-	
		-	
		-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Jane Tilly	
	Anthony Raine	

CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of

Charity Name
Healthwatch Hartlepool CIO

On accounts for the year ended

31st March 2023

Charity no (if any)

1165402

Set out on pages

(remember to include the page numbers of additional sheets)

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

The charity's trustees consider that an audit is not required for this year under section 144 of the Act and that an independent examination is needed.
It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the applicable Directions given by the Charity Commission (under section 145(5)(b) of the Act, and
- to 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 Commission. 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 no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Charities Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.
* *Please delete the words in the brackets if they do not apply.*

Signed:

Date:

Name:

Relevant professional qualification(s) or body (if any):

Address:

Section B **Disclosure**

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

HEALTHWATCH HARTLEPOOL

England & Wales - Charity number 1165402

Accounts

Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	01st	April	2021		31st	March	2022

Section A Reference and administration details

Charity name	Healthwatch Hartlepool
Other names charity is known by	
Registered charity number (if any)	1165402
Charity's principal address	Healthwatch Hartlepool Greenbank Waldon Street Hartlepool **Postcode TS24 7QS**

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Jane Tilly	Chairman		
2	Tony Raine	Director of Finance		
3	Margaret Wrenn	Director		
4	Jan Weedall	Director		
5	Carol Sherwood	Director		
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Governance Framework
How the charity is constituted (eg. trust, association, company)	Healthwatch Hartlepool is a Charitable Incorporated Organisation established in 2016 and is governed according to the Governance Framework, which is reviewed annually.
Trustee selection methods (eg. appointed by, elected by)	Recruitment and appointment of Trustees: The board consists of no fewer than 3 trustees and has no maximum. The necessary quorum for the transaction of any business is 3. Trustees are recruited from the local population and all have an interest in the aims and objectives of Healthwatch Hartlepool.

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Healthwatch Hartlepool has developed an induction programme using its own material, material & resources from both Healthwatch England & Hartlepool Borough Council plus material/guidance from the Charity Commission. All Trustees are additionally encouraged to attend external courses, which are relevant to their role.

Risk Management – During the year the Trustees met monthly when possible and safe to do so given we were still within the high-risk period of the Covid19 pandemic. The meetings considered all aspects of service delivery, complaints and risk management. These meetings enable the Trustees to identify any risks to which the Charity may be exposed and put in place measures to mitigate those risks. Throughout the year weekly or sometimes monthly updates were provided to Board members by our Chief Executive.

Organisational Structure – Healthwatch Hartlepool is an autonomous body. The Trustees make strategic decisions about the organisation and the day-to-day operating model is delegated to the Chief Executive. The Chief Executive is responsible for ensuring the aims and objectives of the organisation are met. The board in the main meets monthly to consider reports & updates from the Chief Executive and the two Trustees that also are members of our Volunteer Steering Group.

Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

Established under the Health and Social Care Act 2012, the requirements set out in the legislation mean Healthwatch Hartlepool will be expected to:

- Obtain the views of the wider community about their needs for and experience of local health and social care services and make those views known to those involved in the commissioning, provision and scrutiny of health and social care services.
- Promote and support the involvement of a diverse range of people in the monitoring, commissioning and provision of local health and social care services through membership of residents and service user groups.
- Make reports and recommendations about how those services could or should be improved.
- Provide information to the public regarding accessing health and social care services also ensuring they are aware of the relevant choices available to them.
- Represent the views of the whole community, patients and service users on the Health & Wellbeing Board and the Hartlepool Clinical Commissioning Group (locality) Board.
- Make the views and experiences of the broad range of people and communities known to Healthwatch England helping that body carry out its role as national champion.
- Make recommendations to Healthwatch England regarding any special reviews or investigations deemed necessary to be carried out by the Care Quality Commission (CQC) or, if the circumstances justify it, go direct to the CQC with such recommendations.

All functions must be delivered in line with the Care Act 2014 and associated guidance in respect of Safeguarding.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

In all that Healthwatch does its Trustees have complete regard for the Charity Commission's public benefit guidance when exercising their powers or duties. An Annual Report is produced articulating how this obligation is met, as well as monitoring the delivery of services commissioned by Hartlepool Borough Council. Full details of this Annual Report are available on the Healthwatch Hartlepool website www.healthwatchhartlepool.co.uk

"Healthwatch Hartlepool has been established in a way that is inclusive and enables involvement from all areas of the local community. We wish to involve those who are seldom heard."

Healthwatch Hartlepool is the umbrella organisation which brings together existing and new consultation groups, networks, organisations and individuals in Hartlepool to enable them to have a voice in improving health and social care services.

Healthwatch Hartlepool does this by working in a collaborative and inclusive way across Hartlepool taking account of the rich diversity of the people of Hartlepool and their needs.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grant making;
- policy programme related investment;
- contribution made by volunteers.

There is no formal 'membership' of Healthwatch Hartlepool as it exists as a volunteer led, open network that can be accessed by:

a) Individuals - anyone living in, or receiving health and social care services in the Borough of Hartlepool

b) Groups - any voluntary/community group or business organisation which operates in the Borough of Hartlepool

Healthwatch Hartlepool will maintain a database of people who have expressed an interest in being involved in developing and supporting Healthwatch Hartlepool.

Healthwatch Hartlepool will aim to make use of existing consultation groups, networks and organisations in Hartlepool to enable them to have a voice in improving health and social care services.

When necessary Healthwatch Hartlepool will establish new consultation groups, networks and organisations in Hartlepool to enable them to have a voice in improving health and social care services.

Section D Achievements and performance

Summary of the main achievements of the charity during the year

During 2021/2022 we remained active and remained operating under very strict Covid19 safety restrictions undertook a wide range of activities. Below are some of our main pieces of work and achievements albeit more information is available in our published Annual Report, which is on our website www.healthwatchhartlepool.co.uk

Transforming Community Mental Health Services

Healthwatch Hartlepool embarked on a collaborative piece of work with their Tees Valley LHW neighbours to help Tees, Esk & Wear Valley Mental Health Trust transform the offer around Community Mental Health services. Our report provided an insight into what matters most to the people of the Tees Valley in terms of mental health support in the community. The Tees Valley Healthwatch Network engaged over 900 people, including seldom heard groups, who all have a vested interest in an effective mental health offering. Many of the respondents in our engagement exercise had received help or support in the past from a wide range of practitioners, offering a wide array of support mechanisms.

61% of people we heard from told us the support they had been offered did help them.

