



Healthwatch Shropshire

(A company limited by guarantee)

Trustees' Report and Unaudited Financial Statements

For the Year Ended 31st March 2023

Charity number 1151343

Company number 08415314

Contents

Page

3 - 4	Reference and administrative information
5 - 23	Trustee's Report for the year ended 31 st March 2023
5	• Chair's statement
6	• Our aims and objectives
7	• Achievements and performance
17	• Independent Health Complaints Advocacy Service
18	• Financial review
19	• Plans for future periods
19	• Structure, governance and management
23	• Responsibilities of Board members
24	Independent Examiner's Report
25	Statement of Financial Activities
26	Statement of Financial Position
27 - 33	Notes to the Financial Statements
34 - 35	Detailed Statement of Financial Activities

Reference and administrative information

Charity name:	Healthwatch Shropshire
Charity registration number:	1151343
Company registration number:	08415314
Registered Office and operational address:	4 The Creative Quarter Shrewsbury Business Park Shrewsbury Shropshire SY2 6LG

Board of Trustees

Vanessa Barrett, Chair
Michael Terrence Harte, Deputy Chair (resigned 20/09/2023)
Richard Amos (appointed 20/03/2023)
Mark Lacey
Steve Price
Frederick David Voysey
Denise Walker
Robert Douglas Welch
Anne Wignall

Secretary

Sue Homden (resigned 16/08/2023)

Staff Team

Chief Officer	Lynn Cawley	
Information Officer	Brian Rapson	
Enter & View Officer and Health Complaints Advocacy Coordinator	Alli Sangster-Wall	
Administrative Officer	Patricia McInnes	
Community Engagement Officer	Anne-Marie Fleming	(Left 03/11/22)
Community Engagement Officer	Rachel Cox	(Joined 24/10/22 initially through Temp agency for 3 months)

Staff Team – continued

Community Engagement Officer (Minority Groups)	Kate Fejfer	<i>Fixed term contract to 31/03/23)</i>
Communication and Involvement Officer	Elizabeth Florendine	

Independent Examiner

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Healthwatch Shropshire Report of the Board for the year ended 31st 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).

Since the charitable company qualifies as small under section 383, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Directors Report) Regulations 2013 is not required.

Chair's statement for the year ended 31st March 2023

2022-2023 marks a significant anniversary. Healthwatch is 10 years old! At the beginning of 2023 we were delighted that Shropshire Council expressed their confidence in our work by awarding Healthwatch Shropshire the contract for the next 3-5 years.

Other headlines:

- We have also been fortunate in attracting two new Board Trustees, to widen our representation of the people of Shropshire and refresh our activities with new thinking.
- We learned a great deal from investing in a temporary new role of Community Engagement Officer with a focus on developing relationships with communities that are not often heard (page 13). Shropshire, being predominantly rural and with only 5% population who are not white British, has small pockets of these minority groups spread out across the county. We were in contact with the Shrewsbury Inter-Faith Forum and Muslim, Greek, Japanese, Polish, Ukrainian, Filipino individuals and groups. We heard about the internal and external barriers for them in accessing the care they need and have been able to raise these with the most appropriate organisations delivering health and social care across Shropshire to address them.

One of the highlights of the year for me was our Annual Event held at Shrewsbury Town Football Club. 'One Chance' (page 9) brought together the public and professionals to talk about work being done in Shropshire to get care right for people towards the end of life.

Vanessa Barrett (Chair of Healthwatch Shropshire)

"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Our aims and objectives

Introduction

The Health and Social Care Act 2012 established Healthwatch as the independent consumer champion for health and social care in England, with a local Healthwatch in every Local Authority area in England. Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work. Everything we say and do is informed by our connection to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages and backgrounds who use health and social care services and to speak out on their behalf.

From 1st April 2016, Healthwatch Shropshire (HWS) has also held the contract for the Independent Health Complaints Advocacy Service (IHCAS) for people who receive NHS services in Shropshire and for Shropshire residents who receive NHS services outside the county.

At the end of 2022 we were notified that we had been successful in our tender to continue to provide the Healthwatch Shropshire and the IHCAS services for the next three years, with the possibility of an extension until the end of March 2028.

Purpose and aims

The purposes of Healthwatch Shropshire are set out in the Articles of Association:

- To provide information and advice to the general public about local health and social care services
- To make the views and experiences of members of the general public known to health and social care providers
- To enable local people to have a voice in the development, delivery and equality of access to local health and care services and facilities, and
- To provide training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities.

Based on the Articles and guidance from Healthwatch England (HWE), Healthwatch Shropshire (HWS) has determined its own purpose:

To be the recognised independent voice of the people of Shropshire in seeking to improve their experience of Health and Social Care services.

Achievements and performance

Review of activities

The following sections highlight the achievements of Healthwatch Shropshire in 2022-23 against the statutory activities for Healthwatch in the context of Shropshire and reports on the Independent Complaints Advocacy Service.

