



# Facing the challenges together

Putting the public voice first

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# Message from our Chair

**Following our re-structure, we have had an incredibly challenging, yet remarkably successful year.**

Our priorities have included connecting with people about their experiences during COVID-19, and with those who are not always included in discussions about their health and social care needs.

We have greatly improved our output when compared to previous years; from the people we have engaged with, to the quality and number of reports we have produced.

The input and commitment from our volunteers have been crucial in achieving these improvements. Also, the hard work and dedication from our staff who have remained positive during an incredibly difficult year. We would like to say a big thank you to everyone who has been involved with Healthwatch North Yorkshire over the past year.



**"With an almost entirely new staff team, more volunteers and Trustees and with strong and growing partnerships we are optimistic and looking forward with renewed energy to representing and influencing health and social care matters that affect the people of North Yorkshire."**

## Top successes:

The increase in our website and social media traffic has been significant and we have provided quality information and advice to the public. We have produced three COVID reports detailing the issues and challenges and have identified potential improvements.

We have produced reports on accessing GPs, hospital appointments, GP websites, dental and social care. We have shared these with health and social care providers and commissioners and have also initiated discussions around improvements to service provision.

We have undertaken collaborative work with CCGs, NHS Trusts and the community and voluntary sector, and intend to build upon these relationships in the coming year. One example is our partnership with West Yorkshire & Harrogate Health & Care Partnership, supported by our volunteer network, to produce an Engagement & Consultation Mapping report.



Chris Brackley  
Chair of Board of Trustees.



# About us

## Here to make health and care better

We are the independent champion for people who use health and social care services in North Yorkshire. We are here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

## Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

### Our goals



#### **1 Supporting you to have your say**

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



#### **2 Providing a high quality service**

We want everyone who shares their experience or seeks advice from us to get a high quality service and to understand the difference their views make.



#### **3 Ensuring your views help improve health & care**

We want more services to use your views to shape the health and care support you need today and in the future.



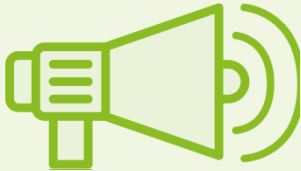
**"Over the coming year our priorities will remain on gathering the public's views on how we all recover from the pandemic (people and services). We will continue to work with healthcare organisations, the voluntary sector and the public to help improve the lives and wellbeing of communities who aren't always listened to or involved in discussions about their health or social care."**

**Ashley Green, Chief Executive Officer at Healthwatch North Yorkshire.**

# Highlights from our year

Find out about our resources and how we have engaged and supported people in 2020-21.

## Reaching out



We heard from

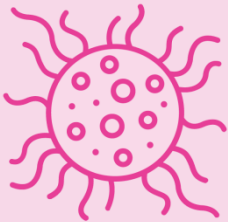
**1,018 people**

this year about their experiences of health and social care.

**74,128 people**

visited our website this year, 139% more people than the previous year.

## Responding to the pandemic



We engaged with and signposted

**393**

people during the COVID-19 pandemic this year.

## Making a difference to care



We produced

**8 reports**

about the improvements people would like to see to health and social care services. This included access to services in rural communities, GP website access and the inclusion of the LGBTQ+ in health and social care.

**4 intelligence briefings**

about the improvements people would like to see to health and social care services. Including dentistry, test-and-trace and the COVID-19 vaccine.

## Health and care that works for you



**88 volunteers**

helped us to carry out our work. In total, they contributed to 50 days across the year to support our work.

**We employ 5 members of staff**

and 4 out of 5 members of the team joined Healthwatch North Yorkshire in the last year.

We received

**£167,625 in funding**

from our local authority in 2020-21, 16% more than the previous year.





# Dentistry: Putting the patient first



## Access to NHS dental services

**Thanks to people sharing their experiences of dentistry we have been in frequent conversation with NHS dental commissioners for Yorkshire and the Humber over the past year.**

Prior to the COVID-19 outbreak, we were hearing on a regular basis from many people who were struggling to find a dental surgery taking on new NHS patients in North Yorkshire. This situation was undoubtedly exacerbated by the pandemic. In our July 2020 COVID-19 report we found that patients wanted better access to accurate information on their dental services. We heard from patients who were unsure if their appointments were going ahead and from patients who had repeatedly had their routine appointments cancelled.

In October 2020 we undertook a 12-month review of all the dentistry feedback in preparation for a meeting with NHS dental commissioners in Yorkshire and Humber. We heard from patients who could still not access a dentist after two, six and in one case – ten years. The long waiting times was particularly alarming, but also, some patients were having to travel hundreds of miles to access a dentist.

In addition to the many people unable to register with an NHS dentist, the closure of Bondgate Dental Practice in Helmsley in September left people who had been registered as NHS patients without a local surgery. Following representations made to the regional dental commissioner by Healthwatch North Yorkshire on this issue, NHS England wrote to former Bondgate patients informing them that three local practices were now providing additional appointments solely for those who had been registered with the closed practice.



## Now: Ongoing dentistry issues

**Thanks to patients sharing their experience of dentistry during the pandemic, we have been able to keep making the argument for greater provision and improvements in services.**

Between February 2020 – February 2021 we received 89 pieces of feedback regarding dentistry. Increasing from 7.38% to 11.27% of contacts on the rolling 12 months' basis since our last review in October.

The main issues included:

- Lack of access to an NHS dentist.
- Frustrations at being pushed towards private appointments.
- Concern about children's oral health.

A significant proportion of our calls regarding a lack of available dentists were from people seeking help in finding a dentist. People told us of the negative financial and emotional strain this situation put on them. One person told us how they had contacted 40 dental practices with no luck.