The demographics of those sharing their experiences through our survey and attention to those areas of our communities which are often 'seldom heard' through our focus groups, created a well-rounded and diverse foundation for the report. Throughout the published report on http://www.healthwatchhartlepool.co.uk/ you will find common themes, with the following areas cited by members of the public within the Tees Valley region as the most important factors for an enhanced mental health community-based offer:

- Better communication to the public of what is available in terms of wellbeing support.
- Awareness raising in communities to reduce the stigma of mental health.
- Easier access through local community venues or supporting transport needs.
- Greater accessibility for those who face physical and mental health challenges.
- Provision of more creative activity, exercise, and social activity groups.
- Shorter waiting lists.
- Longer therapy pathways – for example more than 6 sessions.
- Greater exploration of therapies rather than medication.
- More empathy, understanding, respect and awareness of mental health conditions.
- Supporting those who have caring responsibilities, to attend wellbeing sessions themselves:

care for the carer.

The focus and desire to improve services and create a mental health offering effective for all was very much welcomed by those we engaged with. The survey upon which our report was built, was co-

designed with Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV), and the report was shared and discussed with them to provide an insight into those areas listed above that would benefit from more attention. As your independent health and care champion, we continued our offer to work with TEWV, Hartlepool Borough Council, the Mental Health Forum and the Tees Valley Mental Health Alliance as they developed their new mental health offering, to ensure the voice of local people is listened to when designing health and care services.

What difference did this make? Our report was presented to the Tees Valley Mental Health Alliance and they said:

"*We acknowledge and warmly welcome the feedback from our local communities across the Tees Valley region in response to the ask of Mental Health services. Working collectively as partners within the Tees Valley Mental Health Alliance, we are committed to making changes across the mental health system. At the Alliance meeting held on the 15th October 2021 the partnership discussed the report and acknowledged the following next steps. Moving forward, we will work with each individual place-based area to ensure we are acting upon the key themes raised within the report. We endeavour to have place-based responses back to Healthwatch by December 2021 in terms of more detailed localised actions. Currently, within secondary mental health care services we have recently held a visioning event, taking on board the Healthwatch feedback to ensure our pathways into services are more accessible, flow with ease, reduce waiting times and work alongside partners to deliver patient centred care. We have committed to the below principles moving forward in our redesign:*

- *There will be no wrong door in accessing help: No referral will be refused.*
- *We will accept each other's assessments, so the individual does not have to repeat their story.*
- *There will be no discharge - patients are able to access services in future if needed without having to be re-referred into services.*
- *We will work with system partners to ensure care is jointly triaged to ensure the right care in the right place at the right time*

We look forward to continuing our work with Healthwatch throughout the lifetime of this work to provide updates, receive feedback and engage with local voices in shaping the future direction of all mental health services across the Tees Valley."

Dominic Gardener: Chair of the Tees Valley Mental Health Alliance

Additionally, our report was presented to Hartlepool Borough Council and utilised in developing a Community Hub model for the delivery of future Community Mental Health Services.

"*The Council's Adult & Community Based Services Committee received a presentation in March 2022 regarding Community Mental Health Transformation and recent developments within Hartlepool. This work had been informed by an extensive community consultation undertaken by Healthwatch organisations across the Tees Valley, which had received over 900 responses. The responses received had played a fundamental role in how services were being developed, and Elected Members welcomed the report and noted the positive feedback that was being received regarding the service changes. This is an excellent*

example of collaborative working that delivered real improved outcomes for local people, and the contribution from Healthwatch Hartlepool was much appreciated."

Jill Harrison: Director of Adults and Community Based Services

Experiences of Dental Care Services

Thanks to people sharing their experience of accessing NHS Dentistry with us over the last year, we've helped inform the Chief Dental Officer of the problems encountered and had our voice heard in Westminster.
The COVID-19 crisis has affected many areas of the NHS. One significant issue that local people raised was about access to dental care. Data from the Department of Health, highlighted that almost 1,000 dentists working in 2,500 roles across England and Wales left the NHS last year (source: BBC News, January 2022 https://www.bbc.co.uk/news/uk-59874320). This was having an adverse impact on members of the public being able to see a local dentist for both regular check-ups and where emergency treatment was needed.
Not only had this been frustrating, but many people had been left in pain or discomfort as a result. Some Individuals had been offered the option of having private treatment, but this was not affordable for many. Without improved access to NHS dental care, not only do people risk facing greater dental problems in the future, but it also puts pressure on overstretched hospitals and GPs. Untreated dental problems can lead to pain, infection and the exacerbation of other health conditions such as heart and lung disease and stroke. This national picture was echoed in the North East of England, and Healthwatch Hartlepool had seen a significant increase in people's concerns around seeing a dentist.
Throughout 2021 eight local Healthwatch (LHW) organisations in the North East reported that accessing NHS dental services was very difficult, whether registering with an NHS dentist, getting treatment or even getting treatment at a dental hospital. It also appeared that, even prior to Covid, NHS dentists were only funded to cover 50% of the population. With the need to now have lull time in the consulting room between patients due to Covid safe guidelines there was no longer the capacity within the system to meet this target, let alone deal with the backlog of appointments that didn't go ahead due to the lockdown. Eight LHW teams from the North East and North Cumbria Healthwatch Network agreed to undertake a joint project to understand the concerns of their respective local communities. Participating across the North East and North Cumbria Network were the Healthwatch Teams of Darlington, Gateshead, Hartlepool, Newcastle, North Tyneside, Northumberland, South Tees & Stockton.

74% of people we heard from found it difficult to find an NHS Dentist.

The aim of our study was to determine whether accessing NHS dental services was being raised by a small number of people having a problem or whether it is a more widespread issue. A total of 795 people took part in our surveys, so we knew it was a widespread issue.

We then used our findings to:
• Influence the North East and North Cumbria Integrated Care System (NE&NC ICS), local service providers, and NHS England to improve access to NHS dentistry.
• Inform the national picture through sharing our findings with Healthwatch England who are calling for reform of the NHS dental contract alongside the British Dental Association (BDA).

• Support improved information for patients regarding NHS dentistry.