The eight statutory activities of Healthwatch Shropshire are:

- Promoting and supporting the involvement of local people in commissioning, provision and scrutiny of local care services
- Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved
- Obtaining the views of local people regarding their need for, and experiences of, local care services and importantly to make these views known
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
- Providing advice and information about access to local care services so choice can be made about local care services.
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about issues.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

When agreeing our priorities each year and identifying relevant projects the Board of Trustees for Healthwatch Shropshire demonstrates due regard for the Charity Commission's public benefit guidance and ensures our activities centre on the views and experiences of the people of Shropshire of health and social care services. These views are then shared directly with providers and commissioners, or included in our public reports, with the aim of them being used to influence and inform service design and improvement.

At Healthwatch it can be difficult to show the impact that we make within one financial year as, quite often, the difference that we make does not happen straight away but over a period of time. Over the next section we follow the structure required by Healthwatch England to describe some case studies of key projects we have undertaken this year and the impact they have had.

We report on our additional activity under the Independent Health Complaints Advocacy Service for 2022-23 (See page 17).

Our year in review

How we have engaged and supported people

- **Reaching out:** 2,019 people shared their experiences of health and social care services with us, helping us raise awareness of issues and improve care. This represents a 200% increase on 2021-2022. 2,463 people came to us for clear advice and information about topics such as mental health and how to find an NHS dentist.
- **Publishing our reports:** This year we published 9 reports about the improvements people would like to see in health and social care services. Our most popular report was "Calling for an Ambulance in an Emergency" which highlighted the struggles people faced when seeking urgent help.
- **Getting people involved:** In 2022-23 we had 22 outstanding volunteers who gave up 137 days to make care better for our community, an increase of almost 50 days from last year.

How we've made a difference this year

Spring

- We launched our 'Your care, your way' campaign to promote and explore people's experiences of the NHS Accessible Information Standard.
- We started targeted engagement to reach people from minority groups across Shropshire to raise our profile and hear their views.

Summer

- Patient experience of calling for an Ambulance helped local NHS implement a pilot scheme to provide help for those who experience falls in the community (e.g. in their own home) (See page 10).
- Experiences of psychological services and patient suggestions for improvement were shared with NHS to help them develop services (See page 11)

Autumn

- Patients told us about experiences of seeking GP referrals; the local NHS will address the issues raised in the recovery plan they are developing.
- Our Chief Officer started working with the NHS locally to create an Experience of Care group for people with lived experience.

Winter

- Shoppers in local markets told us their concerns; these will help to develop the Joint Strategic Needs Assessment of future health & wellbeing needs in Shropshire. (See page 12)
- As part of the ongoing 'Because we all care' Healthwatch campaign we visited libraries and community groups to encourage older people to share their experiences of services during winter with us.

Listening to your experiences

Services can't make improvements without hearing people's views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services to help them improve.

Case Study 1: Encouraging conversations on End-of-Life Care

We held our annual event - 'One Chance: Conversations and information on death and dying' in May 2022 focusing on End-of-Life Care (EOLC) and, in particular, on Advance Care Planning. It was held at Shrewsbury Town Football Club and attended by 79 professionals, volunteers and members of the public. Our aim was to share the experiences of care highlighted in our reports as well as to encourage conversations about End-of-Life and raise awareness of the practical benefits that Advance Care Planning (ACP) can have for people, their families and the professionals working in this area of care.

Prior to our event, we attended Library engagement events across Shropshire to promote it. We teamed up with professionals across the Integrated Care System (ICS) who specialise in EOLC and ACP including Shrewsbury and Telford Hospital Trust and Shropshire Community Health Trust to raise awareness of work being done to improve people's experiences of EOLC.

37 people have watched the video of our event on YouTube - [One Chance, conversations and information about death and dying - YouTube](#)

Attendee, One Chance event

"The presentation yesterday was really good. Exactly what I have been talking to carers about. The speakers spoke the right language. Thank you Healthwatch for bringing us all together."

Visit our website to read our End of Life reports:

- [Experiences of End of Life and Palliative Care Services in Shropshire | Healthwatch Shropshire 2020](#)
- [Experiences of out of hours Palliative Care in Shropshire, Telford & Wrekin | Healthwatch Shropshire 2021](#)

What difference did this make?

- Our Chief Officer now attends the ICS System End of Life Steering Group where one of our guest speakers from Severn Hospice fed back that, as a result of networking at our event, they were arranging End of Life Training for the Ambulance Service and Midlands Partnership Mental Health Trust.
- We now have support from organisations represented on the End-of-Life Steering Group for any future work to gather people's experiences of care, including helping us to speak to individuals, their carers and groups known to them (e.g. support groups).

Attendee, One Chance event

"It was incredibly interesting and great to hear how much the different caregivers want to work in collaboration to improve services for people. Thank you for an informative afternoon."