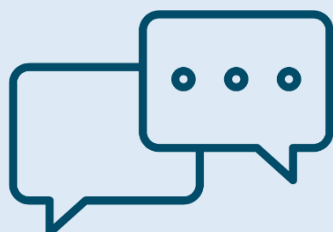
**"We are a family of four and all our appointments have been moved only to be cancelled on several occasions. Now we have been put on a waiting list. My employer goes to the same dental practice, has the same dental surgeon but pays into a private plan and none of his appointments have been cancelled."**

The closure of several dental practices in North Yorkshire is one of the issues that members of the public have told us about over the past few months. When combined with the increased waiting times for routine appointments for those fortunate enough to be NHS dental patients, this is a very troubling direction of travel in terms of dentistry provision across the county.

Unfortunately, part of the problem is funding. The funding contract run by NHS England had not been revisited for over a decade, and simply there was not enough funding available to meet the requirements of the population. However, the contract has recently been revisited and dentists are currently expected to fulfil 60% of their NHS contracts and must continue to prioritise emergency appointments. This policy will run until the end of August 2021.

We encourage members of the public to keep getting in touch with us about dentistry to enable us to keep making the argument for greater provision and improvements of services.

### Share your views with us



If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch North Yorkshire is here for you.



[www.healthwatch.org/northyorkshire](https://www.healthwatch.org/northyorkshire)



01904 552 687



[admin@hwny.co.uk](mailto:admin@hwny.co.uk)



# Accessing services: Putting the patient first



## Accessing services during the pandemic

**Making sure that patients have access to correct and up-to-date information and advice has been a priority for Healthwatch North Yorkshire since the start of the pandemic.**

Access to information is a key theme that emerged in the feedback we were receiving at the start of 2020, and with the pandemic evolving rapidly it was important that we acted quickly.

As a result of the feedback from the public we produced three COVID-19 reports to highlight the common themes that we were hearing about. These included:

1. Accessing NHS services and appointments.
2. Living with a long-term condition, such as diabetes or a lung condition.
3. Challenges around seeing a loved one in a care home.
4. Accessing dental care.

These are just some of the many challenges people faced due to the COVID-19 pandemic. It became clear, early-on in the pandemic that accessing services was a huge issue for many people across North Yorkshire. We have shared the reports with those responsible for commissioning and delivering services in North Yorkshire.





## Accessing GP services during the pandemic

Over the last 12 months we have witnessed huge changes across the health and social care system in North Yorkshire as a result of the COVID-19 pandemic.

Patient feedback that we have gathered since the start of the pandemic has demonstrated the importance of GP practices — with appointments and access being main areas of concern for members of the public in North Yorkshire. The pandemic has changed the way we have accessed health and social care information, placing a larger reliance on the internet and technology at home. Many people have welcomed this new way of receiving information and support, whilst others have found it a challenge.



**“Doctors not seeing you in surgeries even now lockdown has almost lifted. Only doing phone consultations is not helpful, as my problem was mobility and because of not being able to go outside I could hardly walk. Needed help with pain relief and it wasn’t forthcoming.”**

In our report *'GP Website Check-up'*, our volunteers examined what information was being provided to the public, and how accessible the information was. We looked at whether the information fulfilled the public needs and if GP websites provided up-to-date COVID-19 information.

We found many great examples of GP websites providing crucial information for members of the public in North Yorkshire, but also examples of areas in need of improvement. For example, 87% of GP websites provided links to official NHS COVID-19 information. The majority of GP websites (93%) provided clear and helpful information about self-care and local support organisations. However, 16% of GP websites did not make it clear how to book an appointment, and less than half of the GP websites provided up-to-date information about their Patient Participant Group (PPG).

As a result of our report, Vale of York CCG have started to undertake their own audit to look at the clarity of information that is available on GP websites across York and North Yorkshire. They will use our recommendations to find where gaps are and create a 'website standard'.

Bradford and Craven PCCC (Primary Care Commissioning Committee) endorsed our recommendations and highlighted the inclusion of diversity. They are currently considering the use of easy read facilities on the websites, and taking up a number of our recommendations.

North Yorkshire CCG have told us they found the report very informative and relevant. They will be working with their Primary Care Network's (PCN) to support GP practices to make the necessary changes to their websites, where relevant.



To find out more > > >

[healthwatchnorthyorkshire.co.uk/news-and-reports](https://healthwatchnorthyorkshire.co.uk/news-and-reports)



## Responding to COVID-19

**Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.**

**This year we helped 393 people by:**

- Providing the current advice on the COVID-19 response locally
- Linking people to reliable and up-to-date information
- Sharing relevant news and information about the vaccination programme
- Supporting the community volunteer response
- Helping people to access the services they need

## Top four areas that people have contacted us about:



25% on GP services



21.2% on Dentistry



15.8% on Hospital Care



10.8% on Social Care

## Case Study



Early in the pandemic, we heard from over 150 people about their experiences and the information they require during the COVID-19 pandemic. Our role became much more focused on providing people with clear, consistent and concise advice and information through articles on our website and social media to help address people's concerns.

The key topics people were telling us about included:

1. Mental health
2. Access to services and information
3. Phone/online appointments
4. Patient transport



### Contact us to get the information you need

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.



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**01904 552 687**



**admin@hwny.co.uk**



# Volunteers

**At Healthwatch North Yorkshire we are supported by 88 volunteers who help us find out what people think is working, and what improvements people would like to make to health and social care services.**

## **This year our volunteers:**

- Supported us in collecting feedback and signposting members of the public to the relevant services.
- Over the year our volunteers have helped us with several projects, this includes 37 days to produce our West Yorkshire and Harrogate Engagement Mapping project and 3 days for the GP website analysis.
- Translated health information into the Arabic language.
- Attended a variety of meetings to influence health and social care services, for example Whitby hospital.
- During lockdown they gathered experiences which helped us publish our COVID-19 briefings.





### Volunteer – Beverley.

"I decided to become a volunteer as I believe the work Healthwatch North Yorkshire does is so important in improving health and social care services. My volunteering allows me to make a positive difference working on projects I find meaningful, whilst also giving me opportunities to develop my own personal and professional skills."



