

Healthwatch North Tyneside

Registered Charity No. 1160753

Financial Statements  
for the period 1 April 2019 to 31 March 2020

## Legal and Administrative Information

Name: Healthwatch North Tyneside

Reg'd Charity No: 1160753

**Trustees**  
Iain Kitt (to June 2019)  
Judith Scott  
Bea Groves- McDaniel (to October 2019)  
Julia Charlton  
Steven Nicklin  
Amanda Normand (to November 2019)  
Natalie Underwood  
Beth Allan  
Theresa Culpin (from January 2020)

Address: The Parks Sport Centre  
Howdon Road  
North Shields  
NE29 6TL

Bankers: Unity Trust Bank

Independent  
Examiner: Mark Thompson MAAT  
North Tyneside VODA  
Queen Alexandra Campus  
Hawkeys Lane  
North Shields  
NE29 9BZ

## Trustee report for period ending 31 March 2020

### Healthwatch North Tyneside

We are a charitable incorporated organisation. Our Trustees are responsible for the overall management of the organisation, with day to day control being exercised by our Director who is assisted by a small team. Key decisions are made at our Board meetings. Our meetings are open to the public and agendas and minutes are available on our website, where a copy of our constitution can also be downloaded. Our constitution provides details of our management processes including trustee recruitment.

### Our charitable purpose

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship:

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

This has been another busy and successful year for Healthwatch North Tyneside. Some of the highlights are:

- National recognition for our work on mental health services that improved information and access to services.
- A review of satisfaction with GP services in the Borough. Over 1,500 people responded to our survey and we conducted 755 interviews in surgeries. We were able to identify some areas for improvement that we are taking forward with providers.
- We have conducted interviews with users of the Emergency Department at the Northumbria Hospital, Cramlington; the Urgent Treatment Centre at North Tyneside General Hospital; and the Emergency Department at the Royal Victoria Infirmary (RVI). The results of this work will allow NHS Trusts to consider if they can improve user experience of their services and NHS decision makers to understand how people use the different services.
- We fed back the experience of stroke support services users to providers and commissioners who have subsequently reviewed provision.
- We also continued to work with our partners in the public and voluntary sectors to help to improve services and we are grateful for the cooperation given to us.

- Our main source of income during the financial year remained the statutory Healthwatch contract for the delivery of Healthwatch North Tyneside activities commissioned by North Tyneside Council. However, we were also able to attract additional income in the year by working with and for partner organisations. This amounted to over £24,000. Some of the work commissioned is still in progress but this income together with prudent financial management enabled us to increase our retained funds by almost £11,000 and to replace some unreliable and near obsolete computers. We also reviewed our level of reserves and decided to increase them to £33,000 so that we could meet potential costs in the event of closure or unforeseen legal challenge.

**Our Annual Report:**

<https://healthwatchnorthtyneside.co.uk/report/healthwatch-north-tyneside-annual-report-2019-20/>


provides more details about our work during 2019/20, it talks about the changes within our organisation and our priorities for the coming year. We like others, are recognising the challenges both to us and those that we serve posed by the Covid 19 pandemic and continuing to amend our plans and practices, working collectively with others in the Borough to benefit our citizens.

Our Trustees confirm that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

During the year Judy Scott became our Chair, three Trustees stepped down and one new Trustee joined the Board.

