REGISTERED COMPANY NUMBER: 08399922 (England and Wales) REGISTERED CHARITY NUMBER: 1154627

CHARITY COMMISSION FIRST CONTACT

03 DEC 2019

ACCOUNTS RECEIVED

REPORT OF THE TRUSTEES AND UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019 FOR

HEALTHWATCH CENTRAL BEDFORDSHIRE

FKCA Limited Prospero House 46-48 Rothesay Road Luton Bedfordshire LU1 1QZ

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REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MARCH 2019

TRUSTEES

Mr D P Simpson

Mrs C Davies (resigned 12.11.19)

Mrs L Grant Mrs G Hiscox

Mrs W Toomey (resigned 17.7.18)

Mr T Shepherd (appointed 1.4.18) (resigned 22.11.18)

Mr K Daly (appointed 1.4.18)
Mrs L Gazeley (appointed 1.3.19)
Mr P Downing (appointed 1.5.19)

COMPANY SECRETARY

Ms D Blackmun

REGISTERED OFFICE

Capability House

Wrest Park Silsoe Beds MK45 4HR

REGISTERED COMPANY NUMBER

08399922 (England and Wales)

REGISTERED CHARITY NUMBER

1154627

INDEPENDENT EXAMINER

FKCA Limited Prospero House 46-48 Rothesay Road

Luton Bedfordshire LU1 1QZ

REPORT OF THE TRUSTEES for the Year Ended 31 MARCH 2019

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 2019. 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 2015).

OBJECTIVES AND ACTIVITIES

Significant activities

The charity acts as the local independent consumer champion for the public to promote better outcomes in health and social care for all in Central Bedfordshire. In fulfilling this aim, the charity has:

- Contributed to the Health and Wellbeing Board and Overview & Scrutiny Committee of Central Bedfordshire Council, the Governing Body of the Bedfordshire Clinical Commissioning Group (BCCG) and other key decision-making public service committees in health and social care;
- Visited local communities as part of our 'outreach programme' inviting partner organisations to join us to collectively gather local peoples experiences of health and social care;
- Visited local schools and colleges with Young Healthwatch Members to listen to young people talking about the challenges and issues they face whilst engaging with health professionals;
- Encouraged people via social media, who may live outside of Central Bedfordshire but who use services within our area, to give their feedback about local services using the Feedback Centre on our website;
- Continued to recruit and train Volunteers to act as representatives, champions and in other roles within Healthwatch Central Bedfordshire in a variety of user groups, health and social care consultative bodies, public events, etc.
- Conducted surveys and events to validate and better understand specific issues raised by service users and members of the public and report on these;
- Developed and delivered a programme of Enter and View visits to care homes and GP Practices within Central Bedfordshire;
- Led and participated in numerous meetings and events for the public across Central Bedfordshire;
- Undertaken extensive signposting activities;
- Maintained and developed channels of communication with various service areas of Central Bedfordshire Council, the Bedfordshire Clinical Commissioning Group as the health service commissioner, with other key health providers including the statutory mental health providers, East London Foundation Trust, and with a range of voluntary sector providers of health and social care related services across Bedfordshire.

Public benefit

The Trustees have referred to guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

REPORT OF THE TRUSTEES for the Year Ended 31 MARCH 2019

ACHIEVEMENT AND PERFORMANCE

Charitable activities

During 2018/19 Healthwatch Central Bedfordshire (HWCB) has continued to build on our working relationships with the Local Authority, Central Bedfordshire Clinical Commissioning Group and the many providers and improve health and social care services for local residents.

We use all our resources to fund unique and helpful ways to ensure that service users are heard and supported in sharing their experience and giving their opinions. We are committed to taking the patient and service user voice and satisfaction measures back to the commissioners and seeing the changes local people have asked for being put in place.

It has been a year of change for Healthwatch Central Bedfordshire (HWCB): During 2018/19 we recruited two new Board Members, one Board Member stepped down and sadly we lost one of our founder members who died suddenly last year. We also welcomed two new Youth Parliament Members to our Board and a new member of staff to support our back office functions. The new Board members bring a wealth of experience to complement the strong Board we already had.

Our Young Healthwatch team has been involved in a range of positive and empowering projects in the last year and they were also delighted to be awarded a local grant enabling young people to gain valuable life skills, enhancing their resilience and learning.

In October 2018 we were awarded a Healthwatch Network Award for 'Giving People the advice and information they need'. This was in recognition of our outreach project 'Just Ask' in which we visit many towns across Central Bedfordshire providing information and guidance about health and social care services but also listening to people's views and experiences.

