REPORT OF THE TRUSTEES AND

UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

FOR

HEALTHWATCH HERTFORDSHIRE LIMITED

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<u>REPORT OF THE TRUSTEES</u> FOR THE YEAR ENDED 31 MARCH 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

We publish a separate, detailed annual report which outlines our objectives and aims in some detail. We summarise these as follows:

"Healthwatch Hertfordshire is the independent champion for health, social care and public health in Hertfordshire"

Healthwatch Hertfordshire became a charity on 1st August 2014. In addition to producing this Trustees' annual report, it is required to submit an annual report to Healthwatch England. The Department of Health issued directions which came into force on 2 December 2013 setting out the issues which must be covered in the annual reports of local Healthwatch organisations. Issues required include how the local Healthwatch organisation has gathered the views of people on local health and care services.

Healthwatch Hertfordshire published its latest report in July 2023. The document is available on the Healthwatch Hertfordshire website and paper copies are available on request.

This report covers in detail the priorities, activities providing public benefit, and achievements of the organisation during 2022-23. It explains Healthwatch Hertfordshire's role and how the organisation represents the needs and concerns of Hertfordshire's communities, including potential service inequalities. The document shows Healthwatch Hertfordshire's involvement with Health and Social Care commissioners and providers to help bring about improvements in services provided. It also highlights the challenges the organisation faced, and provides an insight of the experiences of the public in using Health and Social care services in Hertfordshire.

Public benefit

In setting our objectives and planning our activities we have given careful consideration to the Charity Commission's general guidance on public benefit. In particular, Healthwatch Hertfordshire's role is to ensure that views of residents about health and care services are heard. These views and experiences are reported to commissioners and providers to help improve services locally. The conveying of these views, supported by research findings, are used to help make a difference in the quality of services and ensure that health and care services are provided as effectively and efficiently as possible for the public.

STRATEGIC REPORT

Achievement and performance

Charitable and Fundraising activities

Healthwatch Hertfordshire Ltd is mainly funded by Hertfordshire County Council, under a contract that originally ran from April 2013. The County Council has subsequently extended the contract on a number of occasions. A new contract will come into force in 24/25 covering a period of up to March 2027, with a possible extension.

The reserves are there to sustain Healthwatch Hertfordshire and maintain activities while seeking other funding.

Our activities are outlined in detail in the Annual Report. Healthwatch Hertfordshire is hard at work championing patient interests, and working with a wide range of stakeholders. A large part of Healthwatch Hertfordshire's role is about finding out what people think about local services so that we can build a picture of performance and quality from the patient and public perspective.

<u>REPORT OF THE TRUSTEES</u> FOR THE YEAR ENDED 31 MARCH 2024

STRATEGIC REPORT

Financial review

Financial results

The results for the year show a surplus of $\pounds 36,324$ compared to last year's surplus of $\pounds 62,212$. The retained funds have increased accordingly from $\pounds 353,561$ last year to $\pounds 389,885$ this year.

Reserves policy

Healthwatch Hertfordshire Ltd received £250,008 from the Shaw Trust Link Project funding when it was incorporated and has been included in unrestricted reserves as a contingency fund. The Board have previously agreed to reduce the contingency fund in line with six months core funding with the balance being released to the General fund.

Locally funding for Healthwatch Hertfordshire is provided to Hertfordshire County Council who contract Healthwatch Hertfordshire to provide a local Healthwatch service.

The Board's view is that it needs sufficient general reserves in the event of the termination of our contract with HCC. These liabilities would include contractual obligations to staff, office rental and other contractual obligations. The Board is confident that the level of general reserves is more than sufficient to meet these contractual obligations.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Healthwatch Hertfordshire Limited, a charitable company, is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

New trustees are recruited as required; Positions are openly advertised and the organisation adopted a new approach to Trustee recruitment in 2021 to encourage a more diverse range of Board members and more closely reflect the populations we serve. The Board recommends applicants who meet the role requirements to the membership of the company as potential candidates for election. The membership then elects trustees from the list of potential candidates.

Organisational structure

The main Board meets quarterly. There is a main subcommittee that advises the Board, it meets regularly to ensure that Healthwatch Hertfordshire Limited is developing and meeting its objectives, and the subcommittee makes recommendations to the Board. The executive is led by Chief Executive Officer, Geoff Brown.