Case Study 2: Prompting action to address ambulance delays and falls

In 2022 we heard from 168 people in response to our call for experiences of calling for an ambulance in an emergency.

Ambulance delays is a complex, whole system issue so we asked people to tell us about their entire experience from calling 111 or 999 through to their discharge from hospital if they were admitted. We heard about long waits for ambulances and to be admitted to hospital. We also heard from people living in rural and isolated communities, including those without their own transport, facing long travel times.

Member of the Public

"...Whilst my wife was never at risk of dying, spending 14 ½ hours on the floor is not a pleasant experience, being unable to move, to go to the loo or get remotely comfortable..."

Key Findings Included:

1. People told us that staff were often kind, caring, helpful and professional
2. 42% of people who had called an ambulance due to a fall waited over 6 hours on the floor.
3. Long handover waits at A&E meant that ambulance call times were not always met and people lost loved ones who they believed would have survived if the ambulance had arrived sooner.
4. Ongoing Issues around discharge meant that people were staying in hospital longer than they needed to.

What difference did this make?

- Our Chief Officer shared initial findings with the Shropshire Integrated Place Partnership Board. At that time there was not a Falls Pathway in Shropshire and this triggered staff across the ICS to put one in place., "some very direct action came from that which was really positive." (Head of Joint Partnerships for the ICB and Public Health.
- In response to our report providers told us about the steps they are taking to reduce ambulance delays and improve care, including creating Rapid Response Teams, an Acute Assessment Floor at the hospital to reduce pressure in the Emergency Department and creating virtual wards to enable people to receive acute care in the community.
- Our report was quoted in a House of Lords briefing to the Government requesting they convene the COBRA committee regarding the delays in emergency care nationally.

Chief Executive of NHS STW

"The report is hard hitting and so it should be. This is not fixed but I want to recognise the visibility and importance of this report in supporting the work we are doing."

Four ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

1. Asking students about their health and wellbeing needs

In January 2022 we were contacted by the Vice Principal from Shrewsbury Colleges' Group (SCG) as all external health wellbeing services ceased during the pandemic and students want to speak to relevant professionals. In September 2022, we spoke to new and existing students during freshers' week to understand their needs and preferred methods of contact from services, e.g., text messages.

We shared what we heard with the Director of Public Health and Director of People at Shropshire Council under the prevention agenda of the ICS. We met with agencies, including the school nursing team, drugs/alcohol, Enable and Shropshire Youth Forum who were all keen to engage. We also signposted the SCG to the National Children & Young People and Young Adult Suicide Prevention Toolkit.

2. Bringing experiences of Psychological Therapies to life

It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems. In February 2022 at the request of the Mental Health Commissioner for the Shropshire, Telford & Wrekin NHS Clinical Commissioning Group (now ICB) we worked with Healthwatch Telford & Wrekin to gather experiences of Improving Access to Psychological Therapies (IAPT) services across the county. We created a survey and asked people how they thought the service could be improved based on the involvement they had.

We published our report in July 2022 [Psychological Services in Shropshire, Telford & Wrekin | Healthwatch Shropshire](#) We made 13 suggestions for improvements from the public. The clinical lead from the service at Midlands Partnership Foundation Trust said: 'All comments will help shape our services, learning lessons from both the positive and negative experiences.'

3. Presenting our report on Mental Health Crisis Services for Children and Young people (CYP)

On the 4th March 2022 we were approached by the Statutory Safeguarding Business Partner for Shropshire after our report, [Mental Health Crisis Services for Children and Young People in Shropshire, Telford & Wrekin | Healthwatch Shropshire](#), 'reinforce[d] their concerns' about the services available to children and young people and difficulties accessing them. This triggered a challenge event across both Local Authority areas including all providers of CYP mental health services and support in Shropshire and Telford & Wrekin. On 13th June 2022 the Chief Officer presented our findings to the Challenge Event.

On the 11th May 2022 we presented our findings, recommendations and service provider responses to the Health and Wellbeing Board.

4. Broadening our reach by attending markets across Shropshire

In January 2023, we started visiting market halls across Shropshire to understand if/how experiences of services varied across the county. 80% of people told us they were particularly concerned about their local services, including: access to their GP, urgent and emergency care, dentistry, care at home and hospital care and treatment.

Our report [Shropshire Markets - What are you concerned about? | Healthwatch Shropshire](#) continues to be used to inform our work about inequalities, including highlighting rural inequalities. The Director of Public Health said 'what you told us will

be used as part of the evidence base for the Joint Strategic Needs Assessment (JSNA)' and 'inform the commissioning and the development of services and activities to address gaps in needs and ensure the [JSNA] reflects local priorities and what matters to local residents.' The ST&W NHS said our findings 'will be fed into the ICS Joint Five Year Forward Plan and will inform service improvement plans in the coming five years.'