In March 2019 we supported a joint production of 'Phyllis' with our colleagues in Luton and Milton Keynes. Funded by our colleagues in Bedfordshire, Luton and Milton Keynes (BLMK) ICS colleagues, Phyllis tells the story of one woman and her family attempting to navigate the complex system of older people's care. Co-produced with the Women & Theatre production team, the show was presented to key stakeholders and members of the public to highlight the real challenges that many experience.

In January 2019 the NHS in England published an ambitious ten-year plan showing their priorities for the future and how they were going to invest in extra money in the NHS. In March 2019, HWCB, working in collaboration with our colleagues across BLMK, launched 'What Would You Do?'. This campaign, commissioned by Healthwatch England, was designed to gather feedback from the public on ways to improve local services and to hear about the changes people would like to see in their community. We had an overwhelming response from the public and all the feedback gathered was used to inform the BLMK ICS Local Plan explaining how these priorities will be delivered in their area. We also heard many personal stories during this period of engagement, a few of which are reflected in the final report, available at https://healthwatch-centralbedfordshrie.org.uk/publications/general-reports.

By growing our online and social media presence we have seen a vast increase in the number of people contacting us to tell us about their health and social care experiences, which is used in our reports or to develop a survey to learn more about the issues affecting local residents.

HWCB's operational priority actions for 2018/19| have been to continue to gather the experiences and understanding of people's needs through many different techniques including our 'Feedback Centre' on our website, the continued development of our volunteer programme and targeted research and insight studies into defined areas of concern.

Our small team of dedicated staff, with support from our Trustees and fantastic volunteers, generated over 12,000 comments from local residents last year. Positive and negative comments about specific health and social care services are logged and fed through into reports that help service providers and the decision makers understand how the experiences of local people can help to influence change and improve the quality of care received. Through our Newsletters, E-bulletins, Social media and our website, we have also kept thousands of people up to date on the issues that matter to them.

REPORT OF THE TRUSTEES for the Year Ended 31 MARCH 2019

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Our engagement activities have included Listening Events, Volunteer Training Days and a programme of visits to local community and social groups. Working with key stakeholders, other statutory organisations, the local community and voluntary organisations across Central Bedfordshire we also once again delivered an outreach project called 'Just Ask' during 2018/19 which comprised a series of events at different locations. The outreach project is designed to provide information, advice and guidance on health, social care services and housing at local residents. HWCB staff and volunteers were able to signpost residents to appropriate health and social care services using local knowledge, with support from the organisations that joined us at each location. Various surveys were conducted during the programme to gather information from local residents about their experience of health and social care delivered locally.

HWCB designed and delivered the Older Peoples Festival in partnership with Central Bedfordshire Council in October 2018 as a local initiative designed to celebrate the life of older people and the contribution they make to society. The theme for the 2018 Festival was 'The journey to age equality'. Each year we bring together local services for older people to give residents and their carers lots of opportunities to tell us what they need and want from these services, to try new things and pick up some ideas to help older people live independent and happy lives. Over 50 statutory organisations, voluntary, community and social groups exhibited at the Festival and the event attracted over 250 visitors plus local authority commissioners, local dignitaries and other local Healthwatch staff from Luton.

Part of HWCB's programme of work is to carry out 'Enter & View' visits to health and social care services to find out how they are managed and to make recommendations where they are areas for improvement. The Health and Social Care Act 2012 allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families, patients and carers on premises such as hospitals, residential homes, GP Practices, dental surgeries, optometrists and pharmacies. During 2018/19 HWCB continued our programme of visits to GP Practices and Care Homes across Central Bedfordshire and carried out nine Enter & View visits. A full list can be found at www.healthwatch-centralbedfordshire.org.uk. Each Enter & View report is shared with the local authority, the Bedfordshire Clinical Commissioning Group, the Care Quality Commission and Healthwatch England. The final reports, many of which include the Provider response, are then published on our website.

Since the beginning of 2016 we are working even more closely with the Care Quality Commission as we are now sharing a national organisation structure. We hope to continue to be at the forefront of improvements in service provision.

HWCB's work in the local community has included the following:

- Taking part in various procurement streams for new services representing the voice of local people who use this service;
- Contributing to the Joint Strategic Needs Assessment (JSNA) of the local area enabling both the community and service providers to understand local people's most pressing health and social care needs and what support should be targeted as a priority;
- Represented the public voice at various Programme Boards which approve plans to better integrate health and social care services across Bedfordshire, Luton and Milton Keynes;
- In the midst of growing concerns around mental health services, HWCB played a key role in the development and planning of local service improvements through our continuing membership of the Mental Health Recovery Partnership Board.