What difference did this make? The following testimonials were provided to Healthwatch Hartlepool following publication of our report:

"*At Healthwatch England, since we were set-up we have seen that some areas of England experienced severe problems with access to NHS dentistry. We heard from Healthwatch Hartlepool about how few practices were accepting NHS patients and the impact that this was having on patients, particularly parents with young children. The information we received was shared with the Chief Dental Officer and used as the basis of our reports about the problems people faced with the accessibility and affordability of NHS dentistry. Our research was mentioned in a Westminster Hall debate, and we can only achieve that level of prominence. Healthwatch Hartlepool's Mythbuster, also produced with other Healthwatch in the region, provided practical support to patients trying to access NHS dental treatment. The joint report on Experiences of Dental Care Services produced earlier this year set out clearly how dentistry was facing both longer-term structural issues as well as shorter-term problems caused by the pandemic, leading to many people being unable to access the services they desperately need. We have seen some progress in the reform of the dental contract and, more recently, saw an additional £50 million made available to improve access to NHS dentistry. The insight from Healthwatch Hartlepool and the wider network has been a vital part of making that happen. We can be very certain that Healthwatch Hartlepool will make sure that dentistry is kept high on the agenda, and will ensure that local people's voices are heard.*"

NHS England and NHS Improvement stated:

'I can confirm that from an NHS England, local Dental Commissioning Team perspective the North East Healthwatch 'myth busting' leaflet has been extremely useful in helping to improve patient, public and local politicians understanding around the most common myths and mis-understandings relating to NHS dentistry. It is clear and easy to read and as such we have used it to supplement responses we have made as an organization to enquiries we have received.'

Making it easier to get access to GPs

Thanks to people sharing their experiences accessing GP's, we have helped the Tees Valley Clinical Commissioning Group (TVCCG) identify the problems patients constantly experience and pushed for improvements. Hartlepool is one of the most deprived areas in England, ranked 18th out of 326 local authority areas and with 7 of the 12 wards in Hartlepool amongst the 10% most deprived in the country.
Healthwatch Hartlepool recognises that many people in Hartlepool are significantly affected by health inequalities and high levels of ill-health. The delivery of supportive and accessible GP services in the town is vitally important and we wanted to drill down into up-to-date experiences of the population across Hartlepool. The response to our consultation (269)
demonstrated the strength of feeling amongst patients about these issues.

Our survey and consultations highlighted two key areas of concern:
1. Accessing GP practices by telephone to make an appointment is difficult, time consuming and for some patients poses significant barriers to accessing primary care services in a timely and appropriate manner.

2. Patients generally accept that Covid restrictions, which saw most GP consultations delivered either on-line or by telephone were necessary to safeguard patients and health professionals and limit infection. However, the consultation showed significant concerns that the return of face-to-face appointments is too slow and many patients feel that on-line or telephone consultations are a barrier to receiving the care, diagnostic rigour and reassurance that face-to-face consultations bring. Overall findings from our survey and consultation activities are contained in the published report at http://www.healthwatchhartlepool.co.uk/

Here you will find our summary of findings and the feedback from individual practices across the town. Our consultation ran from 21st February until 18th March and had the highest level of response than any other consultation/engagement undertaken conducted in the last 9 years.

What difference did this make? Due to our call for change, Tees Valley ICB are in the early stages of working with us to implement the following recommendations:

- All GP practices in Hartlepool should review current appointment processes and in particular their effectiveness in enabling patients to access appointments/consultations quickly. Hartlepool and Stockton Health (HASH) should provide support as appropriate.
- Practices should make extended times available for patients to phone and book appointments, the introduction/re-introduction of on-line bookings and evening/weekend arrangements.
- Patients must be involved in the review process and be consulted about proposed changes to appointment processes.
- All practices should introduce texting services for Deaf patients to use to book appointments and general communication.
- All key practice information must be available in accessible formats appropriate to the needs of patients with sensory impairments and other conditions and disabilities.
- The availability of face-to-face appointments should be reinstated as quickly as possible in line with government guidelines and safety considerations.
- Practices introduce/re-visit staff training to increase awareness of the communication needs and preferences of different patient groups (Deaf, visually impaired, people living with dementia, learning disability etc).
- Practices ensure that information dissemination systems are as effective as possible and that patients are fully informed of all appointment (including out of hours) and prescription services and arrangements.

These changes will have a significant impact for people who rely on reliable and equitable access to their GP. It's a great example of the positive changes that can happen when people speak up, and services listen.

Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch Hartlepool. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

This year our volunteers:

- Helped drive our patient and public engagement agenda by promoting our surveys with family,

friends and other Voluntary & Community Sector groups that they attend.

• Worked with our Development Officer Stephen Thomas in developing virtual Enter & View activity.

• Provided leadership by Chairing Hartlepool's Mental Health Forum.

• Represented Healthwatch Hartlepool at the Health & Wellbeing Board and the Council's Audit & Governance Committee.

• Continued to help with the relaunch of the town's 'Chatty Café's' in the Central Hub as part of work to tackles loneliness & Isolation.

During the first year of the Covid pandemic Healthwatch Hartlepool worked hard to ensure that we kept in touch with our volunteers. An important part of this process was the introduction of weekly virtual coffee mornings which allowed us to -
• Engage regularly with volunteers and hear their stories.
• Update and inform volunteers on developments around Covid and other health and care issues.
• Enable volunteers to access social and emotional support from one another.

As Covid restrictions started to ease from April 2021 we consulted with volunteers who told us they no longer felt there was a need for weekly Coffee Mornings. However, they did see real value in continuing with events on a monthly basis. This was particularly so for those volunteers who were in a high-risk category, for whom there was still an imperative to minimise social contact. Also, from an operational perspective, continuing to run virtual Coffee Mornings has allowed us to enhance the ways through which we communicate and engage with our volunteers and wider partners. During the year we have continued to invite guest speakers to our virtual Coffee Mornings. They have continued to provide our volunteers with valuable updates on a wide variety of health and care issues from local, regional and national perspectives.

This year our guest speakers included –
Neil Harrison (Head of Safeguarding and Specialist Services, Hartlepool Borough Council)
Karen Hawkins (Associate Director, Tees Valley NHS CCG)
Jane Harvey (Service Implementation and Peer Support Manager, Tees Local Pharmacy Committee)
Emilee De Bruijn (Chair, Hartlepool Baby Bank)
Delana Lawson (Quality Assurance and Regional Manager, Healthwatch England)

Zoe Sherry – Lead member for Mental Health

"The last year has been a very difficult year, in that our usual ways of communication have been disrupted by the covid19 pandemic. We have had to refine and change to meet the challenge. Some of the changes that were forced upon us have been surprisingly positive. We have been able to widen our field of contacts and were able to have some meaningful collaboration with more organisations than ever before, some of which were new to us. The Mental Health Forum in collaboration with Healthwatch Hartlepool was able to use their public forum to update information about changes within the mental health arena, and about activities that had been introduced to manage and combat covid19 . Members acted as a catalyst to other organisations not normally within easy reach.

