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HEALTHWATCH SUTTON

Company No: 08171224
(A Company Limited by Guarantee and not having a Share Capital)

Charity No: 1151601

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

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COMPANIES HOUSE

MYRUS SMITH
Chartered Accountants

Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

HEALTHWATCH SUTTON

Company No: 08171224
(A Company Limited by Guarantee and not having a Share Capital)

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TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

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HEALTHWATCH SUTTON

Company No: 08171224

Charity No: 1151601

**TRUSTEES' REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021**

The Board of Directors/Trustees presents its report and audited financial statements for the year ended 31 March 2021.

Reference and Administrative Information

Charity No. 1151601
Company No. 08171224

Registered Office and
Principal address: Granfers Community Centre
73-79 Oakhill Road,
Sutton
Surrey
SM1 3AA

Board of Directors/Trustees who served during the year and up to the date of this report:

Chairperson: David Williams (to 28 July 2021)
Interim Chairperson: Barbara McIntosh (from 13 September 2021)
Vice Chairperson: Barbara McIntosh (to 13 September 2021)

Director and Trustee: Adrian Attard
Director and Trustee: Adrian Bonner
Director and Trustee: David Elliman
Director and Trustee: Barbara McIntosh
Director and Trustee: Shri Mehrotra
Director and Trustee: Noor Sumun
Director and Trustee: Launa Watson
Director and Trustee: David Williams (to 28 July 2021)
Director and Trustee: Janet Wingrove
Director and Trustee: Derek Yeo (to 3 December 2020)

Staff Team: Pete Flavell – Chief Executive Office
Andrew McDonald – Health Engagement and Project Officer
Gemma Thatcher – Communications, Engagement and Projects Officer
Lorraine Davis – Team Administrator

Bankers: Barclays Bank PLC
43 High Street
Sutton
Surrey
SM1 1DR

Independent Examiner: Stephen Jones
c/o Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton
Surrey
SM1 4BW

**HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

1. Structure, governance and management

Healthwatch Sutton (HWS) is the consumer champion for health and social care in Sutton. HWS was incorporated on the 7th August 2012 and achieved charitable status on 11th April 2013 it is therefore both a Company limited by Guarantee (08171224) and a registered Charity (1151601).

HWS is governed by a Board of Directors/Trustees (currently 9) who meet bi-monthly to oversee the strategic direction and development of the organisation. One trustee resigned in December 2020. The members of HWS are local voluntary organisations and individual residents who have an interest in health and social care and support the work of HWS.

The Board of HWS work in partnership with 2 local voluntary organisations (through sub-contracting arrangements) to deliver the work of HWS.

The HWS partner organisations are:

- Community Action Sutton who support the Board, the running of HWS, the engagement and representation role and the delivery of specific projects.
- Advice Link Partnership Sutton (ALPS) who provide an information and advice service.

Recruitment and Appointment of new Trustees

Trustees are recruited and co-opted on to the Board of Healthwatch Sutton during the course of the year to meet the requirements of the organisation. At the Annual General Meeting the membership vote as to decide if they should be elected to the board.

2. Financial Review

HWS's main source of income comes from the London Borough of Sutton and in 2020/21 £109,962 was received to deliver the activities of the organisation. An annual amount of £20,000 is allocated to ALPS to deliver the information and advice service on behalf of HWS. The balance was retained by HWS/Community Action Sutton to deliver the core work of the organisation – including funding the 4 staff and office accommodation.

Additional funding of £39,852 was secured from Sutton Clinical Commissioning Group to support work to development Patient Participation Groups, the Patient Reference Group and Primary Care Network public engagement. Other grants from various NHS organisations, totalled £3216.

There were no significant one-off costs were incurred during the year and a considerable reduction given by Community Action Sutton for office and management costs due to the COVID-19 pandemic, gave considerable support to our finances for the year.

3. Public Benefit Statement

HWS Trustees have complied with their duty to have due regard to the guidance on public benefit published by the Commission in exercising their powers or duties. The activities delivered during 2020/21 have been entirely in accordance with the charitable objectives.

4. Objectives and Activities

4.1 The Objects of the Charity are:

1. the advancement of health and the relief of those in need, including by:
 - (i) providing information and advice to the general public about local health and social care services; and
 - (ii) making the views and experiences of members of the general public known to health and social care providers;

**HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

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2. the advancement of citizenship and community development, including ensuring local people have a voice in the development, delivery and equality of access to local health and care services and facilities;
3. the advancement of education, including the provision of training and the development of skills for volunteers and the wider community in understanding, reviewing and monitoring local health and care services and facilities;
4. any other exclusively charitable purposes as the Trustees see fit; in particular (but not exclusively) in Sutton and neighbouring areas of South London.
5. This provision may be amended by special resolution but only with the prior written consent of the Commission.

4.2 Activities

HWS gives people a chance to have their say and help to improve local health and social care services. It does this through the following activities:

- Giving people information, advice and support about local health and social care services.
- Actively finding out what people think about health and social care services.
- Having voting rights on the local Health and Wellbeing Board and making recommendations on how health and social care services should be run.
- Sharing information and ideas with other local Healthwatch groups, Healthwatch England and the Care Quality Commission.