Many more examples of our work throughout 2018/19 can be found on our website at www.healthwatch-centralbedfordshire.org.uk, and in HWCBS's Annual Report 2018/19. HWCB has used our reports and recommendations to suggest how people's health and care services might be improved, in the following ways:

- By sharing our Enter and View Reports with local Commissioners, Providers, the Care Quality Commission and Healthwatch England;
- Publishing reports on our website about our engagement activities;
- Sharing the results of various surveys about local services on our website and with the Providers and Commissioners of those services;
- Supporting local people to report their complaint to the Commissioners of health and care services and the Parliamentary Health Service Ombudsman.

Everything we do is based on discussion and feedback from Central Bedfordshire residents who present us with the evidence to challenge providers and commissioners to improve their quality of care.

REPORT OF THE TRUSTEES for the Year Ended 31 MARCH 2019

FINANCIAL REVIEW

Reserves policy

The Trustees have agreed a level of reserves that is sufficient to manage end of contract closure and transition costs whilst also providing adequate funding to develop new income streams to help build the longer term sustainability of the charity.

The Trustees aim to transfer 5% of income to reserves annually and in addition every opportunity will be taken to increase reserves at the earliest possible time to a minimum of £20,000, approximately equivalent to two months' expenditure.

FUTURE PLANS

Central Bedfordshire is a predominantly rural area; the number of residents is set to increase to 297,400 between 2016 and 2021, a 7% rise, according to the Office for National Statistics.

A particular challenge is that the complexities of people's needs are changing and there will be an increase of older residents, with the number of over 65's rising by 14% over the same period to 55,200, and the proportion of over 85's increasing by 18% to 6,700. There are sizeable health inequalities in the area. For example, men in the richest parts of Central Bedfordshire can expect to live more than seven years longer than their poorer peers.

The local authority and the Bedfordshire Clinical Commissioning Group are also required to make unprecedented financial savings, which places pressure on their budget to effectively deliver health and social care services that people want and need. Health and social care is going through a huge period of change and throughout 2019/20 we will continue to focus on improving the quality of services in Central Bedfordshire and influence the decision makers to ensure services are delivered that meet the needs of diverse communities.

Healthwatch Central Bedfordshire recognises its role and responsibility over the next 12 months to support and engage with the population of Central Bedfordshire and to empower people to take more control of their own health and care as well as the decisions that affect them. It is our job to work towards a better fit between people's aspirations and their current experience. Engaging to ensure a compassionate, patient centered approach across services will be a key role for HWCB, from using patient experiences to influencing transformation and remodelling, to more specific monitoring of current activities being delivered day to day.

Our top priorities for 2019/20 include the following:

- Mental Health services, following up on HWCB's 2018/19 report 'I am not my Mental Illness'; continuing to engage with service users and feeding back their experience of mental health provision to Providers and Commissioners;
- D/deaf Services continuing our investigations into D/deaf patients experience accessing primary and secondary care;
- Homelessness engaging with vulnerable groups at risk, identifying challenges, needs and support;
- Young Healthwatch increasing our activity with young people in the community.

Healthwatch Central Bedfordshire would like to thank all our Directors and Trustees for their continued support during 2018/19.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity 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

The recruitment and appointment of new Trustees is considered by the existing Trustees to ensure that the board of Trustees has the appropriate skill sets to carry out its responsibilities.

Approved by order of the board of trustees on 12 November 2019 and signed on its behalf by:

Mr D P Simpson - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH CENTRAL BEDFORDSHIRE

Independent examiner's report to the trustees of Healthwatch Central Bedfordshire ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2019.

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

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

Mr Stephen Mason

BSc ACA
FKCA Limited
Prospero House
46-48 Rothesay Road
Luton

Bedfordshire LU1 1QZ

Date: 26.11. 2019

STATEMENT OF FINANCIAL ACTIVITIES for the Year Ended 31 MARCH 2019

	Notes	2019 Unrestricted fund £	2018 Total funds £
INCOME AND ENDOWMENTS FROM Charitable activities Charitable Activities	irotts	144,200	144,200
Other trading activities	2	16,977	5,572
Total		161,177	149,772
EXPENDITURE ON Charitable activities Charitable Activities	:	167,742	150,146
NET INCOME/(EXPENDITURE)		(6,565)	(374)
RECONCILIATION OF FUNDS	1		
Total funds brought forward	i 1 i	46,648	47,022
TOTAL FUNDS CARRIED FORWARD	1	40,083	46,648

