

REGISTERED COMPANY NUMBER: 08288176 (England and Wales)
REGISTERED CHARITY NUMBER: 1158089

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
FOR
HEALTHWATCH HERTFORDSHIRE LIMITED

HEALTHWATCH HERTFORDSHIRE LIMITED

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FOR THE YEAR ENDED 31 MARCH 2025

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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

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 2025. 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

Healthwatch Hertfordshire is the independent champion for health social care and public health in the county. We publish a separate, detailed annual report which outlines our objectives and aims.

Healthwatch Hertfordshire became a charity on 1st of August 2014. It is required to submit an annual report to Healthwatch England. The Department of Health issued directions which came into force on 2nd December 2013, setting out the issues which must be covered in the annual reports of local Healthwatch organisations. This includes 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 2025. The document is available on the Healthwatch Hertfordshire website and paper copies are available on request.

Our Annual Report covers in detail the priorities, activities providing public benefit, and achievements of the organisation during 2024-25. 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.

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 social care services are heard. These views and experiences are reported to commissioners and providers to help improve local services. The conveying of these views, supported by findings from our research and engagement, are used to help make a difference in the quality of services and ensure that public health and care services are provided as effectively and efficiently as possible.

STRATEGIC REPORT

Achievement and performance

Charitable and Fundraising activities

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

Through efficient working and partnering with other organisations, Healthwatch Hertfordshire have also accumulated reserves which support the sustainability of the organisation and the services it provides.

Our activities are outlined in the Annual Report.

Financial review

Financial results

The results for the FY24-25 year show a surplus of £11,964 compared to FY23-24 surplus of £36,224. Healthwatch Hertfordshire remains in a strong financial position with retained funds of £401,849 (compared to £389,885 last year).

Reserves policy

Healthwatch Hertfordshire is funded by Hertfordshire County Council to provide statutory services across the county. Healthwatch Hertfordshire's initial Unrestricted Reserves were established by a transfer of £250,008 from Shaw Trust Link Project. Effective stewardship has meant that we were able to add £151,841 to the Reserves.

Healthwatch Hertfordshire's Reserves policy is to maintain a Resilience Reserve equal to 50% of core funding. At FY24-25 year end, the Resilience Reserve was £228,114 leaving an unrestricted reserve of £173,735.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

STRATEGIC REPORT

Financial review

During FY24-25 Healthwatch Hertfordshire established Healthwatch Hertfordshire Trading Ltd (HwHT) as a wholly owned subsidiary to manage commissioned work separately from our core funding. HwHT extended its first financial year to run a one off 15 month financial period in 2024-25, in order to align HwHT reporting with Healthwatch Hertfordshire's financial reporting period.

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, Ivana Vasic.

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

Trustees

Ms Y H Atkins
Mr A P Bellinger
Mr N Tester
Mrs J A Taylor
Mrs R Samuda
Mr A J Booth
Mr R O Heard (appointed 28.5.24)
Mrs A Hutchinson (appointed 28.5.24)
Mr E Kanagaraj (appointed 28.5.24)
Mrs S V E Orr (appointed 28.5.24) (resigned 4.2.25)
Ms A E M Willcox-Smith (appointed 28.5.24)

Company Secretary

Miss N Ercan

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

REFERENCE AND ADMINISTRATIVE DETAILS

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 23 July 2025 and signed on the board's behalf by:

Mr 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 2025.

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:

HEALTHWATCH HERTFORDSHIRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	31.3.25 Unrestricted funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	3	5,041	-
Charitable activities	5		
Healthwatch Hertfordshire		492,962	458,128
Investment income	4	9,373	7,898
Other income	6	66,560	59,797
Total		<u>573,936</u>	<u>525,823</u>
EXPENDITURE ON			
Charitable activities	7		
Healthwatch Hertfordshire		561,378	488,958
Other		594	541
Total		<u>561,972</u>	<u>489,499</u>
NET INCOME		11,964	36,324
RECONCILIATION OF FUNDS			
Total funds brought forward		389,885	353,561
TOTAL FUNDS CARRIED FORWARD		<u><u>401,849</u></u>	<u><u>389,885</u></u>