Sadly, we were unable to hold our annual World Mental Health Day event. Despite this setback we were determined to continue with meaningful communication, so we had to be innovative. Hartlepool Radio was a major supporter, inviting guests from organisations who have a link to mental health. These people were allocated slots on the morning show during mental health week. This was very successful. The Hartlepool life local paper included a full-page article and Healthwatch Hartlepool dedicated space in their newsletter and on their social media site, as did Hartlepool Borough Council. This site also included access for small organisations to use pod casts. We were able to have multimedia mental health information in a cartoon format, in easy read, and various other formats accessible to many people. This year we again produced customised shopping bags, a joint production from Healthwatch Hartlepool and the Mental Health Forum containing useful information from several organisations, also a customised trolley key ,these were distributed via Pharmacies, many going to a new audience. We have refreshed the Healthwatch mental health leaflet to try to include as much information and access to services as we can. Once again, we were offered a unit in the shopping centre. This year it displayed artwork. The artwork was from a competition, using a project by a local primary school. Their subject being "how their local environment affects their mental health" The pictures were judged, and prizes awarded. The standard was high and there were several winners. The outright winner is to be our poster next year An outcome of the art competition is that it had led to closer working with the Mental Health Forum. It was possible to support the school with information and access to various services and people in relation to the various forms of disability The Forum was also asked to have a representative on the covid resilience panel that allocated funding to organisations responding to the covid challenge So overall the world has changed, and keeps changing, but we hope that we are changing with it. We have proved our resilience and that our plans are flexible. We are planning for next year and hope to bring even more opportunities to promote and support mental health . Keep watching and listening and we hope to see you again soon."

Section E Financial review

Brief statement of the charity's policy on reserves	Per our Annual Report Healthwatch Hartlepool holds reserves in respect of liabilities and in respect of any future redundancy costs.
Details of any funds materially in deficit	N/A

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

Healthwatch Hartlepool is solely funded by Hartlepool Borough Council as a commissioned service to deliver Local Healthwatch in accordance with the statutory requirements laid out in the Health & Social Care Act 2012. From time to time, we do undertake additional, commissioned, consultation pieces of work if they fit in with our strategic objectives and published work programme.

All monies have been directed to achieve our strategic objectives within the specification of our contract with Hartlepool Borough Council and articulated in our Governance Framework.

At the present time we do not hold an investment policy due to the nature of our work.

Section F Other optional information

A message from our Chairman Jane Tilly:

"Another year passed since I last wrote about Healthwatch Hartlepool. It has been an extremely challenging year for us all, but I firmly believe we have successfully delivered our statutory duties by learning to adapt our work when faced with the ongoing Covid19 pandemic.
On a positive note, we have continued to engage with residents and our volunteer steering group digitally. Learning throughout the year has confirmed our belief that tackling loneliness & isolation needs to be highlighted as a priority as it is also engaging with those who are digitally excluded. We conducted a huge piece of work, which turned out to be our most successful engagement exercise to date focusing on residents' concerns around GP Access. We even managed to fit in 2 regional consultations to gauge public opinion regarding both Community Mental Health Services & Dentistry. We again actively celebrated 'World Mental Health' day by collaborating with the Mental Health Forum and a host of partners through some very successful engagements. These included Hartlepool Radio as a major supporter, inviting guests from organisations who have a link to mental health. Also, the Hartlepool Life local paper included a full-page article and Healthwatch dedicated space in their newsletter and on their social media site, as did Hartlepool Borough council. This site also included access for small organisations to use pod casts. The Volunteer Steering Group remained active utilising weekly on-line meetings to carry out prodigious amounts of work and increase their own learning by welcoming guest speakers across the spectrum of Health & Social Care.
I can absolutely confirm that apart from living within a pandemic, our work continues exactly as before.
I can report we are very healthy financially speaking. We are able to make economies of scale by judicious buying and prudent money management. Long may it continue. I must thank all the Board members who give their time unstintingly and are always there to help when needed. We have all had to prepare for the new way of working that will come under the Health & Care Act 2022. My sincere thanks also go to our Chief Executive Christopher and staff team whose roles have had to adapt to a very new way of working but they have certainly risen to the challenge. Healthwatch Hartlepool would be nothing without our volunteers. We couldn`t carry out the much-needed work without them, thank you. Their task over the next year will be to monitor our new work programme.

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Jane Tilly	Tony Raine
Position (eg Secretary etc.)	Chairman	Director of Finance

Date	24th November 2022

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of

Charity Name
Healthwatch Hartlepool

On accounts for the year ended

31st March 2022

Charity no (if any)

1165402

Set out on pages

(remember to include the page numbers of additional sheets)

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

The charity's trustees consider that an audit is not required for this year under section 144 of the Act and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the applicable Directions given by the Charity Commission (under section 145(5)(b) of the Act, and
- to 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 Commission. 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 no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Charities Act or
- the accounts do not accord with the accounting records

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

** Please delete the words in the brackets if they do not apply.*

Signed: G. Thompson **Date:** 8th December 2022

Name: Glenys Thompson

Relevant professional qualification(s) or body (if any): M.B.A.

Address:	ORCEL CENTRE
	WYNYARD ROAD
	HARTLEPOOL TS25 3LB

Section B Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

CHARITY COMMISSION FOR ENGLAND AND WALES

Healthwatch Hartlepool	1165402

Receipts and payments accounts

CC16a

For the period from	1st April 2021	To	31st March 2022

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Commissioned service from	116,150	-	-	116,150	66,622
Hartlepool Borough Council	-	-	-	-	-
Other Income - Consultations/Grant	15,381	-	-	15,381	-
Interest from Bank	9	-	-	9	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
***Sub total** (Gross income for AR)*	131,540	-	-	131,540	66,622
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	131,540	-	-	131,540	66,622
A3 Payments					
Operational Costs	10,762	-	-	10,762	-
Staffing Costs	114,666	-	-	114,666	-
Premises, Room hire and telephone	12,755	-	-	12,755	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	138,183	-	-	138,183	-
A4 Asset and investment purchases. (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-
Total payments	138,183	-	-	138,183	-
Net of receipts/(payments)	- 6,643	-	-	- 6,643	66,622
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end		-	-	-	-
Cash funds this year end	- 6,643	-	-	- 6,643	66,622

Section B Statement of assets and liabilities at the end of the period

B1 Cash funds

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	Cash at Bank	59,979	-	-
		-	-	-
		-	-	-
	Total cash funds	59,979	-	-
	(agree balances with receipts and payments account(s))	Agreement Error	OK	OK

B2 Other monetary assets

Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
N/A	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-

B3 Investment assets

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
N/A		-	-
		-	-
		-	-
		-	-
		-	-

B4 Assets retained for the charity's own use

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
N/A		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-