5. Achievements and Performance

The main achievements during 2020/21 were as follows.

5.1 Care Homes: Then and Now

In October 2019, we carried out a pilot visit to Crossways Nursing Care Home.

We tested out a new system that helped us collect the views and experiences of staff, residents and their family and friends. We thoroughly enjoyed our visit and got to see the care home in action!

Following our visit, we produced a [report for Crossways Care Home](#) that looked at 9 quality indicators and gave a red, amber or green rating for each.

Following the success of the pilot and publication of the report, we started to organise visits to a further 10 care homes across the Borough. By March 2020, we had held meetings with 6 care home managers to set-up our visits.

However, as the COVID-19 virus spread, it became increasingly apparent that care home residents were amongst the most vulnerable residents in Sutton and were most prone to the most severe effects of the virus. In light of this, we cancelled our plans to visit care homes.

Throughout the pandemic, we were in discussions with Care Home Commissioners at Sutton Council to understand the difficult situation that care homes were in. They told us that they would benefit from a project that captured the views and experiences of staff, residents and their family and friends during COVID-19. We offered to help collect this information independently and remotely with the view of publishing a report outlining the key issues that arose during the pandemic, so that learning could be made with recommendations.

We launched this new project in February 2021 by sending out packs to all care homes in our area. The packs included paper copies of surveys, posters for staff areas, residents areas and areas frequented by visitors. All the surveys could also be completed online by scanning a code on the poster. Survey collection has continued into May and a report will be published in the summer.

We are hoping to return to physical visits to care homes with our band of volunteers once we feel it is safe to do so and the care homes have had a break!

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
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5.2 Children's Mental Health: Then and Now

Understanding the mental health needs of primary school children pre COVID-19

Before the pandemic, we asked nearly 1000 primary school pupils (aged 9-11) about their mental wellbeing, and we feel that it is important that their voices are heard.

Our report found:

Most pupils told us that friends made them happy, and they worried most about school and homework;
96% of pupils had access to an internet-enabled device and a majority had some form of supervision when online;
78% of pupils had at least one social media account.

We understand that COVID-19 has immensely affected primary school education. In light of this, it is likely that the mental health of pupils will have been impacted. Our report has established a baseline, and provides us with an opportunity to carry out a pre and post COVID-19 comparison on the state of mental health in primary school pupils in Sutton. As such, our recommendation is:

To investigate the potential to repeat this survey, possibly with additional questions that reflects the pandemic's impact, in order to publish a comparative report of pupil's mental health prior to and following the COVID-19 pandemic.

5.3 Sharing GP Services in Sutton

GP practices are now working together in 4 Primary Care Networks (PCNs) in the London Borough of Sutton.

PCNs were formally established in July 2019 and are groups of GP practices who are working together to provide a wider variety of services at a broader range of times. PCNs cover local populations of between 30,000 and 50,000 people.

It is intended that PCNs deliver the following for patients:

- Better, more personalised health and care services, delivered more conveniently in settings closer to home
- Support for individuals with more complex conditions that is better co-ordinated across different health and care services
- Stronger support for patients to play a much greater role in making safe and informed decisions about their own health and care, taking full advantage of all local resources.

We wanted to find out what you thought about these changes to GP services. [Here is what you told us:](#)

- 52% would be willing to use an app to answer questions before contacting a GP;
- Over half of respondents would not be willing to take part in a group appointment with people with a similar condition;
- ¾ of respondents would accept a referral to a link worker. A link worker could support you to access a service or activity provided by a group or charity (e.g. social activity, housing or debt advice);
- Self-management and exercise (group and individual) were the most commonly selected for advice and support.

We are currently in the process of developing recommendations and actions in partnership with key stakeholders, including PCNs (via their Clinical Directors and support staff), Primary Care Commissioners, Sutton GP Services (GP Federation), Patient Participation Groups and the PRG.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
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5.4 Making a Difference Together

Through our commissioned work, we are able to ensure the views of local people are heard and influence decision-making when improving services and patient experiences.

We support Patient Participation Groups (PPGs) at local GP surgeries, as well as the Patient Reference Group (PRG) to communicate with local commissioners. This work is funded by NHS Sutton.

Additionally, we provide independent feedback and reporting systems for local health and social care services. This year, we have supported Sutton Health and Care @ Home and the Palliative Care Co-ordination Hub.

5.5 Patient Participation Groups (PPGs)

PPG activities were inevitably put on hold in the early part of the year. In August, it was possible to meet virtually with the Chairs and patient leads of PPGs. We explored different ways of working going forward, including the possibility of offering virtual meetings to engage with a larger, more diverse group of the patient population. We also discussed how PPGs can support their respective practices, working more collaboratively across Primary Care Networks, new clinical roles in GP practices and ideas for future patient engagement and surveys.