Signed ..... On behalf of the Trustees

## INDEPENDENT EXAMINER'S REPORT

Report to the trustees of	<b>Healthwatch North Tyneside</b>		
On accounts for the year ended	<b>31 March 2020</b>	<b>Charity no</b>	<b>1160753</b>
Respective responsibilities of trustees and examiner	<p>The trustees of the organisation are responsible for the preparation of accounts; they consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an Independent Examination is needed.</p> <p>It is my responsibility to</p> <ul style="list-style-type: none"><li>· examine the accounts (under section 145 of the 2011 Act),</li><li>· follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Act), and</li><li>· state whether particular matters have come to my attention.</li></ul>		
Basis of independent examiner's statement	<p>My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.</p>		
Independent examiner's statement	<p>In the course of my examination, no matter has come to my attention:</p> <ol style="list-style-type: none"><li>1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:<ul style="list-style-type: none"><li>· proper accounting records are kept (in accordance with section 130 of the Act); and</li><li>· accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or</li></ul></li><li>2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.</li></ol>		
Signed:		Date:	22 September 2020
Name:	Mark Thompson MAAT		
Address:	North Tyneside VODA Queen Alexandra Campus Hawkeys Lane North Shields NE29 9BZ		

## Healthwatch North Tyneside

### Receipts & Payments Account to 31 March 2020

		2020		Total	2019
	Notes	Unrestricted £	Restricted £	£	Total £
<b>Receipts</b>					
Contract Income	4	156096		156096	138227
Healthwatch England LTP Grant				0	6255
Bank Interest		183		183	0
<b>Total Receipts</b>		<b>156279</b>	<b>0</b>	<b>156279</b>	<b>144482</b>
<b>Payments</b>					
Salaries & National Insurance	5	107105		107105	88167
Staff Costs and Development		2561		2561	3001
Office Costs		15187		15187	17485
Legal & Professional Fees		3988		3988	4370
Engagement		9029		9029	7533
Marketing and Communications		6841		6841	1294
Volunteers		570		570	76
<b>Total Payments</b>		<b>145281</b>	<b>0</b>	<b>145281</b>	<b>121926</b>
Surplus/Deficit for the period		10998	0	10998	22556
<b>Funds at 1 April 2019</b>		<b>65767</b>	<b>0</b>	<b>65767</b>	<b>49466</b>
<b>Total Funds at 31 March 2020</b>		<b>76765</b>	<b>0</b>	<b>76765</b>	<b>72022</b>

# Healthwatch North Tyneside

## Balance Sheet as at 31 March 2020

		2020	2019
		£	£
<b>Current Assets</b>			
Cash at Bank & in Hand		74318	64019
Debtors	7	3202	6255
<b>Total Current Assets</b>		<u><u>77520</u></u>	<u><u>70274</u></u>
<b>Current Liabilities</b>	<b>8</b>	<b>755</b>	<b>4507</b>
<b>Net Assets at 31 March</b>		<u><u>76765</u></u>	<u><u>65767</u></u>
<b>Represented By:</b>			
Restricted Funds		0	0
Designated Funds	9	33000	30000
Unrestricted Funds		43765	35767
		<u><u>76765</u></u>	<u><u>65767</u></u>

The financial statements were approved by the following members of the Trustees :

Signed.....

Position.....

Signed.....

Position.....

Date

## Healthwatch North Tyneside

### Notes to the Financial Statements as at 31 March 2020

- 1 The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Healthwatch North Tyneside meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes (s).

- 2 Healthwatch North Tyneside is a registered charitable incorporated organisation with the Charity Commission, Registration no 1160753.  
It is governed by a Board of trustees.
- 3 No remuneration was paid to trustees during the year.  
for the period 1 April 2019 to 31 March 2020

**4 Contract Income:**

North Tyneside Council (Main contract)	131,898
North Tyneside Council (Adult Social Care review)	16,000
North Tynesie Council (Care Home Contract)	4,995
Tellus North (North Tyneside Engagement at RVI)	2,916
Care Quality Commission	287
<b>Total Contract Income</b>	<b>156,096</b>

- 5 Total Salary & NI costs for 2019/20 was £107,105  
The average number of employees was 5
- 6 The cost for Independent Examination for the year will be £500

**7 Current Debtors:**

Sundry Debtors £3,202

**8 Current Liabilities**

Sundry Creditors £755

**9 Designated Fund - Legal Liability Fund**

This is in place to cover closing costs for the organisation, so it can fulfil its legal obligations, e.g. Redundancy payments, leases.etc.  
The amount is reviewed annually and was increased by £3,000 during this year.