B5 Liabilities

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
N/A		-	
		-	
		-	
		-	
		-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Jane Tilly	
	Anthony Raine	

CHARITY COMMISSION FOR ENGLAND AND WALES

Healthwatch Hartlepool	1165402

Receipts and payments accounts

CC16a

For the period from	1st April 2021	To	31st March 2022

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Commissioned service from	116,150	-	-	116,150	66,622
Hartlepool Borough Council	-	-	-	-	-
Other Income - Consultations/Grant	15,381	-	-	15,381	-
Interest from Bank	9	-	-	9	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total *(Gross income for AR)*	131,540	-	-	131,540	66,622
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	131,540	-	-	131,540	66,622
A3 Payments					
Operational Costs	10,762	-	-	10,762	-
Staffing Costs	114,666	-	-	114,666	-
Premises, Room hire and telephone	12,755	-	-	12,755	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	138,183	-	-	138,183	-
A4 Asset and investment purchases. (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-
Total payments	138,183	-	-	138,183	-
Net of receipts/(payments)	- 6,643	-	-	- 6,643	66,622
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end		-	-	-	-
Cash funds this year end	- 6,643	-	-	- 6,643	66,622

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Cash at Bank	59,979	-	-
		-	-	-
		-	-	-
	Total cash funds	59,979	-	-
	(agree balances with receipts and payments account(s))	Agreement Error	OK	OK

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	N/A	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets	N/A		-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	N/A		-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities	N/A		-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
		Jane Tilly	
		Anthony Raine	

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of	Charity Name Healthwatch Hartlepool		
On accounts for the year ended	31st March 2022	**Charity no (if any)**	1165402
Set out on pages	(remember to include the page numbers of additional sheets)		

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

The charity's trustees consider that an audit is not required for this year under section 144 of the Act and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the applicable Directions given by the Charity Commission (under section 145(5)(b) of the Act, and
- to 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 Commission. 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 no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Charities Act or
- the accounts do not accord with the accounting records

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

** Please delete the words in the brackets if they do not apply.*

Signed:	G. Thompson	**Date:**	8th December 2022
Name:	Glenys Thompson		
Relevant professional qualification(s) or body (if any):	M.B.A.		

Address:	ORCEL CENTRE
	WYNYARD ROAD
	HARTLEPOOL TS25 3LB

Section B Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

HEALTHWATCH HARTLEPOOL

England & Wales - Charity number 1165402

Accounts

Trustees' Annual Report for the period

	Period start date				Period end date		
From	01st	April	2020	To	31st	March	2021

Section A Reference and administration details

Charity name	Healthwatch Hartlepool
Other names charity is known by	
Registered charity number (if any)	1165402
Charity's principal address	Healthwatch Hartlepool The ORCEL Centre Wynyard Road Hartlepool **Postcode TS25 3LB**

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Jane Tilly	Chairman		
2	Tony Raine	Director of Finance		
3	Margaret Wrenn	Director		
4	Jan Weedall	Director		
5	Carol Sherwood	Director	24/09/20 to 31/03/21	
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Governance Framework
How the charity is constituted (eg. trust, association, company)	Healthwatch Hartlepool is a Charitable Incorporated Organisation established in 2016 and is governed according to the Governance Framework, which is reviewed annually.
Trustee selection methods (eg. appointed by, elected by)	Recruitment and appointment of Trustees: The board consists of no fewer than 3 trustees and has no maximum. The necessary quorum for the transaction of any business is 3. Trustees are recruited from the local population and all have an interest in the aims and objectives of Healthwatch Hartlepool.

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Healthwatch Hartlepool has developed an induction programme using its own material, material & resources from both Healthwatch England & Hartlepool Borough Council plus material/guidance from the Charity Commission. All Trustees are additionally encouraged to attend external courses, which are relevant to their role.

Risk Management – During the year the Trustees met monthly when possible and safe to do so throughout the Covid19 pandemic. The meetings considered all aspects of service delivery, complaints and risk management. These meetings enable the Trustees to identify any risks to which the Charity may be exposed and put in place measures to mitigate those risks. Throughout the pandemic weekly/monthly update reports were provided to Board members by our Chief Executive.

Organisational Structure – Healthwatch Hartlepool is an autonomous body. The Trustees make strategic decisions about the organisation and the day to day operating model is delegated to the Chief Executive. The Chief Executive is responsible for ensuring the aims and objectives of the organisation are met. The board in the mainmeets monthly to consider reports & updates from the Chief Executive and Volunteer Steering Group.

Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

Established under the Health and Social Care Act 2012, the requirements set out in the legislation mean Healthwatch Hartlepool will be expected to:

- Obtain the views of the wider community about their needs for and experience of local health and social care services and make those views known to those involved in the commissioning, provision and scrutiny of health and social care services.
- Promote and support the involvement of a diverse range of people in the monitoring, commissioning and provision of local health and social care services through membership of residents and service user groups.
- Make reports and recommendations about how those services could or should be improved.
- Provide information to the public regarding accessing health and social care services also ensuring they are aware of the relevant choices available to them.
- Represent the views of the whole community, patients and service users on the Health & Wellbeing Board and the Hartlepool Clinical Commissioning Group (locality) Board.
- Make the views and experiences of the broad range of people and communities known to Healthwatch England helping that body carry out its role as national champion.
- Make recommendations to Healthwatch England regarding any special reviews or investigations deemed necessary to be carried out by the Care Quality Commission (CQC) or, if the circumstances justify it, go direct to the CQC with such recommendations.

All functions must be delivered in line with the Care Act 2014 and associated guidance in respect of Safeguarding.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

In all that Healthwatch does its Trustees have complete regard for the Charity Commission's public benefit guidance when exercising their powers or duties. An Annual Report is produced articulating how this obligation is met, as well as monitoring the delivery of services commissioned by Hartlepool Borough Council. Full details of this Annual Report are available on the Healthwatch Hartlepool website www.healthwatchhartlepool.co.uk

"Healthwatch Hartlepool has been established in a way that is inclusive and enables involvement from all areas of the local community. We wish to involve those who are seldom heard."

Healthwatch Hartlepool is the umbrella organisation which brings together existing and new consultation groups, networks, organisations and individuals in Hartlepool to enable them to have a voice in improving health and social care services.

Healthwatch Hartlepool does this by working in a collaborative and inclusive way across Hartlepool taking account of the rich diversity of the people of Hartlepool and their needs.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grant making;
- policy programme related investment;
- contribution made by volunteers.

