

Company registration number: 08407721

Charity registration number: 1159968

Healthwatch Nottingham and Nottinghamshire Limited

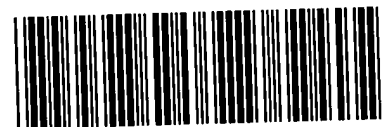
(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2018

Community Accounting Plus
7 Mansfield Road
Nottingham
NG1 3FB

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Healthwatch Nottingham and Nottinghamshire Limited

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Healthwatch Nottingham and Nottinghamshire Limited

Reference and Administrative Details

Trustees	Michelle Livingston, Chair Shirley Inskip Emma Challans Paula Noble Juliet Woodin (resigned 31 March 2018) Alan Sutton (resigned 5 January 2018)
Senior Management Team	Jez Alcock, Chief Executive until 31/03/18 Jane Laughton, Interim Chief Executive, from 01/04/18
Principal Office	Suite 8, Arnold Business Centre Brookfield Road Arnold Nottingham NG5 7ER
Company Registration Number	08407721
Charity Registration Number	1159968
Independent Examiner	John O'Brien, employee of Community Accounting Plus 7 Mansfield Road Nottingham NG1 3FB

Healthwatch Nottingham and Nottinghamshire Limited

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2018.

Structure, governance and management

Nature of governing document

The charity is a company limited by guarantee and registered charity. It is operated under the rules of its memorandum and articles of association dated 18 February 2013 and most recently amended 9 September 2014. It has no share capital and the liability of each member in the event of winding-up is limited to £1.

Recruitment and appointment of trustees

Open recruitment with interviews against a job description and person specification. All posts are advertised on our website and distributed through our extensive network. If required, posts are also advertised in the Nottingham Post. For the appointment of the Chair, an independent and appropriately experienced individual chairs the panel.

Board members may also be co-opted at other times to fill any unplanned vacancies or gaps in skills amongst the membership.

New Board members will generally be formally appointed at the Company's AGM which takes place during the autumn each year. Each new Board member will be subject to a six month review with the Chair of the Board to review progress both from the perspective of the individual Board member and the Chair.

Objectives and activities

Objects and aims

The objects of the Charity are the advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship for the benefit of the entire population of the County of Nottinghamshire and elsewhere by:

1. making the views and experiences of members of the general public known to health and social care providers;
2. enabling local people to have a voice in the development, delivery and equality of access to local health and social care services and facilities;
3. the promotion of high standards by health and social care providers;
4. providing training and the development of skills for volunteers and the wider community in understanding, scrutinizing, reviewing and monitoring local health and care services and facilities.

Summary of the main activities

- Promoting and supporting the involvement of local people in the commissioning, the 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 needs 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 and scrutinising local care services and shared with Healthwatch England;
- Providing advice and information about access to local care services so choices 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;

Healthwatch Nottingham and Nottinghamshire Limited

Trustees' Report

- 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 particular issues;
- Providing Healthwatch with the intelligence and insight it needs to enable it to perform effectively.

Public benefit

Enabling local people to have a voice in the development, delivery and equality of access to local health and social care services and facilities; the promotion of high standards by health and social care providers; providing training and the development of skills for volunteers and the wider community in understanding, scrutinizing, reviewing and monitoring local health and care services and facilities.

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Achievements and performance

Raising awareness of Healthwatch: We have reached 4,186 people through digital channels and visited 56 places to raise awareness of Healthwatch with our Talk to Us sessions. We have spoken to 2,003 people about their views and experiences of local health and care. We have given 36 people information and advice.

Collecting local people's views and experiences: In total we have collected 386 experiences from local people about 193 different health and social care services. We have ensured that the experiences that we collect are shared with the service provider so that they are aware of what is working well and where improvements can be made.

Our priorities are reflective of the experiences and intelligence shared with Healthwatch. During 2017/18 we prioritised the following areas of work: Our Enter and View programme, Lesbian, gay, bisexual and transgender (LGBT+) project, Mental Health Crisis Concordat follow up, seeking to build data sharing protocols with key partners and developing a combined Healthwatch Nottinghamshire with Healthwatch Nottingham.

Along with our general engagement, we have also undertaken focussed 'Insight Projects'. These projects have enabled us to produce reports with a clear evidence base on which recommendations can be formulated and, ultimately, make sure your experiences of services are heard by those who plan and pay for care.