### Trustee – Pat.

"Having worked in the NHS for over forty years as a nurse, I was really pleased to join the Board of Healthwatch North Yorkshire in November 2019. Previously I worked as a Community Public Health nurse, where I worked with families and communities to help improve their health and wellbeing, and I'm particularly interested in work and projects that focus on reducing the health inequalities of different populations."



### Volunteer – Linda.

"I became a Healthwatch volunteer in October 2019, as I wanted to use the knowledge/skills developed over many years working within the NHS to help others - whilst also keeping myself up to date and involved with health and care services. Since then, I have undertaken a variety of volunteer roles and I can honestly say that, although they have been quite different, I have enjoyed every one of these and I have learned a lot."



### Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch with Lada Rotshtein at [Lada.Rotshtein@hwny.co.uk](mailto:Lada.Rotshtein@hwny.co.uk)



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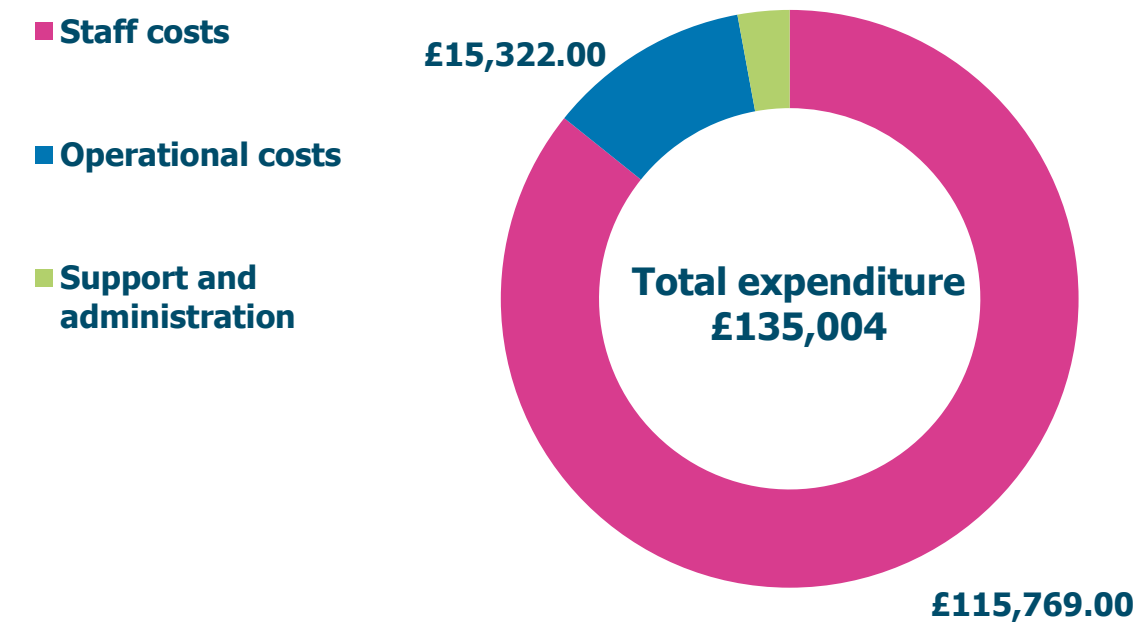
# Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

## Income



## Expenditure



# Next steps & thank you

## Top three priorities for 2021-22

- Gather views from the public on COVID-19 recovery to support and influence service changes that will help improve patient experience and outcomes
- Focus our work in areas of health inequalities (such as Scarborough and Selby) to ensure the public's views are represented and effect positive change
- Improve our awareness and reach across North Yorkshire to ensure people know of us, contact us for advice and share their experiences with us

## Next steps

The pandemic has greatly affected how we have all worked, and it has been a challenge for us at Healthwatch North Yorkshire to meet with and hear from all communities across the county. Most of our conversations have been by phone or video call, and whilst this has been important in ensuring that we continue to hear from people, we hope that as we move away from national COVID-19 restrictions we will be able to meet and speak with more people through community groups, networks etc.

We will continue to work with health and social care providers and commissioners to ensure that the work we undertook last year, such as our GP Website Check-up report and our Rural Communities micro-study, is continued and our recommendations are acted upon, where appropriate. Some of our future priorities, which the public have told us are important to them, include working with care homes to understand the changes made during the pandemic to ensure residents are supported, access to NHS dentistry and how we can help to improve this.

It is also important to us that we hear from those people who aren't always listened to or involved in discussions about their health or social care, so we will be re-doubling our efforts to ensure we reach out and listen to those communities, and particularly in areas of health inequalities. Our LGBTQ+ report that focused on people's experiences of using health and social care, published in June 2020, had a real impact on shining a light on issues that hadn't previously been heard, so we are keen to continue to help those communities who are seldom heard.



**"We want to ensure that we hear from all members of the public in North Yorkshire – and a group we don't always hear from is younger people. So we will be doubling our efforts in the coming months to work with young people to hear their experiences and stories of how the NHS and social care supports them, and what improvements they would like to see."**



# Statutory statements

## About us

Healthwatch England, 2 Redman Place, Stratford, E20 1JQ.

Healthwatch North Yorkshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

## The way we work

### **Involvement of volunteers and lay people in our governance and decision-making.**

Our Healthwatch board consists of 7 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met regularly and made decisions on matters such as the work we have been undertaking around care homes and gathering public feedback on COVID-19 (plus staff recruitment, including a new Chief Executive Officer).

We ensure wider public involvement in deciding our work priorities. We use insight from information and signposting enquiries and intelligence gathered through direct contact with members of the public when thinking about and deciding our priorities.

## Methods and systems used across the year's work to obtain people's views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020/21 we have been available by phone, by email, provided a webform on our website, provided a feedback centre/rate and review system, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. In 2020, North Yorkshire County Council requested a piece of research to increase the understanding of experiences and needs of the LGBTQ+ community when accessing mental health support. This led to us publishing our report '*LGBTQ+ People's Experiences of Using Health and Social Care Services in North Yorkshire*'.