There is no formal 'membership' of Healthwatch Hartlepool as it exists as a volunteer led, open network that can be accessed by:

a) Individuals - anyone living in, or receiving health and social care services in the Borough of Hartlepool

b) Groups - any voluntary/community group or business organisation which operates in the Borough of Hartlepool

Healthwatch Hartlepool will maintain a database of people who have expressed an interest in being involved in developing and supporting Healthwatch Hartlepool.

Healthwatch Hartlepool will aim to make use of existing consultation groups, networks and organisations in Hartlepool to enable them to have a voice in improving health and social care services.

When necessary Healthwatch Hartlepool will establish new consultation groups, networks and organisations in Hartlepool to enable them to have a voice in improving health and social care services.

Section D Achievements and performance

Summary of the main achievements of the charity during the year

During 2020/2021 we remained active and even operating under very strict Covid19 safety restrictions undertook a wide range of activities. Below are some of our main pieces of work and achievements albeit more information is available in our published Annual Report, which is on our website www.healthwatchhartlepool.co.uk

Responding to the Covid19 Pandemic

Healthwatch Hartlepool played an important role in helping people to get the information they needed, especially through the pandemic. The insight we collected was shared with both Healthwatch England and local partners to ensure services were operating as best as possible during the pandemic.

This year we helped over **6000** people by:

- **Providing up to date advice on the COVID-19 response locally**
- **Linking people to reliable up-to-date information**
- **Supporting the Health & Wellbeing Board's Covid Outbreak committee**
- **Supporting the Covid Champions initiative**
- **Helping people to access the service they need**

"On behalf of the Audit and Governance Committee, I would once again like to thank Hartlepool Healthwatch for its commitment to the work of the Committee.
2020/21 has been a very challenging time for all areas of service provision and Healthwatch has continued to be an essential source of local views, comments and concerns for the Audit and Governance Committee during very uncertain times.
Healthwatch representatives have adapted to the virtual format of meetings during this period and have been fully involved in the Committee's activities in not only scrutinising ongoing provision across a breadth of health services areas, as detailed below, but also organisational change within the NHS and the impact of Covid-19 on services and communities across the town:

- Quality Accounts across provider Trusts;
- Progress updates in relation to the provision of Assisted Reproduction Services and the Midwife Led Birthing Unit in Hartlepool;
- Complaints (via the Independent Complaints Advocacy Service);
- Orthodontic/Dentistry Provision;
- Covid-19 response and recovery planning; and
- Integrated Care Strategy (ICS) / Integrated Care Partnership (ICP) organisation change.

As we move into the new municipal, the knowledge and experience of Healthwatch members will be essential in supporting the activities of the Audit and Governance Committee in effectively scrutinising the challenges facing health service provision in the ongoing and eventual post Covid-19 environment."

COUNCILLOR GERARD HALL
CHAIR OF THE AUDIT AND GOVERNANCE (2020/21)

Mental Health & the Mental Health Forum

The Mental Health Forum continued to be well supported by Hartlepool Healthwatch and Hartlepool Borough Council. We had to adapt to the challenges and difficulties presented through the Covid19 pandemic. The following narrative, provided by our Mental Health lead, Zoe Sherry, explains how our work has continued to champion the patient voice in respect of Mental Health support whilst continuing to act in a consultative role for the Teesside Crisis Concordat as well as Hartlepool Borough Council.

"The last year has been a very difficult year in that our usual ways of communication and information have been disrupted by the Covid 19 pandemic. We have had to refine and change to meet the challenge. The changes that have been forced upon us have surprisingly been very positive. We have been able to have closer collaboration with other organisations some of which were new to us. The Mental Health Forum, which Healthwatch Hartlepool at present holds the Chair, has changed and grown with many new members. It is the public forum for many and is very useful to update information about changes within the mental health arena. Members act as a catalyst to other organisations not normally within easy reach.

Sadly, we were unable to hold our usual annual World Mental Health Day event last year. Despite this set back we were determined to continue with meaningful communication, so we had to be innovative. We secured a unit in our local shopping centre and utilised the shop window with a display of information from many mental health support organisations & networks. This we plan to expand upon this year. In addition, Hartlepool Healthwatch and The Mental Health Forum collaborated and produced customised shopping bags. Healthwatch revised their Mental Health Leaflet and many organisations contributed such as Hartlepool MIND, The Bridge, Hartlepool Carers, The Local Authority plus many more. We distributed these through many local organisations and local Pharmacies. The Pharmacies contacted people who we would probably not have had any contact with before. The use of greater communication formats has given access to a wider audience with information about what is available and how to access services and other information.

Healthwatch became very aware of the impact of Covid 19 on all age groups and how the pandemic highlighted the degree of isolation in the communities across the town.
Consequently, Healthwatch Hartlepool is to include this in their proposed work programme for 2021/22 to ensure that future needs are considered.

So overall the world has changed but we hope that we changed with it. We have proved our resilience and that our plans are flexible. Keep watching and listening and we hope to see you again soon."

Zoe Sherry – Mental Health lead

Throughout the year Healthwatch Hartlepool has listened to the outcomes of the Mental Health Forum and monitored their work. This led to a review of our Equality & Diversity Policy. This review highlighted the need to collate much more robust data and our recommendation to monitor this data, as we embedded in our surveys regarding work programme & Covid19 impact, has been welcomed by Hartlepool Borough Council for their future work in respect of community led support.

Loneliness and Isolation

Tackling loneliness and isolation has been a priority of Healthwatch Hartlepool since we were first established. Given our concerns we launched the 'Together' Project in 2019. Led by our Older Person's lead member Carol Sherwood we wanted to reach out to residents across the town who may of:

- Just moved to Hartlepool
- Have children that have flown the nest
- Recently retired
- recently been bereaved
- Took maternity leave or career break
- Lost access to day services i.e. Frail, elderly & disabled
- Simply felt alone or isolated

We were aware that it was not just the elderly that can feel alone and isolated. We launched the project initially by inviting residents to an 'afternoon tea' in the community and promoted, informally the wide range of activities that are available across Hartlepool. We sourced all the materials through closer working with the Hartlepool Community Hubs. We then promoted the official launch of the new creative hub in Hartlepool 'The BIS' that offers workshops, classes, coffee mornings and so much more. Finally, we promoted a drop-in event at Hartlepool's Central Community Hub and offered free transport to attendees. Unfortunately, we were slightly disappointed with the number of respondents but in our reporting back to the Council and CCG we were reassured that any interaction was a positive one for the individuals concerned. For this reason, we partnered with the Community Hubs in Hartlepool and over following year we intended to schedule a series of events that we could jointly promote and hopefully reach even more residents who feel isolated.