Working with volunteers: We have set up a network of volunteer Hubs who act as a two-way communications system which enables more people across the County to engage with us and have their voices heard as well as receiving information from us about what is going on locally. Our Hub network expand our scale and reach and also empowers people in hard to reach areas and groups to give us their feedback in an easy and accessible way. We have 49 active volunteers and have attended 243 activities which were supported by them. Healthwatch has delivered 52 hours of volunteer training, and received 1,132.5 hours of volunteer time.

These accounts relate purely to Healthwatch Nottinghamshire. This organisation has been renamed in the next financial year.

Financial review

Policy on reserves

The reserves are there to cover any unforeseen dips in income ensuring sustainability during the financial year; moreover, to ensure full operational costs are covered for a minimum of 3 months should all income sources cease.

Healthwatch Nottingham and Nottinghamshire Limited

Trustees' Report

Principal risks and uncertainties

Main risks

Substantial reduction in our local authority grants over the last two years mean we are increasingly reliant on our ability to secure contracted income and have used some of our surplus from previous years to build this capability.

Plans for future periods

Aims and key objectives for future periods

On 04/09/18 Nottingham Healthwatch Ltd (company number 08525544) closed and all assets, liabilities and on-going activities were transferred to Healthwatch Nottingham and Nottinghamshire Limited. The change of name to Healthwatch Nottingham and Nottinghamshire was approved by Companies House in September 2018. The Boards approved the coming together of the 2 organisations from 1 June 2018.

Statement of Trustees' Responsibilities

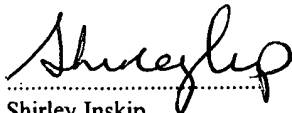
The trustees (who are also the directors of Healthwatch Nottingham and Nottinghamshire Limited for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted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

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 its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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.

The annual report was approved by the trustees of the charity on 4 December 2018 and signed on its behalf by:



Shirley Inskip
Trustee

Healthwatch Nottingham and Nottinghamshire Limited

Independent Examiner's Report to the trustees of Healthwatch Nottingham and Nottinghamshire Limited

Independent examiner's report to the trustees of Healthwatch Nottingham and Nottinghamshire Limited ('the Company')

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2018.

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 the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member and Fellow of the Association of Charity Independent Examiners, 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 that in any material respect:

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.



John O'Brien MSc, FCCA, FCIE, employee of Community Accounting Plus
Fellow of the Association of Charity Independent Examiners

7 Mansfield Road
Nottingham
NG1 3FB

Date:

11/12/18

Healthwatch Nottingham and Nottinghamshire Limited

Statement of Financial Activities for the Year Ended 31 March 2018 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
Income and Endowments from:					
Donations and legacies	2	248,000	-	248,000	301,940
Charitable activities	3	-	3,150	3,150	40
Investment income	5	-	-	-	40
Total Income		248,000	3,150	251,150	302,020
Expenditure on:					
Charitable activities	6	(232,796)	(3,175)	(235,971)	(318,526)
Total Expenditure		(232,796)	(3,175)	(235,971)	(318,526)
Net income/(expenditure)		15,204	(25)	15,179	(16,506)
Transfers between funds		(25)	25	-	-
Net movement in funds		15,179	-	15,179	(16,506)
Reconciliation of funds					
Total funds brought forward		238,648	-	238,648	255,154
Total funds carried forward	15	253,827	-	253,827	238,648

All of the charity's activities derive from continuing operations during the above two periods.

Healthwatch Nottingham and Nottinghamshire Limited

Statement of Financial Activities for the Year Ended 31 March 2018 **(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)**

These are the figures for the previous accounting period and are included for comparative purposes

	Note	Unrestricted funds £	Total 2017 £
Income and Endowments from:			
Donations and legacies	2	301,940	301,940
Charitable activities	3	40	40
Investment income	5	40	40
Total Income		302,020	302,020
Expenditure on:			
Charitable activities	6	(318,526)	(318,526)
Total Expenditure		(318,526)	(318,526)
Net expenditure		(16,506)	(16,506)
Net movement in funds		(16,506)	(16,506)
Reconciliation of funds			
Total funds brought forward		255,154	255,154
Total funds carried forward	15	238,648	238,648

Healthwatch Nottingham and Nottinghamshire Limited

(Registration number: 08407721)
Balance Sheet as at 31 March 2018

	Note	2018 £	2017 £
Fixed assets			
Tangible assets	11	308	370
Current assets			
Debtors	12	16,148	1,166
Cash at bank and in hand		<u>248,518</u>	<u>248,953</u>
		264,666	250,119
Creditors: Amounts falling due within one year	13	<u>(11,147)</u>	<u>(11,841)</u>
Net current assets		<u>253,519</u>	<u>238,278</u>
Net assets		<u>253,827</u>	<u>238,648</u>
Funds of the charity:			
Unrestricted income funds			
Unrestricted funds		<u>253,827</u>	<u>238,648</u>
Total funds	15	<u>253,827</u>	<u>238,648</u>