We will ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and share it with Healthwatch England.

## 2020-21 priorities

Examples of our 2020-21 priorities and how we achieved these, are included below:

Priority areas	Output & impact
Expand information and advice services to the public to support their needs	Reached over 700 monthly subscribers with our e-newsletter providing up to-date service information. Extended our social media followers to just under 2,500 people who we regularly provide information to. Our volunteer network had over 2,500 conversations with the public where they provided signposting advice.
Gather public views on their health & social care experiences during COVID-19	Produced 3 reports over the year that detailed the experiences of people receiving and accessing services during the pandemic, that were shared with and helped to influence conversations and decisions about services in North Yorkshire.
Monitor and contribute the patient voice to service developments and improvements	Worked with seldom heard communities in Scarborough to contribute to discussions around future paediatric services at Scarborough Hospital, and our volunteers were involved in the future design and plans for Whitby Hospital. Worked with the LGBTQ+ communities around the county to understand why this community experiences health inequalities.



Healthwatch North Yorkshire  
The Centre @ Burnholme  
Mosssdale Avenue  
York  
YO31 0HA.

[www.healthwatchnorthyorkshire.co.uk](http://www.healthwatchnorthyorkshire.co.uk)

t: 01904 552 687

e: [admin@hwny.co.uk](mailto:admin@hwny.co.uk)

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 [Facebook.com/HealthwatchNY](https://www.facebook.com/HealthwatchNY)

 HealthwatchNY

 Healthwatch North Yorkshire



**Healthwatch North Yorkshire**  
**Unaudited Financial Statements**  
**31 March 2021**

**IAN CRISOP ACCOUNTANCY**

Chartered accountants  
Unit 1, Borough House Business Centre,  
5 Borough Road, Richmond,  
North Yorkshire  
DL10 4SX

# Healthwatch North Yorkshire

## Financial Statements

Year ended 31 March 2021

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Statement of financial position	6
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Detailed statement of financial activities	15
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# Healthwatch North Yorkshire

## Trustees' Annual Report

### Year ended 31 March 2021

The trustees present their report and the unaudited financial statements of the charity for the year ended 31 March 2021.

#### Reference and administrative details

<b>Registered charity name</b>	Healthwatch North Yorkshire	
<b>Charity registration number</b>	1171152	
<b>Principal office</b>	The Centre @ Burnholme Mossdale Avenue York YO31 0HA	
<b>The trustees</b>	J Bromfield A Calvert R Peacock C G Brackley P Southgate J Cunningham A F Crutchard B A Proctor	(Retired 5 July 2020)      (Appointed 28 February 2020) (Appointed 26 October 2020)
<b>Independent examiner</b>	Mr R I Crisop FCA Unit 1, Borough House Business Centre, 5 Borough Road, Richmond, North Yorkshire DL10 4SX	

#### Structure, governance and management

The charity is a Charitable Incorporated Organisation (CIO) registered with the Charity Commission on 17th January 2017. The charity is managed by the board of trustees. Trustees are appointed for a term of 3 years.

New trustees receive an induction and briefing on their legal obligations under charitable law and the content of the constitution as well as management committee papers to familiarise themselves with their role and responsibilities.

Funding is granted through a grant from North Yorkshire County Council and earned income for time limited projects.

# **Healthwatch North Yorkshire**

## **Trustees' Annual Report** *(continued)*

**Year ended 31 March 2021**

### **Objectives and activities**

The objects of the charity are:

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

Trustees have considered the Charity Commission's guidance on public benefit and believe that Healthwatch North Yorkshire meets the public benefit requirements in delivering the activities that contribute to the objects of the charity. The achievements are set out in this report detailing how we deliver our charitable objects and who the beneficiaries are.

### **Achievements and performance**

This report highlights the key achievements of the charity in this year of operation and how it has met its charitable objectives.

Providing information and advice to the general public about local health and social care services

We engaged with a diverse wide range of voluntary organisations reaching older people, families and children, mental health users, veterans and carers. We engaged with the public via market stall events, fayres, summer shows and public sector consultation events.

Making the views and experiences of members of the general public known to health and social care providers and commissioners

Healthwatch North Yorkshire is a member of North Yorkshire Health & Wellbeing Board directly feeding back views and experiences to commissioners in health and social care. We have worked closely with local health and social care providers attending meetings at a strategic level and operational level. Our trustees, staff and volunteers attended public consultation events to hear public opinion and ensure those opinions are heard.

Enabling local people to have a voice in the development, delivery, improvement and equality of access to local health and care services and facilities

Providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities

We recruited 35 volunteers in this year making a total of 55 volunteers who supported and helped us to carry out our activities in this year.

# Healthwatch North Yorkshire

## Trustees' Annual Report *(continued)*

**Year ended 31 March 2021**

### **Financial review**

The trustees are satisfied with the financial position of the charity.

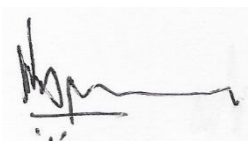
### **Reserves policy**

Healthwatch North Yorkshire will work towards ensuring unrestricted funds are equivalent to 3 months running costs. This is to ensure we can provide financial stability and the means for the development of our required activities. The Board will annually review the amount of reserves that are required to ensure that they are adequate to fulfill our continuing obligations.

The trustees' annual report was approved on 5 July 2021 and signed on behalf of the board of trustees by:



J Bromfield  
Trustee



C G Brackley  
Trustee



# Healthwatch North Yorkshire

## Independent Examiner's Report to the Trustees of Healthwatch North Yorkshire Year ended 31 March 2021

I report to the trustees on my examination of the financial statements of Healthwatch North Yorkshire ('the charity') for the year ended 31 March 2021.