Now: Loneliness and Isolation

2020 brought under the spotlight the huge problem of loneliness and isolation that both Healthwatch Hartlepool and the Local Authority had highlighted as a concern for several years. The following testimonial from Hartlepool Borough Council articulates how our plans had to grow and adapt to meet the increased challenges we faced.

"*Following the first lockdown Healthwatch representatives participated in a panel of voluntary and community sector representatives who came together to support the work of Hartlepool Support Hub, with particular emphasis on providing a community led support approach drawing on existing local assets. The panel is made up of trusted partners and meets weekly to discuss how organisations can work together to ensure the best possible outcomes for people without duplicating efforts or simply signposting or referring people on. The representation from Healthwatch has provided facilitation and an independent overview, and has also acted as a voice to remind partners of the importance of ensuring that the mental health and wellbeing of the individuals being discussed remains at the forefront of this work.*"

Leigh Keeble, Head of Community Hubs & Wellbeing

The Hartlepool support hub was set up to provide person centred support to those identified as clinically extremely vulnerable, self-isolating or critically vulnerable to ensure they have access to food and medication, reduce isolation, promote connectivity (socially and digitally) and provide access to other opportunities that make a difference to keep people well throughout COVID and beyond.

The Local Authority complemented this work with the recruitment of Community Street Ambassadors - To be the 'eyes and ears' of the Council and work with the community to prevent breaches of legislation, actively promote key messages and guidance (hands, face, space) provide confidence and reassurance specifically to vulnerable groups, support the communication of key information (testing, isolation, vaccines) to residents who do not access traditional methods and refer/escalate issues and challenges to public protection, enforcement and the police as relevant.

Healthwatch Hartlepool subsequently joined the initiative of 'Community Covid Champions' too. Our own Chief Executive duly completed the training and we disseminate all the latest bulletins, guidance and advice throughout our network across Hartlepool.

- Community COVID Champions are local residents, employees and students who are empowered to support communities, colleagues, friends and family to stay up to date with the latest advice about Covid-19.
- The Local Authority will train and support champions to make sense of the latest advice and information about Covid-19 to be shared and promoted, to help ensure we all stay safe and alert to the risks of the virus.
- Champions receive regular updates on Covid-19 by a variety of communication methods including zoom conferences, social media, instant messaging systems and web-based platforms.
- Champions will enable the Local Authority to get to some of the hardest to reach communities and share very specific messages responding to local insight.

More recently Healthwatch Hartlepool has agreed a data sharing arrangement with the Local Authority so we may continue our work with all those people identified as 'shielding' under the pandemic. This will give a greater reach to our function in respect of advice & guidance but also address our commitment within our revised Equality & Diversity policy agreed by our Board of Directors.

"Prior to the pandemic I was heavily involved in a project to identify people trying to cope with loneliness and isolation before Covid 19 invaded our lives and the subsequent lockdowns. I am extremely aware, through the regular updates supplied by Healthwatch Hartlepool, throughout this period, on the progress of this virus and its effect on the community. There has been devastation to lives and the effect of the sudden bereavements it has caused, has vastly increased our workload for future months. I hope I can help other members to work on this more and try to help identify people in our communities with these problems to seek advice and help to direct them to professionals in the NHS and care in the community to sign post them to the support they need. I have also been involved in distributing and collecting information to monitor people who have used all areas of the NHS during the lockdown rules.

This has allowed residents to express their experiences of obtaining appointments and the services supplied. This highlighted lots of positives and some negatives. The results of which, will help us to identify any improvements which can be made when things are back to our new normal .I am sure when our Enter and View work resumes, we will be extremely busy once again."

Carol Sherwood – Director & Older Persons lead member

Healthwatch Hartlepool has also continued with their collaboration with HiVis UK regarding online/digital communication/consultation with people who may have a sensory loss. The final draft of our guide was produced just before the November lockdown so we were unable to get it into a final polished format which could be shared with other Healthwatch organisations and placed on our website until after year end. Once published we will have a Checklist for Healthwatch Hartlepool regarding online/digital consultation with people who may have a sensory loss. The guide will be extremely useful where consultation involves someone with a sensory loss or impairment because there are important considerations to bear in mind for safe and effective communication. The key to a productive conversation is preparation and planning ahead e.g. to enable sourcing a communication support professional if required. We will always check that the communication is working before we begin the formal interview and during the interview process/conversation.

The guide is in three parts: a 10-point checklist covering all sensory loss; advice specific to each of the four groups of sensory loss; further information. You will use part one together with the page from part two that matches the service user's type of sensory loss / impairment.

Each group requires a different range and combination of considerations, approaches and resources and a particular type of Communication Support Professional (CSP).

Groups covered by the guide are:

- British Sign Language (BSL) user (Deaf)
- Deafened/hard of hearing (deaf)
- Visually Impaired (ranging from people with low vision to severe sight impairment)
- Dual sensory impairment (DSI)

CSP's relating to Deaf, Deaf and Deafblind groups include:

- BSL – English interpreter*
- Lipspeaker
- Speech to Text Reporter
- Deafblind Manual Interpreter
- Notetaker

When hiring a BSL interpreter it is important that there is a good match between the BSL service user and the interpreter in terms of gender, ethnicity and age. If the Deaf service user's second language is not English, seek further advice for that language (see last page).

Using someone other than a qualified and registered BSL interpreter for formal consultation interviews is to be avoided. While qualified interpreters are bound by a code of ethics including impartiality and confidentiality, friends and relatives are not.

Volunteers

At Healthwatch Hartlepool we are supported by over 30 active volunteers to help us find out what people think is working, and what improvements people would like to make to services.
This year our volunteers:

- Helped people have their say from home, carrying out surveys including our regional survey in respect of NHS Clinical Research.
- Attended a Covid safe, socially distanced meeting to prepare the information packs for World Mental Health Day
- Provided up to date news that could disseminated across our network of contacts e.g. News from the Patients Association.
- Carried out reviews of our policies in respect of Health & Safety, Equality & Diversity and Safeguarding.
- Provided meaningful patient stories to be included in our regular updates for our Lay Member for Patient and Public Involvement who presents them at the Governing Body of the Tees Valley Clinical Commissioning Group.

