REGISTERED COMPANY NUMBER: 08396325 (England and Wales) REGISTERED CHARITY NUMBER: 1153450

REPORT OF THE TRUSTEES AND

UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

<u>FOR</u>

HEALTHWATCH TORBAY & ENGAGING COMMUNITIES SOUTH WEST LTD

Barretts
Chartered Accountants &
Chartered Tax Advisers
22 Union Street
Newton Abbot
Devon
TQ12 2JS



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REPORT OF THE TRUSTEES for the Year Ended 31 March 2023

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 2023. 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).

Responsibilities of the Board of Directors/Trustees

Company law requires the Board of Directors/Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company. This is at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Board of Directors/Trustees follow best practice and:

- " select suitable accounting policies and then apply them consistently
- " observe the methods and principles in the Charities SORP
- " make judgements and estimates that are reasonable and prudent
- " prepare the financial statements on the going concern basis unless it is not appropriate to assume that the company will continue on that basis.

The Board of Directors/Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and which enable them to ensure that the financial statements comply with the Companies Act 2006.

The Board of Directors/Trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

REPORT OF THE TRUSTEES for the Year Ended 31 March 2023

OBJECTIVES AND ACTIVITIES Objectives and aims

Our Purpose

Championing local people and communities Our Vision

An inclusive, innovative, and independent champion for the aspirations of local people Our Mission

To help make communities heard and enable responsive, person-centred solutions by transforming the way local services are designed and delivered

Our organisational statement

Engaging Communities South West works to help communities transform the way local services are designed and delivered, by offering engagement, evaluation, communications support, digital support, training and advice to the statutory, voluntary and private sectors.

Our strategic Themes

- Community Voice We deliver projects that help people and communities to make their voices heard
- Access and Empowerment We deliver projects that empower people to have more control over their own lives and improves access to the service and support that they need to live well.
- Strategic Support We support organisations to plan, communicate, evaluate and improve projects and services through a person-centred, community- responsive, and evidence based approach

We review our aims, objectives and activities each year through our business plan. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help.

The review also helps us ensure that our aims, objectives and activities remain focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

REPORT OF THE TRUSTEES for the Year Ended 31 March 2023

OBJECTIVES AND ACTIVITIES

Chair's Report 2022/2023

During 2022/23 'Healthwatch Torbay & Engaging Communities South West' has continued to make significant progress towards meeting the organisation's aims and objectives.

We have met our goals regarding contractual targets in: staffing; organisational structure; working practices; and stakeholder & partner engagement.

Our statutory partners are aware of our abilities and are increasingly approaching HWT & ECSW for advice and assistance. Of particular import is the organisation's leading role in the voluntary and community sector and we are now recognised as an innovator in new forms of local statutory and voluntary collaborative working.

This has further established our willingness and capacity to take on commissioned work, using our skills and expertise to gather service user feedback; such as in a reconfiguration of services in Teignmouth and engagement work with the Integrated Care Board.

Taking on a leading role with the Torbay VCSE Alliance has progressed our policy of promoting cooperation and coordination across sectors and of moving beyond a long-established culture of competition and division. Such openness and mutual support also promotes silo-breaking for the benefit of all our communities.

We have greatly advanced our mission to develop a purpose-built walk-in centre at Paignton Library (which we share with Torbay Carers Services) into a space that offers advice, information and support to the whole community. We will continue this work with the newly elected Council and positive relationships have been forged with new members.

Consultation and engagement with residents continues. By engaging with our local communities, we can be innovative and move beyond consultation by harvesting opinions to promote the co-design and co-delivery of health and social care services.

We use an independent on-line rate and review system alongside other engagement tools to gather local intelligencé and identify trends across health and social care provision. Having established a reputation for Digital work, we expect there to be additional opportunities to enhance this realm in the coming years, taking forward initiatives such as our current work in care homes.

We have been passing on any harvested data to those in a position to make positive change, including Torbay and South Devon NHS Foundation Trust, Devon Partnership Trust, Care Quality Commission, Local Authority, Healthwatch England, NHS Devon CCG, and others. We will continue to promote our findings and recommendations to local, regional, and national decision-making platforms. We have accordingly seen our reputation grow significantly - locally, regionally and nationally - and believe that we have made a significant contribution towards improving health & social care provision across Torbay.