### Responsibilities and basis of report

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

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

### Independent examiner's statement

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

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

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



Mr R I Crisop FCA  
Independent Examiner

Unit 1, Borough House Business Centre,  
5 Borough Road, Richmond,  
North Yorkshire  
DL10 4SX

# Healthwatch North Yorkshire

## Statement of Financial Activities

Year ended 31 March 2021

		2021		2020
	Note	Unrestricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>				
Donations and legacies	4	<u>167,459</u>	<u>167,459</u>	142,459
Charitable activities	5	<u>—</u>	<u>—</u>	<u>18,265</u>
<b>Total income</b>		<u>167,459</u>	<u>167,459</u>	<u>160,724</u>
<b>Expenditure</b>				
Expenditure on charitable activities	6,7	<u>135,004</u>	<u>135,004</u>	<u>170,234</u>
<b>Total expenditure</b>		<u>135,004</u>	<u>135,004</u>	<u>170,234</u>
<b>Net income/(expenditure) and net movement in funds</b>		<u>32,455</u>	<u>32,455</u>	<u>(9,510)</u>
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>109,640</u>	<u>109,640</u>	<u>119,150</u>
<b>Total funds carried forward</b>		<u>142,095</u>	<u>142,095</u>	<u>109,640</u>

The statement of financial activities includes all gains and losses recognised in the year.  
All income and expenditure derive from continuing activities.

The notes on pages 7 to 13 form part of these financial statements.

# Healthwatch North Yorkshire

## Statement of Financial Position

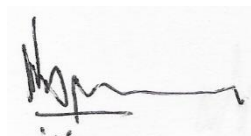
31 March 2021

	Note	2021 £	£	2020 £
<b>Fixed assets</b>				
Tangible fixed assets	12		5,757	8,454
<b>Current assets</b>				
Debtors	13	1,167		—
Cash at bank and in hand		<u>135,807</u>		<u>105,517</u>
		136,974		105,517
<b>Creditors: amounts falling due within one year</b>	14	636		4,331
<b>Net current assets</b>			<u>136,338</u>	<u>101,186</u>
<b>Total assets less current liabilities</b>			<u>142,095</u>	<u>109,640</u>
<b>Net assets</b>			<u>142,095</u>	<u>109,640</u>
<b>Funds of the charity</b>				
Unrestricted funds			<u>142,095</u>	<u>109,640</u>
<b>Total charity funds</b>	16		<u>142,095</u>	<u>109,640</u>

These financial statements were approved by the board of trustees and authorised for issue on 5 July 2021, and are signed on behalf of the board by:



J Bromfield  
Trustee



C G Brackley  
Trustee

The notes on pages 7 to 13 form part of these financial statements.

# **Healthwatch North Yorkshire**

## **Notes to the Financial Statements**

**Year ended 31 March 2021**

### **1. General information**

The charity is a public benefit entity and a registered charity in England and Wales and is unincorporated. The address of the principal office is The Centre @ Burnholme, Mossdale Avenue, York, YO31 0HA.

### **2. Statement of compliance**

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Charities Act 2011.

### **3. Accounting policies**

#### **Basis of preparation**

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

#### **Going concern**

There are no material uncertainties about the charity's ability to continue.

#### **Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

#### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

# Healthwatch North Yorkshire

## Notes to the Financial Statements *(continued)*

### Year ended 31 March 2021

#### 3. Accounting policies *(continued)*

##### Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

##### Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

##### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

# Healthwatch North Yorkshire

## Notes to the Financial Statements *(continued)*

### Year ended 31 March 2021

#### 3. Accounting policies *(continued)*

##### **Tangible assets *(continued)***

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

##### **Depreciation**

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Fixtures, equipment etc. - 20% straight line

##### **Impairment of fixed assets**

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

##### **Financial instruments**

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

# Healthwatch North Yorkshire

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

### 3. Accounting policies *(continued)*

#### Financial instruments *(continued)*

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

#### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

### 4. Donations and legacies

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
<b>Grants</b>				
NYCC service grant	<u>167,459</u>	<u>167,459</u>	<u>142,459</u>	<u>142,459</u>

### 5. Charitable activities

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Consultancy fees	<u>==</u>	<u>==</u>	<u>18,265</u>	<u>18,265</u>

# Healthwatch North Yorkshire

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

### 6. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Charitable activity	<u>135,004</u>	<u>135,004</u>	<u>170,234</u>	<u>170,234</u>

### 7. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Total funds 2021 £	Total fund 2020 £
Charitable activity	<u>135,004</u>	<u>135,004</u>	<u>170,234</u>

### 8. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Depreciation of tangible fixed assets	<u>2,697</u>	<u>2,697</u>

### 9. Independent examination fees

	2021 £	2020 £
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>636</u>	<u>-</u>

### 10. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021 £	2020 £
Wages and salaries	113,915	102,976
Employer contributions to pension plans	<u>1,854</u>	<u>6,114</u>
	<u>115,769</u>	<u>109,090</u>

The average head count of employees during the year was 5 (2020: 6).

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

### 11. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.



# Healthwatch North Yorkshire

## Notes to the Financial Statements *(continued)*

### Year ended 31 March 2021

#### 12. Tangible fixed assets

	Equipment £	Total £
<b>Cost</b>		
At 1 April 2020 and 31 March 2021	<u>14,207</u>	<u>14,207</u>
<b>Depreciation</b>		
At 1 April 2020	5,753	5,753
Charge for the year	<u>2,697</u>	<u>2,697</u>
<b>At 31 March 2021</b>	<u>8,450</u>	<u>8,450</u>
<b>Carrying amount</b>		
At 31 March 2021	<u>5,757</u>	<u>5,757</u>
At 31 March 2020	<u>8,454</u>	<u>8,454</u>

#### 13. Debtors

	2021 £	2020 £
Prepayments and accrued income	<u>1,167</u>	=

#### 14. Creditors: amounts falling due within one year

	2021 £	2020 £
Accruals and deferred income	636	1,256
Other creditors	–	3,075
	<u>636</u>	<u>4,331</u>

#### 15. Pensions and other post retirement benefits

##### Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £1,854 (2020: £6,114).