Hearing from all communities

Over the past year we have worked hard to make sure we hear from as many people as possible within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Appointing a second Engagement Officer to temporarily enhance our existing team, specifically to build relationships with communities less often heard from
- Worked with Shrewsbury Colleges Group to speak to their students aged 16+ about the support they need for their health and wellbeing and building on our links with the South Shropshire Youth Forum
- Going out into market towns across Shropshire to hear directly from people living in different areas of the county about their experiences of accessing health and care
- Meeting with people with a range of disabilities to understand their experience of the NHS Accessible Information Standard.

Challenges experienced by minority groups

According to the latest data, 5% of the population of Shropshire are not white British. These people live across the county in small groups, sometimes alone. Many of these people are in work or education and so it is important to go out into their community and join community events to engage with them. During 2022-23 our Engagement Officer for Minority Groups met with the Interfaith Forum, faith groups and residents including those from black Caribbean, Muslim, Greek, Japanese, Bulgarian, Polish, Ukrainian and Filipino backgrounds to raise the profile of Healthwatch Shropshire, explain the services we offer and hear their views and experiences of accessing health and care.

The people we heard from reported language barriers, difficulties understanding systems and services, e.g. accessing care and treatment. We heard about the hidden issue of domestic violence in some communities and cultural differences that often prevent people from feeling they can speak out.

Highlighting the communication needs of people with disabilities and cognitive impairment

Person with lived experience

"I want to read my result letters myself and I don't want to ask for help"

As part of the 'Your Care, Your Way' campaign by Healthwatch England we met with people with acquired brain injuries (e.g. Stroke) and visited eight community groups, including groups for people with sight loss and hearing impairment, learning disability and autism and their carers. None of them had been made aware of their rights under the Standard by professionals and all shared the impacts on their health and wellbeing of not understanding their health and care information. We are presenting our report to the Health and Wellbeing Board in June 2023.

Encouraging more older people to share their experiences

We supported Healthwatch England's campaign for #Becauseweallcare Phase 2 and engaged with older people to ask for their feedback on local health and social care. We attended two knit and natter groups, one in north Shropshire and one in the South, a Memory Café, a Dementia support group and two coffee mornings run by local home care providers for their older clients. We talked to people about the importance of providing their feedback on services and gathered their comments.

A spotlight report highlighting the themes from this engagement is being produced.

Enter and View

2022 saw Healthwatch Shropshire return to Enter & View activity undertaking two visits to care homes and three to Wards at Royal Shrewsbury Hospital (RSH).

Our programme of visits to RSH was prompted by comments from the public about communication, hydration and assistance with meals. We went to the Wards to observe and speak to patients and visitors about these aspects of the service they were receiving.

Restarting our programme

During the pandemic, and the pause in our face-to-face activities, we lost some long-standing volunteers who decided they didn't want to return to Enter and View or had picked up other volunteering and no longer had the time. We inducted two new volunteers this year but one attended training and then could not continue due to family commitments. All Authorised Representatives and new volunteers have

attended Enter and View training this year; we felt that this was an important refresher for those who had not done visits for two years.

Volunteering

We're supported by a team of amazing volunteers (including our Board) who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Visited communities to promote Healthwatch Shropshire and the services we provide, including the Independent Health Complaints Advocacy Service (IHCAS)
- Collected experiences and supported their communities to share their views
- Carried out Enter and View visits to local services to help them improve
- Supported local NHS hospitals with PLACE assessments (Patient-Led Assessments of the Care Environment).

Board Recruitment Funding (see page 18)

In September 2022 we applied to Healthwatch England to receive funding and access to their Board Recruitment Programme led by Getting on Board. We were notified that we had been successful in October and the training was attended by a staff member and the Chair of our Board. It enabled us to:

- Update our Skills Audit and develop a Skills Matrix for the Board to help us see where gaps are in order to target our recruitment. We shared our materials with the Healthwatch Network.
- Redesign our publicity materials and use this to update our website.
- Improve our Board Recruitment Pack to make the application process as accessible and informal as possible to encourage people to join the Board who might not otherwise consider it.
- Proactively recruit to the Board and a new member was elected to the Board in March 2023.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of eight members (we can have up to 12) who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. They meet in public and ensure that decisions about priority areas of work reflect the concerns and interests of our diverse local community by drawing on information from the four sub-committees (Business, Intelligence, Enter & View and Engagement and Marketing). All of our volunteers have the option to join one or more of the committees and apply to be a member of the Board. Throughout 2022/23 the Board met four times and made decisions on matters such as our work programme and budget. It also has an important role in monitoring our performance.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been able to return to speaking to people face-to-face at stands and events and attending community groups and forums. We are available by phone four-days a week and people can email us, use the webform on our website and direct message us through social media. We continue to promote our Freepost address and have developed a new postcard. We ensure that the annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and share it with people signed up to [receive our newsletter](#) and via social media.