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION
31 MARCH 2025

	Notes	31.3.25 Unrestricted funds £	31.3.24 Total funds £
FIXED ASSETS			
Tangible assets	12	-	1,647
Investments	13	3	-
		<hr/>	<hr/>
		3	1,647
CURRENT ASSETS			
Debtors	14	11,170	7,999
Cash at bank		418,268	386,346
		<hr/>	<hr/>
		429,438	394,345
CREDITORS			
Amounts falling due within one year	15	(27,592)	(6,107)
		<hr/>	<hr/>
NET CURRENT ASSETS		401,846	388,238
		<hr/>	<hr/>
TOTAL ASSETS LESS CURRENT LIABILITIES		401,849	389,885
		<hr/>	<hr/>
NET ASSETS		401,849	389,885
		<hr/>	<hr/>
FUNDS	16		
Unrestricted funds		401,849	389,885
		<hr/>	<hr/>
TOTAL FUNDS		401,849	389,885
		<hr/>	<hr/>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- 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 23 July 2025 and were signed on its behalf by:

Mr N Tester - Trustee

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION - continued
31 MARCH 2025

Mr A P Bellinger - Trustee

HEALTHWATCH HERTFORDSHIRE LIMITED

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	31.3.25 £	31.3.24 £
Cash flows from operating activities			
Cash generated from operations	1	31,605	42,183
Finance costs paid		(104)	(98)
		<hr/>	<hr/>
Net cash provided by operating activities		31,501	42,085
		<hr/>	<hr/>
Cash flows from investing activities			
Purchase of tangible fixed assets		(8,949)	(1,906)
Purchase of fixed asset investments		(3)	-
Interest received		9,373	7,898
		<hr/>	<hr/>
Net cash provided by investing activities		421	5,992
		<hr/>	<hr/>
Change in cash and cash equivalents in the reporting period		31,922	48,077
Cash and cash equivalents at the beginning of the reporting period		386,346	338,269
		<hr/>	<hr/>
Cash and cash equivalents at the end of the reporting period		418,268	386,346
		<hr/> <hr/>	<hr/> <hr/>

The notes form part of these financial statements

HEALTHWATCH HERTFORDSHIRE LIMITED

NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

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

	31.3.25 £	31.3.24 £
Net income for the reporting period (as per the Statement of Financial Activities)	11,964	36,324
Adjustments for:		
Depreciation charges	10,596	3,329
Interest received	(9,373)	(7,898)
Finance costs	104	98
Amounts owed by group undertakings	(4,530)	-
Decrease in debtors	1,359	18,105
Increase/(decrease) in creditors	21,485	(7,775)
Net cash provided by operations	<u>31,605</u>	<u>42,183</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank	386,346	31,922	418,268
	<u>386,346</u>	<u>31,922</u>	<u>418,268</u>
Total	<u>386,346</u>	<u>31,922</u>	<u>418,268</u>

The notes form part of these financial statements

HEALTHWATCH HERTFORDSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS **FOR THE YEAR ENDED 31 MARCH 2025**

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 2025.

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 Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

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 £1500 are not capitalised.

From 1.4.24 all computers purchased are depreciated in full in the year.

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.

HEALTHWATCH HERTFORDSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued **FOR THE YEAR ENDED 31 MARCH 2025**

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 £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. DONATIONS AND LEGACIES

	31.3.25	31.3.24
	£	£
Donations	5,041	-
	<u>5,041</u>	<u>-</u>

4. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
Deposit account interest	9,373	7,898
	<u>9,373</u>	<u>7,898</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	31.3.25	31.3.24
	£	£
Grants	492,962	458,128
	<u>492,962</u>	<u>458,128</u>

Grants received, included in the above, are as follows:

	31.3.25	31.3.24
	£	£
HCC Core Funding	466,608	429,715
HCC Core Contract Variation	26,354	28,413
	<u>492,962</u>	<u>458,128</u>

6. OTHER INCOME

	31.3.25	31.3.24
	£	£
Commissioned work	11,248	58,297
Other income	55,312	1,500
	<u>66,560</u>	<u>59,797</u>

HEALTHWATCH HERTFORDSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £
Healthwatch Hertfordshire	561,378
	<u>561,378</u>

8. NET INCOME/(EXPENDITURE)

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

	31.3.25	31.3.24
	£	£
Depreciation - owned assets	10,596	3,329
	<u>10,596</u>	<u>3,329</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