#### 16. Analysis of charitable funds

##### Unrestricted funds

	At 1 April 2020 £	Income £	Expenditure £	At 31 March 2021 £
General funds	<u>109,640</u>	<u>167,459</u>	<u>(135,004)</u>	<u>142,095</u>

	At 1 April 2019 £	Income £	Expenditure £	At 31 March 2020 £
General funds	<u>119,150</u>	<u>160,724</u>	<u>(170,234)</u>	<u>109,640</u>

# Healthwatch North Yorkshire

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

### 17. Analysis of net assets between funds

	Unrestricted Funds £	Total Funds 2021 £
Tangible fixed assets	5,757	<b>5,757</b>
Current assets	136,974	<b>136,974</b>
Creditors less than 1 year	(636)	<b>(636)</b>
<b>Net assets</b>	<u>142,095</u>	<u><b>142,095</b></u>

	Unrestricted Funds £	Total Funds 2020 £
Tangible fixed assets	8,454	8,454
Current assets	105,517	105,517
Creditors less than 1 year	(4,331)	(4,331)
<b>Net assets</b>	<u>109,640</u>	<u>109,640</u>

# **Healthwatch North Yorkshire**

## **Management Information**

**Year ended 31 March 2021**

**The following pages do not form part of the financial statements.**

# Healthwatch North Yorkshire

## Detailed Statement of Financial Activities

Year ended 31 March 2021

	2021 £	2020 £
<b>Income and endowments</b>		
<b>Donations and legacies</b>		
NYCC service grant	<u>167,459</u>	<u>142,459</u>
<b>Charitable activities</b>		
Consultancy fees	<u>—</u>	<u>18,265</u>
<b>Total income</b>	<u>167,459</u>	<u>160,724</u>
<b>Expenditure</b>		
<b>Expenditure on charitable activities</b>		
Wages/salaries inc fees	113,915	102,976
Pension costs	1,854	6,114
Subs and publications	643	112
Petty cash	—	230
Sundry expenses	150	581
Insurance	1,067	1,897
Staff travel and expenses expenses	2,279	11,602
Repairs and software maintenance	3,718	4,913
Volunteer travel expenses	73	308
Legal, professional and consdultancy fees	5,271	22,133
Trustees expenses	436	1,631
Office rent, broadband and phone	1,687	10,944
Depreciation	2,697	2,697
Bank charges	69	60
Printing, stationery and postage	317	870
Marketing and publicity	165	2,151
Room hire and hospitality	663	1,015
	<u>135,004</u>	<u>170,234</u>
<b>Total expenditure</b>	<u>135,004</u>	<u>170,234</u>
<b>Net income/(expenditure)</b>	<u>32,455</u>	<u>(9,510)</u>

# Healthwatch North Yorkshire

## Notes to the Detailed Statement of Financial Activities

Year ended 31 March 2021

	2021 £	2020 £
<b>Expenditure on charitable activities</b>		
<b>Activity type 1</b>		
<b><i>Activities undertaken directly</i></b>		
Wages/salaries inc fees	113,915	102,976
Pension costs	1,854	6,114
Subs & publications	643	112
Petty cash	–	230
Sundry expenses	150	581
Insurance	1,067	1,897
Staff travel and expenses	2,279	11,602
Repairs and software maintenance	3,718	4,913
Volunteer travel expenses	73	308
Legal, professional and consultancy fees	5,271	22,133
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Office rent, broadband and phone	1,687	10,944
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Bank charges	69	60
Printing, stationery and postage	317	870
Marketing and publicity	165	2,151
Room hire and hospitality	663	1,015
	<b><u>135,004</u></b>	<b><u>170,234</u></b>
<b>Expenditure on charitable activities</b>	<b><u>135,004</u></b>	<b><u>170,234</u></b>

**Healthwatch North Yorkshire**  
**Unaudited Financial Statements**  
**31 March 2021**

**IAN CRISOP ACCOUNTANCY**

Chartered accountants  
Unit 1, Borough House Business Centre,  
5 Borough Road, Richmond,  
North Yorkshire  
DL10 4SX

# Healthwatch North Yorkshire

## Financial Statements

Year ended 31 March 2021

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Independent examiner's report to the trustees	4
Statement of financial activities	5
Statement of financial position	6
Notes to the financial statements	7
<b>The following pages do not form part of the financial statements</b>	
Detailed statement of financial activities	15
Notes to the detailed statement of financial activities	16

# Healthwatch North Yorkshire

## Trustees' Annual Report

### Year ended 31 March 2021

The trustees present their report and the unaudited financial statements of the charity for the year ended 31 March 2021.

#### Reference and administrative details

<b>Registered charity name</b>	Healthwatch North Yorkshire	
<b>Charity registration number</b>	1171152	
<b>Principal office</b>	The Centre @ Burnholme Mossdale Avenue York YO31 0HA	
<b>The trustees</b>	J Bromfield A Calvert R Peacock C G Brackley P Southgate J Cunningham A F Crutchard B A Proctor	(Retired 5 July 2020)      (Appointed 28 February 2020) (Appointed 26 October 2020)
<b>Independent examiner</b>	Mr R I Crisop FCA Unit 1, Borough House Business Centre, 5 Borough Road, Richmond, North Yorkshire DL10 4SX	

#### Structure, governance and management

The charity is a Charitable Incorporated Organisation (CIO) registered with the Charity Commission on 17th January 2017. The charity is managed by the board of trustees. Trustees are appointed for a term of 3 years.

New trustees receive an induction and briefing on their legal obligations under charitable law and the content of the constitution as well as management committee papers to familiarise themselves with their role and responsibilities.

Funding is granted through a grant from North Yorkshire County Council and earned income for time limited projects.



# Healthwatch North Yorkshire

## Trustees' Annual Report *(continued)*

**Year ended 31 March 2021**

### **Objectives and activities**

The objects of the charity are:

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

Trustees have considered the Charity Commission's guidance on public benefit and believe that Healthwatch North Yorkshire meets the public benefit requirements in delivering the activities that contribute to the objects of the charity. The achievements are set out in this report detailing how we deliver our charitable objects and who the beneficiaries are.