Responses to recommendations

All providers delivering services in Shropshire responded to our requests for information or recommendations and these were added to our reports under the section Service Provider / Commissioner Response. There were no issues or recommendations escalated by us to the Healthwatch England Committee. We have asked them to consider expanding their accessible information campaign to include reasonable adjustments.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us. In our local authority area for example we take information, reports and presentations to the Shropshire Health and Wellbeing Board (HWBB), Shropshire Health and Adult Social Care Scrutiny Committee of Shropshire Council and the Joint Health Overview Scrutiny Committee attended by elected members of Shropshire and Telford and Wrekin Councils.

We have received an open invitation to take all of our reports to the Shropshire HWBB and Integrated Place Partnership Board (ShIPP) of the Integrated Care System (ICS), as well as the ICS Quality and Performance Committee attended by all provider organisations across health and social care.

Independent Health Complaints Advocacy Service (IHCAS)

Healthwatch Shropshire provided the Independent Health Complaints Advocacy Service (IHCAS) for Shropshire residents and those using Shropshire NHS services for a 7th year in 2022-23. We also successfully retendered to provide the service for another 3-5 years.

2022-23 was our joint busiest year for IHCAS with **122 people** contacting us for guidance or support with making their complaint: the same number as last year. We provided **26 people with an Advocate**, helping them to put their complaints in writing, supporting them to feel heard in complaints meetings, and chasing up responses on their behalf.

The top 5 services people were complaining about were:

- Hospitals (59)
- GPs (25)
- Community Mental Health Teams (9)
- Ambulances (5)
- Dentists (4)

The top 5 topics of complaint were:

- Quality of treatment (40)
- Staff attitude (24)
- Access to a service (23)
- Diagnostics e.g. Misdiagnosis (22)
- Communication (19)

Financial review

a. Principal funding sources

Healthwatch Shropshire receives grant funding to deliver Healthwatch functions (£144,192) and the Independent Health Complaints Advocacy Service (£17,808) from Shropshire Council. These services are open to a competitive tendering process and we were successful in our bid to continue to provide both services from 1st April 2023.

Due to widespread cuts in Healthwatch budgets nationally and the 25% cut in the Healthwatch Shropshire budget when we were recommissioned in 2018 there is a need for us to seek additional funding, including from the Local Authority, Shropshire, Telford & Wrekin Integrated Care Board and Healthwatch England.

This year we successfully applied for an additional £3,679 in funding from Healthwatch England for:

- IT improvements - £979 and £1500
- Board recruitment - £1,200 (see page 15)

b. Reserves policy

It is good policy for a charity to hold a contingency reserve to protect the charity from disruption to its charitable work and from insolvency. The Board has determined that it will aim to hold 3 months core operating costs as a free reserve.

The reserve policy is monitored and reviewed annually as part of the budget setting process and when a significant event may trigger the need for a review.

In 2022-23 the Board agreed to use some of the additional reserve to fund a fixed term post for an Engagement Officer to focus on building our relationships with Minority Groups in Shropshire (see page 5.)

At 31st March 2023 the total free reserve of Healthwatch Shropshire was £61,980 (2021-22 was £88,084).

After making appropriate enquiries, the Board Members have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

c. Principal risks facing the charity

In December 2022 we were notified that our tender to continue providing both Healthwatch and IHCAS services for the next three years was successful. Our Commissioner has the option to extend this for a further two years in 2027. However, the budget for both services will not increase in 2023-24 so the Board began to explore potential savings in early 2023, including reviewing our spending, e.g. on expenses and promotional materials, staffing, accommodation and back-office services. Actions taken to date (in 2023/24) have enabled the Board Members to have a reasonable expectation that HWS has adequate resources to continue its operational existence for the foreseeable future.

Plans for next year

In the ten years since Healthwatch Shropshire was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackle inequalities that exist and work to reduce the barriers people face when accessing care, regardless of whether that is because of where they live, their income or race.

Top three priorities for 2023-24

1. Ensuring the long-term financial sustainability of Healthwatch Shropshire.
2. Continue to promote and support public involvement in service transformation by the Integrated Care System.
3. Highlight the inequalities that impact on people's access to care and treatment.

Structure, Governance and Management

a. Constitution

Healthwatch Shropshire (HWS) is a charitable company limited by guarantee and was set up and is governed by its Articles of Association, which established the objects and powers of the charitable company.

Its registered charity number is 1151343 and its company number is 08415314. Members of the charitable company are required to contribute an amount not

exceeding £1 to the assets of the charitable company in the event of its winding up. The Board Members are the trustees of the charity and directors of the company and have no beneficial interest in the charitable company.

b. Method of appointment or election of Board Members

Board Members, who are volunteers, are recruited with appropriate acknowledgement for the need for diversity in membership, from the people of Shropshire in an open and transparent process. Vacancies are advertised as widely as possible.