"*Just wanted to say a huge thank you again for the information you provide for the TVCCG Lay Member PPI report. I'm in the meeting now and the Chief Officer and a number of Exec Directors have said how useful your 'word on the street' and patient stories are. They said not only do they use the information in national and regional meetings, but they use within the CCG to improve communications to patients as well as using the info as a reality check for commissioned services. Sometimes they think they have got it right, but patient and carer lived experience may tell a different story. Very much appreciated by all.*"

Michelle Thompson BEM (she/her)
Lay Member for Patient and Public Involvement

Early in the pandemic during the month of March 2020 we had a surge in people accessing our website (95 visitors) and our Facebook page (220 viewers). We quickly realised we needed to move to a new way of working because we needed to ensure residents had clear and accurate information. Our role became much more focused on providing people with clear, consistent and concise advice and information via social media and our network of contacts.

What we didn't want to do was lose the key people who have actively engaged with Healthwatch Hartlepool since our inception. Our volunteers have always played an important role in the work of Healthwatch Hartlepool. At the start of the first lockdown we decided to look at different ways of working and keeping in touch with our volunteers and so in April 2020 we introduced virtual weekly coffee mornings which enabled us to –

- Engage regularly with our volunteers and hear their stories

- Update and inform volunteers on developments around Covid and other health and social issues
- Enable volunteers to access social and emotional support from one another at an incredibly difficult and distressing time.

Our Virtual Coffee Mornings opened with a guest speaker update which covered developments and activities in key local services and speakers included: –

- Mark Johns (North East Ambulance Service)
- Gill Alexander (Former Chief Executive Officer, Hartlepool Borough Council)
- Christine Fewster (Chief Executive Officer, Hartlepool Carers)
- Dr Nick Timlin (Practicing Hartlepool GP and Tees Valley CCG)
- Craig Blundred (Director of Public Health, Hartlepool Borough Council)

Section E Financial review

Brief statement of the charity's policy on reserves	Per our Annual Report Healthwatch Hartlepool holds reserves in respect of liabilities and in respect of any future redundancy costs.
Details of any funds materially in deficit	N/A

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

Healthwatch Hartlepool is solely funded by Hartlepool Borough Council as a commissioned service to deliver Local Healthwatch in accordance with the statutory requirements laid out in the Health & Social Care Act 2012. From time to time we do undertake additional, commissioned, consultation pieces of work if they fit in with our strategic objectives and published work programme.

All monies have been directed to achieve our strategic objectives within the specification of our contract with Hartlepool Borough Council and articulated in our Governance Framework.

At the present time we do not hold an investment policy due to the nature of our work.

Section F Other optional information

A message from our Chairman Jane Tilly:

"It is hard to believe another year has gone by since I last wrote about Healthwatch Hartlepool. To be honest it has been an extremely challenging year for us all, but I firmly believe we have successfully delivered our statutory duties by learning to adapt our work when faced with the Covid19 pandemic.

On a positive note, we have continued to engage with residents and our volunteer steering group digitally. Learning throughout the year has confirmed our belief that isolation needs to be highlighted as a priority as is engaging with those who are digitally excluded. We even managed to fit in a regional consultation to gauge public opinion regarding NHS Clinical research.

We were still able to celebrate 'World Mental Health' day by collaborating with a host of partners through a very successful drop-in event and this enabled us to engage with residents we previously may not have reached. This work was complemented by a refresh of our dedicated 'Mental Health' leaflet in partnership with service providers across the town.

The Volunteer Steering Group remained active utilising weekly on-line meetings to carry out prodigious amounts of work and increase their own learning by welcoming guest speakers across the spectrum of Health & Social Care. I can absolutely confirm that apart from living within a pandemic, our work continues exactly as before.

I can report we are very healthy financially speaking. We are able to make economies of scale by judicious buying and prudent money management. Long may it continue.

I must thank all the Board members who give their time unstintingly and are always there to help when needed. A special thank you to our newest recruit to the Board Carol Sherwood who is carrying out the dual role of also being a member of the Volunteer Steering Group and, of course, has double responsibilities and work.

My sincere thanks go to our Chief Executive Christopher and staff team whose roles have had to adapt to a very new way of working but they have certainly risen to the challenge.

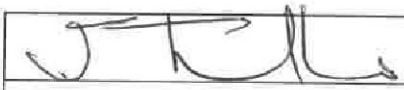
Healthwatch Hartlepool would be nothing without our volunteers. We couldn't carry out the much-needed work without them, thank you. Their task over the next year will be to monitor our very different work programme."

Jane Tilly - Chairman

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Jane Tilly	Tony Raine
Position (eg Secretary etc.)	Chairman	Director of Finance
Date	30th November 2021	

CHARITY COMMISSION FOR ENGLAND AND WALES

Healthwatch Hartlepool	1165402

Receipts and payments accounts

CC16a

For the period from	1st April 2020	To	31st March 2021

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Commissioned service from	116,150	-	-	116,150	20,211
Hartlepool Borough Council	-	-	-	-	-
Other Income - Consultations/Grant	52,223	-	-	52,223	-
Interest from Bank	11	-	-	11	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	168,384	-	-	168,384	20,211
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	168,384	-	-	168,384	20,211
A3 Payments					
Operational Costs	7,026	-	-	7,026	-
Staffing Costs	103,634	-	-	103,634	-
Premises, Room hire and telephone	11,313	-	-	11,313	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	121,973	-	-	121,973	-
A4 Asset and investment purchases, (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-
Total payments	121,973	-	-	121,973	-
Net of receipts/(payments)	46,411	-	-	46,411	20,211
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end		-	-	-	-
Cash funds this year end	46,411	-	-	46,411	20,211

Section B Statement of assets and liabilities at the end of the period

B1 Cash funds

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	Cash at Bank	20,211	-	-
		-	-	-
		-	-	-
	Total cash funds (agree balances with receipts and payments account(s))	66,622	-	-
		Agreement Error	OK	OK

B2 Other monetary assets

Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
N/A	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-

B3 Investment assets

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
N/A		-	-
		-	-
		-	-
		-	-
		-	-

B4 Assets retained for the charity's own use

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
N/A		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-

B5 Liabilities

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
N/A		-	
		-	
		-	
		-	
		-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Jane Tilly	20/6/21
	Anthony Raine	30/6/21

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of

Charity Name
Healthwatch Hartlepool

On accounts for the year ended

31st March 2021

Charity no (if any) 1165402

Set out on pages

(remember to include the page numbers of additional sheets)

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

The charity's trustees consider that an audit is not required for this year under section 144 of the Act and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the applicable Directions given by the Charity Commission (under section 145(5)(b) of the Act, and
- to 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 Commission. 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 no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Charities Act or
- the accounts do not accord with the accounting records

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

** Please delete the words in the brackets if they do not apply.*

Signed: R. Thompson **Date:** 2/10/2021

Name: Rilenys Thompson

Relevant professional qualification(s) or body (if any): MBA.

Address:	

Section B Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.	