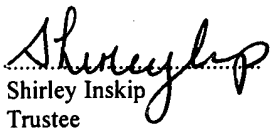
For the financial year ending 31 March 2018 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The financial statements on pages 6 to 17 were approved by the trustees, and authorised for issue on 4 December 2018 and signed on their behalf by:


Shirley Inskip
Trustee

Healthwatch Nottingham and Nottinghamshire Limited

Notes to the Financial Statements for the Year Ended 31 March 2018

1 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

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

Basis of preparation

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

Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Exemption from preparing a cash flow statement

The charity opted to adopt Bulletin 1 published on 2 February 2016 and have therefore not included a cash flow statement in these financial statements.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Healthwatch Nottingham and Nottinghamshire Limited

Notes to the Financial Statements for the Year Ended 31 March 2018

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows: Computer equipment 33.3%; Fixtures & fittings 10.0%.

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Healthwatch Nottingham and Nottinghamshire Limited

Notes to the Financial Statements for the Year Ended 31 March 2018

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme for the employees. The assets of the scheme are held separately from those of the charity. Pension costs charges in the Statement of Financial Activities represent the contributions payable by the charity during the year.

Healthwatch Nottingham and Nottinghamshire Limited

Notes to the Financial Statements for the Year Ended 31 March 2018

2 Income from donations and legacies

	Unrestricted funds		
	General	Total	Total
	£	2018	2017
		£	£
Grants, including capital grants; Government grants	248,000	248,000	301,940
	<u>248,000</u>	<u>248,000</u>	<u>301,940</u>

3 Income from charitable activities

	Restricted funds	Total	Total
	£	2018	2017
		£	£
Grants & donations	3,150	3,150	-
Events	-	-	40
	<u>3,150</u>	<u>3,150</u>	<u>40</u>

4 Grants & donations

	Unrestricted funds	Restricted funds	Total
	£	£	£
Nottinghamshire County Council	248,000	-	248,000
NHS Sheffield CCG	-	3,150	3,150
	<u>248,000</u>	<u>3,150</u>	<u>251,150</u>

5 Investment income

	Total	Total
	2018	2017
	£	£
Interest receivable and similar income; Interest receivable on bank deposits	-	40
	<u>-</u>	<u>40</u>

Healthwatch Nottingham and Nottinghamshire Limited

Notes to the Financial Statements for the Year Ended 31 March 2018

6 Expenditure on charitable activities

	Unrestricted funds	Restricted funds	Total 2018	Total 2017
	General £	£	£	£
Agency staff	8,931	-	8,931	-
Bad debts	-	-	-	575
Depreciation	62	-	62	1,608
Events & activities	-	-	-	717
Equipment, repairs & renewals	705	-	705	662
IT software	8,616	-	8,616	17,395
Insurance	173	-	173	3,268
Legal & professional	11,205	-	11,205	3,596
Premises maintenance	140	-	140	-
Printing & stationery	2,730	37	2,767	5,115
Publications & subscriptions	802	-	802	-
Publicity & website	602	-	602	7,405
Rates	291	-	291	-
Recruitment	437	-	437	598
Refreshments	107	-	107	-
Rent & room hire	17,153	28	17,181	18,950
Telephone & postage	5,672	210	5,882	2,532
Training	526	-	526	2,056
Travel & subsistence	5,397	-	5,397	6,079
Utilities	2,696	-	2,696	870
Volunteer expenses	1,737	-	1,737	7,258
Wages	141,570	2,900	144,470	214,468
Social security costs	9,371	-	9,371	13,658
Pensions	6,297	-	6,297	11,565
Redundancy	7,394	-	7,394	-
Bank charges	182	-	182	151
	<u>232,796</u>	<u>3,175</u>	<u>235,971</u>	<u>318,526</u>

Healthwatch Nottingham and Nottinghamshire Limited

Notes to the Financial Statements for the Year Ended 31 March 2018

7 Trustees remuneration and expenses

During the year the charity made the following transactions with trustees:

Alan Sutton

Alan Sutton received remuneration of £Nil (2017: £1,000) and £281 (2017: £739) of travel expenses were reimbursed to Alan Sutton during the year.

Emma Challans

£255 (2017: £146) of travel expenses were reimbursed to Emma Challans during the year.