All candidates for Board Membership are:

- Sent a Board Recruitment Pack or sent the link to access it through our website and complete their application online.
- Invited to speak to the Chief Officer and/or Chair of the Board prior to interview. This is to ensure that any new Board Members fully understand the responsibilities that are being taken on and have an insight into the work of Healthwatch Shropshire (HWS).
- Invited to a formal interview with the Chair or Vice Chair of the Board, another Board member and the Chief Officer.
- Invited to attend a Board meeting as an observer to gain further insight.

Board Members are elected for a period of three years.

All potential candidates to become Board Members must:

- live in Shropshire* OR
- work for/represent a voluntary or community group in Shropshire* OR
- be registered with a GP Practice in Shropshire*

(*By 'Shropshire' we mean the area covered by Shropshire Council)

The Board Skills Audit was updated this year and all existing and new Board members completed it in February 2023 to inform future training and Board Development sessions.

c. Policies adopted for the induction and training of Board Members

New Board Members are:

- Asked to complete the Skills Audit.
- Invited to spend some time with the staff team and the Chair and are given key documents about HWS, e.g. policies.
- Asked about their induction and training needs and can attend training provided through the Healthwatch Network and Shropshire Council's Joint Training. Board members are encouraged to go out with Community Engagement and other officers to learn at first hand about the work we do.

Board Members have adopted a process of appraisal of individual Board Members on an annual basis and regularly review the structure and effectiveness of the Board and its Committees.

d. Organisational structure and decision making

The governance of the charity is the responsibility of the Board Members. They are lay people and volunteers who are elected and co-opted under the terms of the Articles of Association. The maximum number of Board Members is 12. At the end of the year in March 2023 the Board comprised nine members.

All members have equal voting rights. A Decision-Making policy is available through the website, www.healthwatchshropshire.co.uk The relevant decisions are included in Board meeting minutes and published on the web site.

There are four Board meetings in public during the year. At the beginning of 2022 we continued to meet over MS Teams as we had during the Covid-19 pandemic. Any members of the public who wanted to observe these meetings were asked to contact Healthwatch Shropshire to request the MS Teams link. During the year these meetings became hybrid as some members preferred the convenience of meeting over MS Teams while others felt meeting face-to-face would be more interactive and beneficial. Due to limited access to suitable meeting rooms, financial constraints and the importance of improving access to these meetings for the public it is planned to continue to offer the hybrid model.

There are four Committees of the Board, each with its own Terms of Reference, to which the Board has delegated some of its responsibilities to enable the business of HWS to be delivered in a timely manner but the Board remains accountable. The Committees are:

- Business
- Enter & View
- Intelligence
- Engagement and Marketing

Board Members are required to complete a 'Declaration of Interest' form and declare any conflicts of interest at the beginning of Board and Sub-Committee meetings.

The staff complement at the end of the year was seven (4.7 WTE).

The Chief Officer is responsible for:

- Ensuring that the charity delivers the services specified in the contract with Shropshire Council and that key performance indicators are met
- The day-to-day operational management of the charity, supervision of the staff team and encouraging and supporting staff to continue to develop

their skills and working practices in line with good practice (including responding to requests for training within budget constraints).

At year end Healthwatch Shropshire (HWS) had a team of 22 volunteers (including Board Members) to support its work programme. The volunteer roles are:

- Enter & View Authorised Representative (13) – conduct and report on Enter & View visits
- Engagement Volunteers (3) - help to raise awareness of HWS in their communities throughout Shropshire including representing HWS at information stands at locations across the county

Volunteers are invited to join Committees of the Board and encouraged to consider what skills and insight they could bring if they joined the Board.

There are many people of Shropshire who are interested in the work of Healthwatch Shropshire (HWS) but do not wish to be actively involved as volunteers, who appreciate receiving our newsletters and social media posts. At the end of March 2022, HWS continued to have 70 Organisations and 217 Individuals who choose to be associated in this way.

e. Risk management

Healthwatch Shropshire has a Risk Management Matrix to enable it to identify and manage effectively the external risks faced by the charity. Annual reviews take place involving Board Members and staff and the Matrix is updated for Business Committee and Board meetings when necessary.

f. Related parties

In so far as it is complementary to the organisation's objectives, Healthwatch Shropshire is guided by local and national priorities. We continue to base our priorities on those of:

- Healthwatch England
- Shropshire's Health and Wellbeing Board
- Shropshire Council and Public Health
- Shropshire, Telford & Wrekin NHS
- Shropshire, Telford & Wrekin Integrated Care System (ICS).

This ensures that the comments we receive from the public and the reports we publish can have a direct impact on the improvement work being undertaken across the ICS.

h. Healthwatch Trademark Licence Agreement

We can confirm that Healthwatch Shropshire has signed and returned to Healthwatch England the Healthwatch Trademark agreement (which covers the

logo and the Healthwatch brand) and that we are using this trademark when undertaking work on our statutory Activities as covered by the licence agreement.