Negotiated adjustments to practice, made during the pandemic, have been maintained with staff and volunteers continuing to either work from home or via a hybrid model. These arrangements, facilitated by digital working, benefit staff and volunteers who have caring responsibilities while corresponding with the organisation's carbon reduction policies.

The Board of Trustees is fully informed of the opportunities and risks to the organisation. We are further cognisant of challenges, both short term and longer term, specifically around increasing demand, the changing landscape amongst voluntary and statutory partners, reductions in the availability of volunteers etc, all of which may impact on securing adequate future funding and resources for the organisation.

We are now in single-year funding for our Healthwatch Contract. This has caused some instability and we have raised this short-termism with our local authority funders. While there is confidence that the remaining two-year funding will be granted, we will press for more certainty, at least until the current contract comes to its conclusion.

To this end, HWT & ECSW Board of Trustee designated a percentage of the organisation's reserves to 'Business Development Reserves' to help the organisation develop in the coming years. Part of this reserve has been used to engage external consultants to review the organisation's structure, development, and marketing in order to ensure further progress. This has, to date, been of great benefit and a fruitful course of action for all concerned.

As part of our consolidation, we are taking on a new form of charitable structure as a Charitable Incorporated Organisation (CIO) and we envisage that this will be completed in the near future:

With our committed and skilled work force of staff and volunteers we look forward to the coming year and believe that we can make additional significant improvements for those individuals, communities, and organisations with which we work.

Public benefit

The trustees are aware of the Charity Commission guidance on public benefit and regularly review all of the activities to ensure that they do provide benefit to the public.

REPORT OF THE TRUSTEES for the Year Ended 31 March 2023

FINANCIAL REVIEW

Financial review

Against the backdrop of limited resources, insecurities over funding, and the COVID-19 pandemic, the Charity continues - with the support of the Trustees, staff and volunteers - to deliver against its charitable aims and objectives and meet its obligations under all project contracts throughout the year.

The principal funding for the Charity has been received from the Local Authority by way of Grants to core work of Healthwatch.

Additional monies have been received throughout the year to deliver projects and for specific targeted pieces of commissioned work for various stakeholders

Reserves policy

The Board of Trustees has examined the Charity's requirements for reserves considering the main risks to the organisation. It has established a policy whereby the unrestricted fund, not committed or invested in tangible fixed assets held by the charity, should be a minimum of 3 months of core expenditure.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 9th February 2013 and registered as a charity on 16th August 2013. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The organisation's name was changed from Healthwatch Torbay to Healthwatch Torbay & Engaging Communities South West with effect from 26th April 2019.

The directors of the company are also charity Trustees for the purposes of charity law and under the company's Articles are known as Directors. Under the requirements of the Memorandum and Articles of Association the Directors are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. All members of the Directors give their time voluntarily and received no benefits from the charity.

Organisational structure

The organisation must have a minimum of 3 Directors/Trustees with no maximum number. They meet quarterly and are responsible for the strategic direction and policy of the charity. The Board of Directors/Trustees come from a variety of professional backgrounds relevant to the work of the charity.

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the Chief Executive.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08396325 (England and Wales)

Registered Charity number 1153450

Registered office

Paignton Library & Information Great Western Road Paignton Devon TQ4 5AG

REPORT OF THE TRUSTEES for the Year Ended 31 March 2023

Trustees

Dr K Dixon Chairman J Drew Vice Chair (resigned 21.12.22) Mrs P Teague A L Tidy Mrs L J Parkin

Company Secretary

Mrs P Harris

Independent Examiner

I P Barrett
Barretts
Chartered Accountants &
Chartered Tax Advisers
22 Union Street
Newton Abbot
Devon
TQ12 2JS

Approved by order of the board of trustees on 12 September 2023 and signed on its behalf by:

Dr K Dixon - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH TORBAY & ENGAGING COMMUNITIES SOUTH WEST LTD

Independent examiner's report to the trustees of Healthwatch Torbay & Engaging Communities South West Ltd ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

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.