### **Achievements and performance**

This report highlights the key achievements of the charity in this year of operation and how it has met its charitable objectives.

Providing information and advice to the general public about local health and social care services

We engaged with a diverse wide range of voluntary organisations reaching older people, families and children, mental health users, veterans and carers. We engaged with the public via market stall events, fayres, summer shows and public sector consultation events.

Making the views and experiences of members of the general public known to health and social care providers and commissioners

Healthwatch North Yorkshire is a member of North Yorkshire Health & Wellbeing Board directly feeding back views and experiences to commissioners in health and social care. We have worked closely with local health and social care providers attending meetings at a strategic level and operational level. Our trustees, staff and volunteers attended public consultation events to hear public opinion and ensure those opinions are heard.

Enabling local people to have a voice in the development, delivery, improvement and equality of access to local health and care services and facilities

Providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities

We recruited 35 volunteers in this year making a total of 55 volunteers who supported and helped us to carry out our activities in this year.

# Healthwatch North Yorkshire

## Trustees' Annual Report *(continued)*

Year ended 31 March 2021

### Financial review

The trustees are satisfied with the financial position of the charity.

### Reserves policy

Healthwatch North Yorkshire will work towards ensuring unrestricted funds are equivalent to 3 months running costs. This is to ensure we can provide financial stability and the means for the development of our required activities. The Board will annually review the amount of reserves that are required to ensure that they are adequate to fulfill our continuing obligations.

The trustees' annual report was approved on 5 July 2021 and signed on behalf of the board of trustees by:



J Bromfield  
Trustee



C G Brackley  
Trustee

# **Healthwatch North Yorkshire**

## **Independent Examiner's Report to the Trustees of Healthwatch North Yorkshire** **Year ended 31 March 2021**

I report to the trustees on my examination of the financial statements of Healthwatch North Yorkshire ('the charity') for the year ended 31 March 2021.

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

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

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

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

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

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

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



Mr R I Crisop FCA  
Independent Examiner

Unit 1, Borough House Business Centre,  
5 Borough Road, Richmond,  
North Yorkshire  
DL10 4SX

# Healthwatch North Yorkshire

## Statement of Financial Activities

Year ended 31 March 2021

		2021		2020
	Note	Unrestricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>				
Donations and legacies	4	<u>167,459</u>	<b><u>167,459</u></b>	142,459
Charitable activities	5	<u>—</u>	<b><u>—</u></b>	<u>18,265</u>
<b>Total income</b>		<u>167,459</u>	<b><u>167,459</u></b>	<u>160,724</u>
<b>Expenditure</b>				
Expenditure on charitable activities	6,7	<u>135,004</u>	<b><u>135,004</u></b>	<u>170,234</u>
<b>Total expenditure</b>		<u>135,004</u>	<b><u>135,004</u></b>	<u>170,234</u>
<b>Net income/(expenditure) and net movement in funds</b>		<u>32,455</u>	<b><u>32,455</u></b>	<u>(9,510)</u>
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>109,640</u>	<b><u>109,640</u></b>	<u>119,150</u>
<b>Total funds carried forward</b>		<u>142,095</u>	<b><u>142,095</u></b>	<u>109,640</u>

The statement of financial activities includes all gains and losses recognised in the year.  
All income and expenditure derive from continuing activities.

The notes on pages 7 to 13 form part of these financial statements.

# Healthwatch North Yorkshire

## Statement of Financial Position

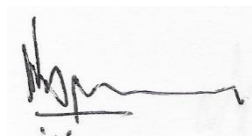
31 March 2021

	Note	2021 £	£	2020 £
<b>Fixed assets</b>				
Tangible fixed assets	12		5,757	8,454
<b>Current assets</b>				
Debtors	13	1,167		—
Cash at bank and in hand		<u>135,807</u>		<u>105,517</u>
		136,974		105,517
<b>Creditors: amounts falling due within one year</b>	14	636		4,331
<b>Net current assets</b>			<u>136,338</u>	<u>101,186</u>
<b>Total assets less current liabilities</b>			<u>142,095</u>	<u>109,640</u>
<b>Net assets</b>			<u>142,095</u>	<u>109,640</u>
<b>Funds of the charity</b>				
Unrestricted funds			<u>142,095</u>	<u>109,640</u>
<b>Total charity funds</b>	16		<u>142,095</u>	<u>109,640</u>

These financial statements were approved by the board of trustees and authorised for issue on 5 July 2021, and are signed on behalf of the board by:



J Bromfield  
Trustee



C G Brackley  
Trustee

The notes on pages 7 to 13 form part of these financial statements.

# **Healthwatch North Yorkshire**

## **Notes to the Financial Statements**

**Year ended 31 March 2021**

### **1. General information**

The charity is a public benefit entity and a registered charity in England and Wales and is unincorporated. The address of the principal office is The Centre @ Burnholme, Mossdale Avenue, York, YO31 0HA.

### **2. Statement of compliance**

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Charities Act 2011.

### **3. Accounting policies**

#### **Basis of preparation**

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

#### **Going concern**

There are no material uncertainties about the charity's ability to continue.

#### **Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

#### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.