Trustees' responsibilities statement

The Trustees (who are also directors of Healthwatch Shropshire for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They 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.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the Trustees on..... and signed on their behalf by:

.....
Vanessa Barrett, Chair of Trustees

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
HEALTHWATCH SHROPSHIRE**

Independent examiner's report to the trustees of Healthwatch Shropshire ('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

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.

C Moelwyn-Williams BSc FCA

TCA (Shrewsbury) LLP
Third Floor
21 St Mary's Street
Shrewsbury
Shropshire
SY1 1ED

Date:

HEALTHWATCH SHROPSHIRE

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities	2				
General funds		<u>165,679</u>	<u>-</u>	<u>165,679</u>	<u>163,775</u>
EXPENDITURE ON					
Charitable activities	3				
General funds		<u>191,783</u>	<u>3,210</u>	<u>194,993</u>	<u>148,800</u>
NET INCOME/(EXPENDITURE)		(26,104)	(3,210)	(29,314)	14,975
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>88,084</u>	<u>3,210</u>	<u>91,294</u>	<u>76,319</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>61,980</u></u>	<u><u>-</u></u>	<u><u>61,980</u></u>	<u><u>91,294</u></u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

HEALTHWATCH SHROPSHIRE (REGISTERED NUMBER: 08415314)

STATEMENT OF FINANCIAL POSITION

31 MARCH 2023

	Notes	2023 £	2022 £
CURRENT ASSETS			
Debtors	8	16,318	15,507
Cash at bank and in hand		<u>58,100</u>	<u>86,483</u>
		74,418	101,990
CREDITORS			
Amounts falling due within one year	9	(12,438)	(10,696)
		<u>61,980</u>	<u>91,294</u>
NET CURRENT ASSETS			
		<u>61,980</u>	<u>91,294</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>61,980</u>	<u>91,294</u>
NET ASSETS			
		<u>61,980</u>	<u>91,294</u>
FUNDS	11		
Unrestricted funds		61,980	88,084
Restricted funds		<u>-</u>	<u>3,210</u>
TOTAL FUNDS		<u>61,980</u>	<u>91,294</u>

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.

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 and were signed on its behalf by:

.....
Mrs V J Barrett - Trustee

The notes form part of these financial statements

HEALTHWATCH SHROPSHIRE

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.

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

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.

HEALTHWATCH SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES - continued

Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

Cash at bank and 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.

Financial instruments

The charity 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.

2. INCOME FROM CHARITABLE ACTIVITIES

	2023 General funds £	2022 Total activities £
Local authority grants	162,000	163,775
Other public sector grants	<u>3,679</u>	<u>-</u>
	<u>165,679</u>	<u>163,775</u>

In the prior year, £162,000 of the income related to unrestricted funds and £1,775 to restricted funds.

3. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 4) £	Support costs £	Totals £
General funds	<u>171,726</u>	<u>23,267</u>	<u>194,993</u>

In the prior year, £146,832 of the expenditure related to unrestricted funds and £1,968 to restricted funds.

HEALTHWATCH SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

4. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2023	2022
	£	£
Staff costs	143,264	99,097
Insurance	1,222	3,421
Telephone & broadband	1,074	270
Postage	514	423
Marketing & publicity	1,568	488
Travel & subsistence	2,221	248
Volunteer & Trustee expenses	796	115
Recruitment (including DBS)	99	2,614
Training & development	432	381
Consultancy	3,070	2,235
Publications/Subscriptions	91	66
Venue hire & events	1,369	806
Photocopying/internal printing	663	886
Office stationery	239	119
Equipment	1,233	2,451
Website & software	2,046	2,566
Office rent	6,898	7,095
Premises costs	<u>4,927</u>	<u>4,142</u>
	<u>171,726</u>	<u>127,423</u>

5. 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

During the year 5 Trustees (2022: 2) received reimbursement of expenses amounting to £577 (2022: £103).

6. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	133,662	92,722
Social security costs	4,196	2,220
Other pension costs	<u>5,406</u>	<u>4,155</u>
	<u>143,264</u>	<u>99,097</u>

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

	2023	2022
General	<u>7</u>	<u>5</u>

No employee received remuneration amounting to more than £60,000 in either year.

HEALTHWATCH SHROPSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

7. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
General funds	<u>162,000</u>	<u>1,775</u>	<u>163,775</u>
EXPENDITURE ON			
Charitable activities			
General funds	<u>146,832</u>	<u>1,968</u>	<u>148,800</u>
NET INCOME/(EXPENDITURE)	15,168	(193)	14,975
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>72,916</u>	<u>3,403</u>	<u>76,319</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>88,084</u></u>	<u><u>3,210</u></u>	<u><u>91,294</u></u>

8. DEBTORS

	2023 £	2022 £
Amounts falling due within one year:		
Trade debtors	13,500	13,500
Prepayments	<u>1,818</u>	<u>1,007</u>
	<u><u>15,318</u></u>	<u><u>14,507</u></u>
Amounts falling due after more than one year:		
Other debtors	<u>1,000</u>	<u>1,000</u>
Aggregate amounts	<u><u>16,318</u></u>	<u><u>15,507</u></u>