	31.3.25	31.3.24
	£	£
Trustees' expenses	594	541
	<u>594</u>	<u>541</u>

10. STAFF COSTS

	31.3.25	31.3.24
	£	£
Wages and salaries	430,200	378,226
Social security costs	37,109	31,044
Other pension costs	21,288	18,094
	<u>488,597</u>	<u>427,364</u>

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

	31.3.25	31.3.24
Management	8	7
Administration	4	6
	<u>12</u>	<u>13</u>

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

HEALTHWATCH HERTFORDSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

11. 2024 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

Unrestricted
funds
£

INCOME AND ENDOWMENTS FROM

Charitable activities

Healthwatch Hertfordshire

458,128

Investment income

7,898

Other income

59,797

Total

525,823

EXPENDITURE ON

Charitable activities

Healthwatch Hertfordshire

488,958

Other

541

Total

489,499

NET INCOME

36,324

RECONCILIATION OF FUNDS

Total funds brought forward

353,561

TOTAL FUNDS CARRIED FORWARD

389,885

12. TANGIBLE FIXED ASSETS

Computer
equipment
£

COST

At 1 April 2024

44,212

Additions

8,949

At 31 March 2025

53,161

DEPRECIATION

At 1 April 2024

42,565

Charge for year

10,596

At 31 March 2025

53,161

NET BOOK VALUE

At 31 March 2025

-

At 31 March 2024

1,647

HEALTHWATCH HERTFORDSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued **FOR THE YEAR ENDED 31 MARCH 2025**

13. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
MARKET VALUE	
Additions	3
	<hr/>
NET BOOK VALUE	
At 31 March 2025	3
	<hr/>
At 31 March 2024	-
	<hr/>

There were no investment assets outside the UK.

The company's investments at the balance sheet date in the share capital of companies include the following:

Healthwatch Hertfordshire Trading Limited

Registered office: Kings Court, London Road, Stevenage, Herts, United Kingdom, SG1 2NG

Nature of business: Health related activities

	% holding	31.3.25	31.3.24
Class of share:			
Ordinary	100	£	£
Aggregate capital and reserves		509	-
Profit for the year		506	-
		<hr/>	<hr/>

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24
	£	£
Trade debtors	3,000	-
Amounts owed by group undertakings	4,530	-
Prepayments and accrued income	3,640	7,999
	<hr/>	<hr/>
	11,170	7,999
	<hr/>	<hr/>

HEALTHWATCH HERTFORDSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued **FOR THE YEAR ENDED 31 MARCH 2025**

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24
	£	£
Social security and other taxes	12,314	4,796
Other creditors	13,838	-
Accruals and deferred income	1,440	1,311
	<u>27,592</u>	<u>6,107</u>

16. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	185,385	11,964	(23,614)	173,735
Contingency fund	200,000	-	28,114	228,114
Computers, software and installation	3,500	-	(3,500)	-
Website development costs	1,000	-	(1,000)	-
	<u>389,885</u>	<u>11,964</u>	<u>-</u>	<u>401,849</u>
TOTAL FUNDS	<u>389,885</u>	<u>11,964</u>	<u>-</u>	<u>401,849</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	573,936	(561,972)	11,964
	<u>573,936</u>	<u>(561,972)</u>	<u>11,964</u>
TOTAL FUNDS	<u>573,936</u>	<u>(561,972)</u>	<u>11,964</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	149,061	36,324	185,385
Contingency fund	200,000	-	200,000
Computers, software and installation	3,500	-	3,500
Website development costs	1,000	-	1,000
	<u>353,561</u>	<u>36,324</u>	<u>389,885</u>
TOTAL FUNDS	<u>353,561</u>	<u>36,324</u>	<u>389,885</u>

HEALTHWATCH HERTFORDSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

16. 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	525,823	(489,499)	36,324
TOTAL FUNDS	<u>525,823</u>	<u>(489,499)</u>	<u>36,324</u>

17. 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 £173,580 (2024 - £180,666).

During the year expenses, primarily salary costs, were charged to the subsidiary for commissioned work they were undertaking totalling £55,312. The balance owed as at 31.3.25 was £4530.

The trading subsidiary donated £5041 to Healthwatch Hertfordshire in the year.