I P Barrett

Barretts
Chartered Accountants &
Chartered Tax Advisers
22 Union Street
Newton Abbot
Devon
TQ12 2JS

12 September 2023

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) for the Year Ended 31 March 2023

INCOME AND ENDOWMENTS FROM	Notes	Unrestricted funds	Restricted funds	2023 Total funds £	2022 Total funds £
Donations and legacies		176,684	158,084	334,768	354,698
Investment income	2	297	_	297	1
Total		176,981	158,084	335,065	354,699
EXPENDITURE ON Charitable activities Charity	•	236,041	· 86,448	322,489	301,113
NET INCOME/(EXPENDITURE) Transfers between funds	9, .	(59,060) (1,281)	71,636 1,281	12,576	53,586
Net movement in funds		(60,341)	72,917	12,576	53,586
RECONCILIATION OF FUNDS Total funds brought forward	,	278,863	35,677	314,540	260,954
TOTAL FUNDS CARRIED FORWARD		218,522	108,594	327,116	314,540

BALANCE SHEET 31 March 2023

	Notes	Unrestricted funds	Restricted funds	2023 Total funds	2022 Total funds £
CURRENT ASSETS Debtors Cash at bank and in hand	6	15,259 231,102	108,593	15,259 339,695	10,833 324,621
		246,361	108,593	354,954	335,454
CREDITORS Amounts falling due within one year	7	(14,364)	<u>-</u>	(14,364)	(7,440)
NET CURRENT ASSETS		231,997	108,593	340,590	328,014
TOTAL ASSETS LESS CURRENT LIABILITIES		231,997	108,593	340,590	328,014
PROVISIONS FOR LIABILITIES	. 8	(13,474)	-	(13,474)	(13,474)
NET ASSETS		218,523	108,593	327,116	314,540
FUNDS Unrestricted funds Restricted funds	9		•	218,523 108,593	278,863 35,677
TOTAL FUNDS				327,116	314,540

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 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.

BALANCE SHEET - continued 31 March 2023

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 12 September 2023 and were signed on its behalf by:

K Dixon - Trustee

NOTES TO THE FINANCIAL STATEMENTS for the Year Ended 31 March 2023

1. 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 Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

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.

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.

2. INVESTMENT INCOME

•	2023	2022
	£	. £ .
Deposit account interest	297	1
•		===

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 31 March 2023

3. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

Expenses of £322 (2022:£55) in total were reimbursed to one (2022: one) trustee during the year.

4. STAFF COSTS

The average monthly number of employees during the year was as follows:

	_		-	2023	2022
Administration and project staff		•		9	· .11
,					

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

The charity operates a defined contribution pension scheme. The pension cost represents the contribution payable by the charity to the scheme and amounted to £19,717 (2022: -£17,924).

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES- YEAR TO 31/03/2022

	Unrestricted funds	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM Donations and legacies	344,966	9,732	354,698
Investment income	1 ,	<u>-</u>	1
Total	344,967	9,732	354,699
EXPENDITURE ON Charitable activities			
Charity	297,058	4,055	301,113
NET INCOME	47,909	5,677	53,586
RECONCILIATION OF FUNDS Total funds brought forward	230,954	30,000	260,954
TOTAL FUNDS CARRIED FORWARD	278,863	35,677	314,540

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 31 March 2023

6.	DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		
		2023	2022
		£	£
	Trade debtors	15,259	10,833
			
7.	CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		
		2023	2022
		£	£
	Trade creditors	14,364	7,440
			
8.	PROVISIONS FOR LIABILITIES		
		2023	2022
		£	£
	Provisions	13,474	13,474
			

The provision of £13,474 relates to an admission agreement between he charity, Devon County Council and Torbay Borough Council regarding potential pension liabilities for employees of the charity, previously employed by Torbay Borough Council to remain in the scheme administered by Devon County Council. At the date of the admission agreement the actuarial risk exposure was £13,474, an amount that the charity has to hold in an account under the control of all three bodies.