Induction and training of new trustees

Healthwatch Hertfordshire Ltd is fully committed to providing an extensive induction program for new Trustees as well as on-going training and support, and has developed procedures to monitor the performance of Board members, both individually and as a whole.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number 08288176 (England and Wales)

Registered Charity number 1158089

Registered office

Kings Court London Road Stevenage Herts SG1 2NG

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Trustees

S Palmer (resigned 31.1.24) Ms Y H Atkins A P Bellinger N Tester Mrs J A Taylor Mrs R Samuda A J Booth Mrs B J Davies R O Heard (appointed 28.5.24) Mrs A Hutchinson (appointed 28.5.24) E Kanagaraj (appointed 28.5.24) Mrs S V E Orr (appointed 28.5.24) Ms A E M Willcox-Smith (appointed 28.5.24)

Company Secretary

Miss N Ercan

Independent Examiner

Bradshaw Johnson Chartered Accountants Croft Chambers 11 Bancroft Hitchin Hertfordshire SG5 1JQ

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 18 July 2024 and signed on the board's behalf by:

N Tester - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH HERTFORDSHIRE LIMITED

Independent examiner's report to the trustees of Healthwatch Hertfordshire Limited ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

- 1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
- 2. the accounts do not accord with those records; or
- 3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act 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; or
- 4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

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.

Neil C Harding FCA The Institute of Chartered Accountants in England and Wales

Bradshaw Johnson Chartered Accountants Croft Chambers 11 Bancroft Hitchin Hertfordshire SG5 1JQ

Date:

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024

INCOME AND ENDOWMENTS FROM	Notes	31.3.24 Unrestricted funds £	31.3.23 d Total funds £
Charitable activities	4		
Healthwatch Hertfordshire		458,128	418,468
Investment income	3	7,898	1,978
Other income	5	59,797	75,290
Total		525,823	495,736
EXPENDITURE ON Charitable activities Healthwatch Hertfordshire Other	6	488,958 541	433,433 91
Total		489,499	433,524
NET INCOME		36,324	62,212
RECONCILIATION OF FUNDS Total funds brought forward		353,561	291,349
TOTAL FUNDS CARRIED FORWARD		389,885	353,561

HEALTHWATCH HERTFORDSHIRE LIMITED (REGISTERED NUMBER: 08288176)

STATEMENT OF FINANCIAL POSITION 31 MARCH 2024

		31.3.24 Unrestricted funds	31.3.23 Total funds
	Notes	£	£
FIXED ASSETS Tangible assets	11	1,647	3,070
CURRENT ASSETS			
Debtors Cash at bank	12	7,999 386,346	26,104 338,269
		394,345	364,373
CREDITORS Amounts falling due within one year	13	(6,107)	(13,882)
NET CURRENT ASSETS		388,238	350,491
TOTAL ASSETS LESS CURRENT LIABILITIES		389,885	353,561
NET ASSETS		389,885	353,561
FUNDS Unrestricted funds	14	389,885	353,561
TOTAL FUNDS		389,885	353,561

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the Board of Trustees and authorised for issue on 18 July 2024 and were signed on its behalf by:

HEALTHWATCH HERTFORDSHIRE LIMITED (REGISTERED NUMBER: 08288176)

STATEMENT OF FINANCIAL POSITION - continued 31 MARCH 2024

N Tester - Trustee

A P Bellinger - Trustee

The notes form part of these financial statements

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2024

	Notes	31.3.24 £	31.3.23 £
Cash flows from operating activities			
Cash generated from operations Finance costs paid	1	42,183 (98)	42,758 (88)
Net cash provided by operating activities		42,085	42,670
Cash flows from investing activities			
Purchase of tangible fixed assets Interest received		(1,906) 7,898	(1,111) 1,978
Net cash provided by investing activities		5,992	867
Change in cash and cash equivalents in the reporting period		48,077	43,537
Cash and cash equivalents at the beginning of the reporting period	5	338,269	294,732
Cash and cash equivalents at the end of the reporting period	e	386,346	338,269
- Portion			

The notes form part of these financial statements

NOTES TO THE STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2024

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.24	31.3.23
	£	£
Net income for the reporting period (as per the Statement of Financial		
Activities)	36,324	62,212
Adjustments for:		
Depreciation charges	3,329	4,165
Interest received	(7,898)	(1,978)
Finance costs	98	88
Decrease/(increase) in debtors	18,105	(21,953)
(Decrease)/increase in creditors	(7,775)	224
Net cash provided by operations	42,183	42,758

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank	338,269	48,077	386,346
	338,269	48,077	386,346
Total	338,269	48,077	386,346

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. STATEMENT OF COMPLIANCE

Healthwatch Hertfordshire Limited is a charitable company incorporated in England. The registered office is: Kings Court, London Road, Stevenage, Herts. SG1 2NG.

The charitable company's financial statements have been prepared in compliance with Charities SORP (FRS 102) as it applies to the financial statements for the year ended 31 March 2022.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements are prepared in sterling.

Healthwatch Hertfordshire Limited meets the definition of a public entity under FRS 102

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 33% on cost

Minor additions of less than £500 are not capitalised.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

2. ACCOUNTING POLICIES - continued

Legal status of the charitable company

The charitable company is a company limited by guarantee and has no share capital. The liability of each member in the event of winding-up is limited to $\pounds 1$ per member of the charity.