Michelle Livingston

Michelle Livingston received remuneration of £9,667 (2017: £6,476) during the year.

Paula Noble

£626 (2017: £161) of travel expenses were reimbursed to Paula Noble during the year.

No trustees have received any other benefits from the charity during the year.

8 Staff costs

The aggregate payroll costs were as follows:

	2018 £	2017 £
Staff costs during the year were:		
Wages and salaries	144,470	214,468
Social security costs	9,371	13,658
Pension costs	6,297	11,565
Compensation payments	7,394	-
	<u>167,532</u>	<u>239,691</u>

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2018 No	2017 No
Average number of employees during the year was	<u>8</u>	<u>11</u>

7 (2017 - 10) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £6,297 (2017 - £11,565).

During the year, the charity made redundancy and/or termination payments which totalled £7,394 (2017 - £Nil).

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £30,683 (2017 - £40,000).

Healthwatch Nottingham and Nottinghamshire Limited

Notes to the Financial Statements for the Year Ended 31 March 2018

9 Fees payable to independent examiner

During the period, the fees payable (excluding VAT) to the charity's independent examiner Community Accounting Plus are analysed as follows:

	2018 £	2017 £
Independent examination	1,200	1,200
Other financial services	1,993	723
	<u>3,193</u>	<u>1,923</u>

10 Taxation

No tax was charged in the year (2017 - £00).

11 Tangible fixed assets

	Computer equipment £	Fixtures & fittings £	Total £
Cost			
At 1 April 2017	<u>21,187</u>	<u>618</u>	<u>21,805</u>
At 31 March 2018	<u>21,187</u>	<u>618</u>	<u>21,805</u>
Depreciation			
At 1 April 2017	21,187	248	21,435
Charge for the year	<u>-</u>	<u>62</u>	<u>62</u>
At 31 March 2018	<u>21,187</u>	<u>310</u>	<u>21,497</u>
Net book value			
At 31 March 2018	<u>-</u>	<u>308</u>	<u>308</u>
At 31 March 2017	<u>-</u>	<u>370</u>	<u>370</u>

12 Debtors

	2018 £	2017 £
Trade debtors	16,148	-
Other debtors	<u>-</u>	<u>1,166</u>
	<u>16,148</u>	<u>1,166</u>

Healthwatch Nottingham and Nottinghamshire Limited

Notes to the Financial Statements for the Year Ended 31 March 2018

13 Creditors: amounts falling due within one year

	2018 £	2017 £
Trade creditors	5,072	3,088
Tax & Social security	2,514	5,514
Other creditors	3,042	3,239
Accruals	519	-
	<u>11,147</u>	<u>11,841</u>

14 Charity status

The charity is a company limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

15 Funds

	Balance at 1 April 2017 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2018 £
Unrestricted funds					
<i>General</i>					
General fund	238,648	248,000	(232,796)	(25)	253,827
Restricted funds					
Missed Appointments	-	3,150	(3,175)	25	-
Total funds	<u>238,648</u>	<u>251,150</u>	<u>(235,971)</u>	<u>-</u>	<u>253,827</u>
	Balance at 1 April 2016 £	Incoming resources £	Resources expended £		Balance at 31 March 2017 £
Unrestricted funds					
<i>General</i>					
General fund	<u>255,154</u>	<u>302,020</u>	<u>(318,526)</u>		<u>238,648</u>

Healthwatch Nottingham and Nottinghamshire Limited

Notes to the Financial Statements for the Year Ended 31 March 2018

The specific purposes for which the funds are to be applied are as follows:

Missed Appointments - in November 2017 we supported Healthwatch Doncaster, working in partnership with Doncaster and Bassetlaw Teaching Hospitals (DBTH) NHS Foundation Trust, to deliver a project looking into 'Missed Appointments'. The aim of the project was to ascertain the reasons why people missed hospital appointments and ask patients for recommendations about what could be done in order that DBTH could start to make some process changes to reduce the number of missed appointments. Healthwatch staff and volunteers gathered views from 212 people attending the out patients department at Bassetlaw District General Hospital using a structured survey.

The transfer from the General fund to the Missed Appointments fund is to cover the deficit on this activity.

16 Analysis of net assets between funds

	Unrestricted funds General £	Total funds £
Tangible fixed assets	308	308
Current assets	264,666	264,666
Current liabilities	(11,147)	(11,147)
Total net assets	<u>253,827</u>	<u>253,827</u>

17 Related party transactions

There were no related party transactions in the year.