HEALTHWATCH SHROPSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	6,706	5,525
Social security and other taxes	2,987	3,536
Accruals and deferred income	<u>2,745</u>	<u>1,635</u>
	<u>12,438</u>	<u>10,696</u>

10. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Current assets	74,418	-	74,418	101,990
Current liabilities	<u>(12,438)</u>	<u>-</u>	<u>(12,438)</u>	<u>(10,696)</u>
	<u>61,980</u>	<u>-</u>	<u>61,980</u>	<u>91,294</u>

11. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
Unrestricted	88,084	(26,104)	61,980
Restricted funds			
Help2Change Shropshire Healthy Living	3,117	(3,117)	-
Shaping Places for Healthier Lives	<u>93</u>	<u>(93)</u>	<u>-</u>
	<u>3,210</u>	<u>(3,210)</u>	<u>-</u>
TOTAL FUNDS	<u>91,294</u>	<u>(29,314)</u>	<u>61,980</u>

HEALTHWATCH SHROPSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

11. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Unrestricted	165,679	(191,783)	(26,104)
Restricted funds			
Help2Change Shropshire Healthy Living	-	(3,117)	(3,117)
Shaping Places for Healthier Lives	-	(93)	(93)
	-	(3,210)	(3,210)
TOTAL FUNDS	<u>165,679</u>	<u>(194,993)</u>	<u>(29,314)</u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
Unrestricted	72,916	15,168	88,084
Restricted funds			
Help2Change Shropshire Healthy Living	3,116	-	3,116
Shaping Places for Healthier Lives	287	(193)	94
	<u>3,403</u>	<u>(193)</u>	<u>3,210</u>
TOTAL FUNDS	<u>76,319</u>	<u>14,975</u>	<u>91,294</u>

HEALTHWATCH SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

11. 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			
Unrestricted	162,000	(146,832)	15,168
Restricted funds			
Shaping Places for Healthier Lives	1,775	(1,968)	(193)
TOTAL FUNDS	<u>163,775</u>	<u>(148,800)</u>	<u>14,975</u>

Restricted Funds

Help2Change Shropshire Healthy Living - This fund is for engagement and research with members of the Shropshire public and users of health and care services, e.g. around barriers to accessing Social Prescribing.

Shaping Places for Healthier Lives - Healthwatch Shropshire was asked to run the public and organisational engagement for Shropshire Council/Public Health's Phase 2 project for 'Shaping Places for Healthier Lives' (a joint grant programme between The Health Foundation and Local Government Association). This project was to explore the reasons for food insecurity in South West Shropshire and identify solutions.

12. EMPLOYEE BENEFIT OBLIGATIONS

During the year end charitable company paid pension contributions of £5,406 (2022: £3,985). There were contributions payable at the year end of £1,075 (2022: £1,263).

13. RELATED PARTY DISCLOSURES

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

HEALTHWATCH SHROPSHIRE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	2022 £
INCOME AND ENDOWMENTS		
Charitable activities		
Local authority grants	162,000	163,775
Other public sector grants	<u>3,679</u>	<u>-</u>
	<u>165,679</u>	<u>163,775</u>
Total incoming resources	165,679	163,775
EXPENDITURE		
Charitable activities		
Wages	133,662	92,722
Social security	4,196	2,220
Pensions	5,406	4,155
Insurance	1,222	3,421
Telephone & broadband	1,074	270
Postage	514	423
Marketing & publicity	1,568	488
Travel & subsistence	2,221	248
Volunteer & Trustee expenses	796	115
Recruitment (including DBS)	99	2,614
Training & development	432	381
Consultancy	3,070	2,235
Publications/Subscriptions	91	66
Venue hire & events	1,369	806
Photocopying/internal printing	663	886
Office stationery	239	119
Equipment	1,233	2,451
Website & software	2,046	2,566
Office rent	6,898	7,095
Premises costs	<u>4,927</u>	<u>4,142</u>
	171,726	127,423
Support costs		
Management		
Sundries	5,114	4,075
Financial administration	<u>15,929</u>	<u>15,350</u>
	21,043	19,425
Governance costs		
Sundries	83	102
Independent examination fee	1,260	1,230
Carried forward	1,343	1,332

This page does not form part of the statutory financial statements

HEALTHWATCH SHROPSHIRE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

	2023	2022
	£	£
Governance costs		
Brought forward	1,343	1,332
Trustees expenses	577	103
Trustee indemnity insurance	<u>304</u>	<u>517</u>
	<u>2,224</u>	<u>1,952</u>
Total resources expended	<u>194,993</u>	<u>148,800</u>
Net (expenditure)/income	<u>(29,314)</u>	<u>14,975</u>

This page does not form part of the statutory financial statements