9.	MOV	/EMENT	IN FUNDS

A CONTRACTOR OF THE CONTRACTOR		Net	Transfers	•
••		movement	between	At
•	At 1.4.22	in funds	funds	31.3.23
•	£	£	£	、 £
Unrestricted funds	÷	,	•	
General fund	171,453	(44,385)	(21,795)	105,273
Business Development Reserve	39,160	(14,674)	20,514	45,000
Core Costs Reserve	68,250	<u>· </u>	<u>-</u>	68,250
	278,863	(59,059)	(1,281)	218,523
Restricted funds				· .
Paignton Library				
<u> </u>	20,000	8,186	, ·	28,186
Torbay Council Racism Review	10,000	3,408	_	13,408
NHS Charities Together	5,677	12,100	-	17,777
Whole Home Healing	-	7,132	<u>.</u>	7,132
Torbay MacMillan	•	1,033	-	1,033
Standing Tall		(145)	145	-
HWDTED	_' .	156	-	156
Digital Care Home Resident Wellbeing				100
South	; <u>.</u>	3,103	_	3,103
Digital Inclusion Coordinator	<u>.</u> .	27,844	-	27,844
Digital EHCH Befriending Pilot	-	1,648	÷	1,648
Care Home Network	-	7,170	-	7,170
Healthwatch Torbay	-	-	1,136	1,136
•	35,677	71,635	1,281	108,593
TOTAL FUNDS	314,540	12,576	-	327,116
				

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 31 March 2023

9. MOVEMENT IN FUNDS - continued

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

		•		
		Incoming	Resources	Movement
• •		resources	expended	in funds
	•	£	£	£
Unrestricted funds				
General fund		176,981	(221,366)	(44,385)
Business Development Reserve		170,201	(14,674)	(14,674)
Business Development Reserve	, .		(14,0/4)	(14,0/4)
		176,981	(236,040)	(50.050)
Destricted funds		1/0,901	(230,040)	(59,059)
Restricted funds				
Paignton Library		•	•	
		10 153	(10.007)	0.107
		19,173	(10,987)	8,186
Torbay Council Racism Review		19,700	(16,292)	3,408
NHS Charities Together	•	26,618	(14,518)	12,100
Whole Home Healing	•	9,000	(1,868)	7,132
Torbay MacMillan		7,139	(6,106)	1,033
Standing Tall	•		(145)	, (145)
HWDTED		2,449	(2,293)	156
Digital Care Home Resident Wellbeing				
South		17,000	(13,897)	3,103
Digital Inclusion Coordinator		46,205	(18,361)	27,844
Digital EHCH Befriending Pilot	·	3,600	(1,952)	1,648
Care Home Network		7,200	(30)	7,170
				·
	•	158,084	(86,449)	71,635
TOTAL FUNDS	-	335,065	(322,489)	12,576
		 .		
Comparatives for movement in funds	•	6		
Comparatives for movement in runus		4	•	
		•	Net	
			movement	At
		At 1.4.21	in funds	31.3.22
		£ .	£	.£
Unrestricted funds			ı.	. ♣
General fund		112 704	58,749	171 452
		112,704		171,453
Business Development Reserve	•	50,000	(10,840)	39,160
Core Costs Reserve		68,250		68,250
		022.054	47.000	050.063
	•	230,954	47,909	278,863
Restricted funds	•		•	•
Paignton Library		. :		
			• •	
		. 20,000	•	20,000
Torbay Council Racism Review		10,000	-	10,000
NHS Charities Together		-	5,677	5,677
· ·		30,000	5,677	35,677
		 		 .
TOTAL FUNDS		260,954	53,586	314,540
				

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 31 March 2023

9. MOVEMENT IN FUNDS - continued

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

		Incoming resources £	Resources expended £	Movement in funds
Unrestricted funds				
General fund		344,967	(286,218)	58,749
Business Development Reserve		•.	(10,840)	(10,840)
		344,967	(297,058)	47,909
Restricted funds			• • •	•
NHS Charities Together		9,732	(4,055)	5,677
	•			
TOTAL FUNDS		354,699	(301,113)	53,586

Restricted funds relate to specific targeted pieces of commissioned work with various stakeholders undertaken throughout the year.

10. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

11. ULTIMATE CONTROLLING PARTY

The charity is under the ultimate control of the trustees.