BALANCE SHEET AT 31 MARCH 2019

	:	2019 Unrestricted fund	2018 Total funds
	Notes	£	£
FIXED ASSETS Tangible assets	6	1,993	1,917
CURRENT ASSETS Debtors Cash at bank	7	6,540 43,137	1,700 49,265
	:	49,677	50,965
CREDITORS Amounts falling due within one year	.8	(11,587)	(6,234)
Amounts fairing due within one you		(11,001)	(0,251)
NET CURRENT ASSETS		38,090	44,731
TOTAL ASSETS LESS CURRENT LIABILITIES	:	40,083	46,648
LIABILITIES		40,003	40,040
NET ASSETS		40,083	46,648
FUNDS Unrestricted funds	9	40,083	46,648
TOTAL FUNDS		40,083	46,648

BALANCE SHEET - CONTINUED AT 31 MARCH 2019

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2019.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2019 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.

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 on 2 November 2019 and were signed on its behalf by:

Mr D P Simpson -Trustee

NOTES TO THE FINANCIAL STATEMENTS for the Year Ended 31 MARCH 2019

1. ACCOUNTING POLICIES

Basis of preparing the financial statements and assessment of going concern

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 2015)', 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.

The presentational and functional currency is GBP.

The charity meets the definition of a public benefit entity under FRS 102.

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

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

Tangible fixed assets held for the company's own use are stated at cost less accumulated depreciation and accumulated impairment losses.

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

Computer equipment

- 2 years straight line

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.

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. OTHER TRADING ACTIVITIES

2019 2018 £ £ 16,977 5,572

Event income

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED for the Year Ended 31 MARCH 2019

3. NET INCOME/(EXPENDITURE)

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

	2019	2018
1	£	£
Depreciation - owned assets	1,623	53
Independent examiners fee	600	600
Independent examiners fee for non-assurance services	613	600
•		

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2019 nor for the year ended 31 March 2018.

Trustees' expenses

There were three trustees' travel expenses paid totalling £2,123 for the year ended 31 March 2019 (2018 : £3,009). Two trustees' received travel expenses for the year ended 31 March 2018.

5. KEY MANAGEMENT PERSONNEL!

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

		2019	2018
Senior Management	·	1	1
Support Staff		4	3
	:		
		5	4
			

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

Total employee benefits paid to key management personnel for the year was £45,707 (2018: £44,785).

6. TANGIBLE FIXED ASSETS

	i	Computer equipment
		£
COST		
At 1 April 2018		1,970
Additions	•	1,699
	;	
At 31 March 2019	;	3,669
		<u></u>
	,	
DEPRECIATION		
At 1 April 2018		53
Charge for year	•	1,623
,	•	
At 31 March 2019	!	1,676
	;	
	•	
NET BOOK VALUE		
At 31 March 2019	į	1,993
	•	==
At 31 March 2018	}	1,917

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED for the Year Ended 31 MARCH 2019

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

		1	2019 £	2018 £
	Trade debtors Prepayments and accrued income		6,300 240	1,700
		:	6,540	1,700
8.	CREDITORS: AMOUNTS FALLING	DUE WITHIN ONE YEAR		
			2019 £	2018 £
	Trade creditors Accruals and deferred income		2,175 9,412	3,023 3,211
		•	11,587	6,234
9.	MOVEMENT IN FUNDS			
			Net movement	
		At 1.4.18 £	in funds £	At 31.3.19 £
	Unrestricted funds General fund	46,648	(6,565)	40,083
	TOTAL FUNDS	46,648	(6,565)	40,083
	Net movement in funds, included in the	above are as follows:		
		Incoming resources £	Resources expended £	Movement in funds £
	Unrestricted funds General fund	161,177	(167,742)	(6,565)
	General Iulu		(107,742)	(0,303)
	TOTAL FUNDS	161,177 ———	(167,742)	(6,565)
	Comparatives for movement in funds			
		At 1.4.17	Net movement in funds £	At 31.3.18 £
	Unrestricted Funds General fund	47,022	(374)	46,648
	TOTAL FUNDS	47,022	(374)	46,648

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED for the Year Ended 31 MARCH 2019

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	!	149,772	(150,146)	(374)
TOTAL FUNDS		149,772	(150,146) =====	(374)

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

	:	Net movement		
		At 1.4.17 £	in funds £	At 31.3.19 £
Unrestricted funds General fund	;	47,022	(6,939)	40,083
TOTAL FUNDS		<u>47,022</u>	(6,939)	40,083

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	310,949	(317,888)	(6,939)
TOTAL FUNDS	310,949	(317,888)	(6,939)

10. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2019 nor for the year ended 31 March 2018.