



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		
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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)

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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 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.

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 tackle 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."

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.

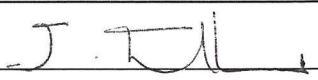
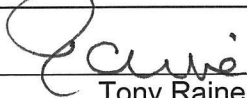
On a positive note, we have continued to engage with residents and our volunteer steering group digitally. Learning throughout the year has confirmed our belief that tackling loneliness & isolation needs to be highlighted as a priority as it is also engaging with those who are digitally excluded. We 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	24 th November 2022	



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:

Glenys Thompson

Date:

8th December 2022

Name:

Glenys Thompson

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

M.B.A.

Address:	ORCEL CENTRE
	WYN YARD 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.

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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 Hartlepool Borough Council	116,150	-	-	116,150	66,622
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

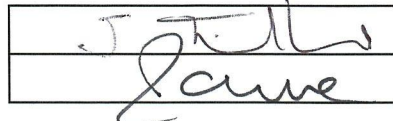
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	N/A	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	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

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

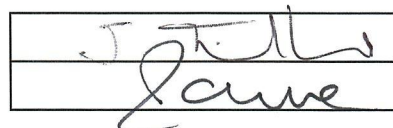
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	N/A	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	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	



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:

Glenys Thompson

Date:

8th December 2022

Name:

Glenys Thompson

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

M.B.A.

Address:

ORCEL CENTRE

WYN YARD 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.