Short term debtors and creditors

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

3. INVESTMENT INCOME

5.	Deposit account interest		31.3.24 £ 7,898	31.3.23 £ 1,978
4.	INCOME FROM CHARITA	BLE ACTIVITIES		
	Grants	Activity Healthwatch Hertfordshire	31.3.24 £ 458,128	31.3.23 £ 418,468
	Grants received, included in the	above, are as follows:		
			31.3.24 £	31.3.23 £
	HCC Core Funding HCC Core Contract Variation		429,715 28,413	416,968
			458,128	416,968
5.	OTHER INCOME			
			31.3.24 £	31.3.23 £
	Commissioned work		58,297	74,296
	Other income		1,500	994
			59,797	75,290

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NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

6. CHARITABLE ACTIVITIES COSTS

7.

9.

Healthwatch Hertfordshire		Direct Costs £ 488,958
NET INCOME/(EXPENDITURE)		
Net income/(expenditure) is stated after charging/(crediting):		
Depreciation - owned assets	31.3.24 £ 3,329	31.3.23 £ 4,165

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses		
-	31.3.24	31.3.23
	£	£
Trustees' expenses	541	91
STAFF COSTS		
	31.3.24	31.3.23
	£	£
Wages and salaries	378,226	330,111
Social security costs	31,044	29,196
Other pension costs	18,094	14,968
	427,364	374,275
The average monthly number of employees during the year was as follows:		
	31.3.24	31.3.23
Management	7	7
Administration	6	5
	13	12

No employees received emoluments in excess of £60,000.

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

10. 2023 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

11.

2023 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES	Unrestricted funds
INCOME AND ENDOWMENTS FROM Charitable activities	£
Healthwatch Hertfordshire	418,468
Investment income Other income	1,978 75,290
Total	
10(2)	495,736
EXPENDITURE ON	
Charitable activities Healthwatch Hertfordshire	433,433
Other	91
Total	433,524
NET INCOME	62,212
RECONCILIATION OF FUNDS Total funds brought forward	291,349
	2)1,54)
TOTAL FUNDS CARRIED FORWARD	353,561
TANGIBLE FIXED ASSETS	
	Computer equipment £
COST At 1 April 2023	42,306
Additions	1,906
At 31 March 2024	44,212
DEPRECIATION At 1 April 2023	39,236
Charge for year	3,329
At 31 March 2024	42,565
NET BOOK VALUE	1.645
At 31 March 2024	1,647
At 31 March 2023	3,070

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

14.	DEDIORS; AMOUNTS FALLING DUE WITHIN ONE TEAK		
		31.3.24	31.3.23
		£	£
	Trade debtors	-	25,500
	Prepayments and accrued income	7,999	604
	1 4		
		7,999	26,104
13.	CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		
		31.3.24	31.3.23
		£	£
	Social security and other taxes	4,796	12,482
	Accruals and deferred income	1,311	1,400
		6,107	13,882

14. MOVEMENT IN FUNDS

At 1.4.23 £	movement in funds £	At 31.3.24 £
	£	£
140.061		
140.061		
149,061	36,324	185,385
200,000	-	200,000
3,500	-	3,500
1,000	-	1,000
353,561	36,324	389,885
353,561	36,324	389,885
	3,500 1,000 353,561	200,000 - 3,500 - 1,000 - 353,561 36,324

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds General fund	525,823	(489,499)	36,324
TOTAL FUNDS	525,823	(489,499)	36,324

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

14. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

		Net	
		movement	At
	At 1.4.22	in funds	31.3.23
	£	£	£
Unrestricted funds			
General fund	86,849	62,212	149,061
Contingency fund	200,000	-	200,000
Computers, software and installation	3,500	-	3,500
Website development costs	1,000	-	1,000
	291,349	62,212	353,561
TOTAL FUNDS	291,349	62,212	353,561

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds General fund	495,736	(433,524)	62,212
TOTAL FUNDS	495,736	(433,524)	62,212

A current year 12 months and prior year 12 months combined position is as follows:

		Net	
		movement	At
	At 1.4.22	in funds	31.3.24
	£	£	£
Unrestricted funds			
General fund	86,849	98,536	185,385
Contingency fund	200,000	-	200,000
Computers, software and installation	3,500	-	3,500
Website development costs	1,000	-	1,000
	291,349	98,536	389,885
TOTAL FUNDS	291,349	98,536	389,885

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds General fund	1,021,559	(923,023)	98,536
TOTAL FUNDS	1,021,559	(923,023)	98,536

15. RELATED PARTY DISCLOSURES

The key management personnel of the charity who are remunerated comprise the Chief Executive Officer, two Deputy Chief Executive Officers, the Senior Research Manager and the Resources and Finance Manager. The total employee benefits of the key management personnel of the charity were £180,666 (2023 - £165,627).