



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	
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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)

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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 main meets 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:

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

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)

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.


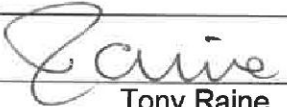
Healthwatch Hartlepool would be nothing without our volunteers. We couldn't carry out the much-needed work without them, thank you. Their task over the next year will be to monitor our very different work programme."

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	30 th November 2021	



CHARITY COMMISSION
FOR ENGLAND AND WALES

Healthwatch Hartlepool

1165402

Receipts and payments accounts

CC16a

For the period
from

1st April 2020

To

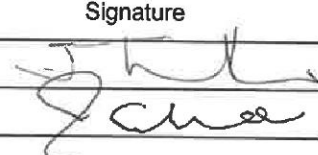
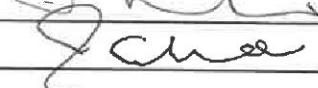
31st March 2021

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 Hartlepool Borough Council	116,150	-	-	116,150	20,211
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

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Cash at Bank	20,211	-	-
		-	-	-
		-	-	-
	Total cash funds	66,622	-	-
	(agree balances with receipts and payments account(s))	Agreement Error	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	N/A	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	N/A			
B4 Assets retained for the charity's own use	N/A			
B5 Liabilities	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



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:

P. Thompson

Date:

2/10/2021

Name:

Pelenys 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.

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