# Healthwatch North Yorkshire

## Notes to the Financial Statements *(continued)*

### Year ended 31 March 2021

#### 3. Accounting policies *(continued)*

##### Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

##### Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

##### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

# Healthwatch North Yorkshire

## Notes to the Financial Statements *(continued)*

### Year ended 31 March 2021

#### 3. Accounting policies *(continued)*

##### **Tangible assets *(continued)***

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

##### **Depreciation**

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Fixtures, equipment etc.                      -     20% straight line

##### **Impairment of fixed assets**

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

##### **Financial instruments**

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

# Healthwatch North Yorkshire

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

### 3. Accounting policies *(continued)*

#### Financial instruments *(continued)*

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

#### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

### 4. Donations and legacies

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
<b>Grants</b>				
NYCC service grant	<u>167,459</u>	<u>167,459</u>	<u>142,459</u>	<u>142,459</u>

### 5. Charitable activities

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Consultancy fees	<u>==</u>	<u>==</u>	<u>18,265</u>	<u>18,265</u>

# Healthwatch North Yorkshire

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

### 6. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Charitable activity	<u>135,004</u>	<u>135,004</u>	<u>170,234</u>	<u>170,234</u>

### 7. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Total funds 2021 £	Total fund 2020 £
Charitable activity	<u>135,004</u>	<u>135,004</u>	<u>170,234</u>

### 8. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Depreciation of tangible fixed assets	<u>2,697</u>	<u>2,697</u>

### 9. Independent examination fees

	2021 £	2020 £
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>636</u>	<u>-</u>

### 10. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021 £	2020 £
Wages and salaries	113,915	102,976
Employer contributions to pension plans	<u>1,854</u>	<u>6,114</u>
	<u>115,769</u>	<u>109,090</u>

The average head count of employees during the year was 5 (2020: 6).

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

### 11. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

# Healthwatch North Yorkshire

## Notes to the Financial Statements *(continued)*

### Year ended 31 March 2021

#### 12. Tangible fixed assets

	Equipment £	Total £
<b>Cost</b>		
At 1 April 2020 and 31 March 2021	<u>14,207</u>	<u>14,207</u>
<b>Depreciation</b>		
At 1 April 2020	5,753	5,753
Charge for the year	<u>2,697</u>	<u>2,697</u>
<b>At 31 March 2021</b>	<u>8,450</u>	<u>8,450</u>
<b>Carrying amount</b>		
At 31 March 2021	<u>5,757</u>	<u>5,757</u>
At 31 March 2020	<u>8,454</u>	<u>8,454</u>

#### 13. Debtors

	2021 £	2020 £
Prepayments and accrued income	<u>1,167</u>	=

#### 14. Creditors: amounts falling due within one year

	2021 £	2020 £
Accruals and deferred income	636	1,256
Other creditors	–	3,075
	<u>636</u>	<u>4,331</u>

#### 15. Pensions and other post retirement benefits

##### Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £1,854 (2020: £6,114).

#### 16. Analysis of charitable funds

##### Unrestricted funds

	At 1 April 2020 £	Income £	Expenditure £	At 31 March 2021 £
General funds	<u>109,640</u>	<u>167,459</u>	<u>(135,004)</u>	<u>142,095</u>

	At 1 April 2019 £	Income £	Expenditure £	At 31 March 2020 £
General funds	<u>119,150</u>	<u>160,724</u>	<u>(170,234)</u>	<u>109,640</u>

# Healthwatch North Yorkshire

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

### 17. Analysis of net assets between funds

	Unrestricted Funds £	Total Funds 2021 £
Tangible fixed assets	5,757	<b>5,757</b>
Current assets	136,974	<b>136,974</b>
Creditors less than 1 year	(636)	<b>(636)</b>
<b>Net assets</b>	<u>142,095</u>	<u><b>142,095</b></u>
	Unrestricted Funds £	Total Funds 2020 £
Tangible fixed assets	8,454	8,454
Current assets	105,517	105,517
Creditors less than 1 year	(4,331)	(4,331)
<b>Net assets</b>	<u>109,640</u>	<u>109,640</u>

# **Healthwatch North Yorkshire**

## **Management Information**

**Year ended 31 March 2021**

**The following pages do not form part of the financial statements.**

# Healthwatch North Yorkshire

## Detailed Statement of Financial Activities

Year ended 31 March 2021

	2021 £	2020 £
<b>Income and endowments</b>		
<b>Donations and legacies</b>		
NYCC service grant	<u>167,459</u>	<u>142,459</u>
<b>Charitable activities</b>		
Consultancy fees	<u>—</u>	<u>18,265</u>
<b>Total income</b>	<u>167,459</u>	<u>160,724</u>
<b>Expenditure</b>		
<b>Expenditure on charitable activities</b>		
Wages/salaries inc fees	113,915	102,976
Pension costs	1,854	6,114
Subs and publications	643	112
Petty cash	—	230
Sundry expenses	150	581
Insurance	1,067	1,897
Staff travel and expenses expenses	2,279	11,602
Repairs and software maintenance	3,718	4,913
Volunteer travel expenses	73	308
Legal, professional and consdultancy fees	5,271	22,133
Trustees expenses	436	1,631
Office rent, broadband and phone	1,687	10,944
Depreciation	2,697	2,697
Bank charges	69	60
Printing, stationery and postage	317	870
Marketing and publicity	165	2,151
Room hire and hospitality	663	1,015
	<u>135,004</u>	<u>170,234</u>
<b>Total expenditure</b>	<u>135,004</u>	<u>170,234</u>
<b>Net income/(expenditure)</b>	<u>32,455</u>	<u>(9,510)</u>



# Healthwatch North Yorkshire

## Notes to the Detailed Statement of Financial Activities

Year ended 31 March 2021

	2021 £	2020 £
<b>Expenditure on charitable activities</b>		
<b>Activity type 1</b>		
<b><i>Activities undertaken directly</i></b>		
Wages/salaries inc fees	113,915	102,976
Pension costs	1,854	6,114
Subs & publications	643	112
Petty cash	–	230
Sundry expenses	150	581
Insurance	1,067	1,897
Staff travel and expenses	2,279	11,602
Repairs and software maintenance	3,718	4,913
Volunteer travel expenses	73	308
Legal, professional and consultancy fees	5,271	22,133
Trustees expenses	436	1,631
Office rent, broadband and phone	1,687	10,944
Depreciation	2,697	2,697
Bank charges	69	60
Printing, stationery and postage	317	870
Marketing and publicity	165	2,151
Room hire and hospitality	663	1,015
	<u>135,004</u>	<u>170,234</u>
<b>Expenditure on charitable activities</b>	<u>135,004</u>	<u>170,234</u>