5.6 Patient Reference Group (PRG)

PRG meetings were also temporarily put on hold during the early part of the year. However, in July, we were able to hold our first virtual meeting. Attendance at this and further virtual meetings has been good and the majority of patient representatives have been able to navigate the technology and take part. To facilitate this, we ran a number of 'Zoom masterclasses', sharing our own steep learning curve on holding effective Zoom meetings!

The group was provided with information on the COVID-19 response and recovery by Sutton Health and Care and an overview of their *Changes and Priorities since March 2020*. They were also provided with an overview of the Primary Care response to the pandemic.

Meetings continue to be held virtually. The group are playing an important role in disseminating information and providing feedback on current issues, including Test and Trace, COVID-19 messages and the importance of the flu vaccination programme. This is alongside work on social prescribing in GP practices and the development of Primary Care Networks.

5.7 Providing a Patient Perspective

Epsom and St Helier Hospitals asked us for help in capturing patient feedback on the impact and perception of a different way of working, with the introduction of Physician Associates in the triage areas of their Emergency Departments (ED).

PRG and Healthwatch Sutton volunteers reviewed the Hospital's draft information leaflet and questionnaire, intended for patients who have been through the ED. The volunteers reviewed the materials based on design, ease of understanding, language and ease of use.

We collated the volunteers' feedback and passed it to the study lead at the Hospital.

5.8 Remote consultations and digital prescriptions

The COVID-19 pandemic forced the majority of GP consultations to take place remotely and an increase in electronic prescriptions.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

/contd...

In June 2020, we asked our patient group members and volunteers to tell us about their experiences of these services to find out how they were working. We received 25 responses. These responses included feedback on positive and negative experiences, observations and suggestions on ways their experience could have been improved.

We were able to provide initial feedback at the PRG meeting in July before the full report was published. Insight from this timely survey and the Changing your GP service survey helped to inform those responsible for planning and providing Sutton GP services to help target their own work going forward.

Remote consultations

The majority of patients commented that their remote consultations were well managed and saved time. Generally, people said that it was easier to get an appointment, GPs called on time and that they would be happy to use the service again.

In terms of negative feedback, some felt a 10 minute appointment was not sufficient and a telephone consultation limited patients' ability to communicate their concerns. As a result, they would have preferred a video consultation.

Technological problems, such as poor connection, were also noted.

Digital prescriptions

Overall, people were positive about digital prescriptions. Patients said that the process was simple, easy and straightforward. They also said it was a more efficient use of their time and the GP's, and felt the service was particularly helpful for carers.

5.9 Sutton Health and Care @ Home

The @Home service is designed to minimise the number of older people attending A&E and if they do need to be admitted, the service supports them to return home as soon as possible. We have supported the service for the last 2 years by providing an ongoing feedback and reporting system. People who have used the service complete a survey, we then analyse the data and provide a quarterly report. To date, we have produced 5 reports that the service has used to monitor quality and share with their commissioners. The service was put under extreme pressure by the pandemic. As a result, they stopped collecting user feedback (including their own Friends and Family Test) to focus entirely on delivering their service. Our reporting also stopped. However, the service has confirmed that they will restart collection in the coming months.

5.10 Sutton Palliative Care Co-ordination (PCC) Hub

The PCC Hub provides support to patients and their families and carers to live well, during the last stages of life. We have been a key part of the Board for this service which was launched during the peak of the pandemic in April 2020. As one of the organisations involved in the planning for this service, we felt that it could benefit from an independently delivered user evaluation reporting system. We worked with the service to design 3 surveys to collect the views of service users, their relatives and people who have been bereaved. We trained up our volunteers to call these groups of people and carry out the survey over the phone. We have now started producing reports that are used by staff, managers and other stakeholders to understand how well the service is working and make changes or improvements if needed.

5.11 Responding to COVID-19

Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
/contd...

The Healthwatch Sutton Information and Advice service is based at *Citizens Advice Sutton* and operates as part of the Advice Link Partnership Sutton (ALPS). This service is open 9am to 5pm, Monday to Friday. You can get in touch with them by phone, online or in person for information and signposting relevant to health and social care issues.

This year we helped 1,940 people by:

- Providing up to date advice on the COVID-19 response locally
- Linking people to reliable up-to-date information
- Supporting the vaccine roll-out
- Supporting the community volunteer response
- Helping people to access the services they need

Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped 1098 people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people's queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

5.12 Your experience of COVID-19

Throughout the pandemic, we have continually sought to understand local residents' experiences of COVID-19 and new services, such as Test and Trace and the vaccine rollout programme.

Your thoughts on NHS Test and Trace

We captured the thoughts, views and experiences of local residents to find out how the NHS Test and Trace system is working in Sutton.

We received a variety of anecdotal feedback that people were concerned about the effectiveness of the system, especially toward the end of 2020. As a result, we put together a short survey to find out the views concerning the system. In total, 113 people completed our survey.

We captured the thoughts, views and experiences of local residents to find out how the NHS Test and Trace system is working in Sutton.

We found:

- 90% knew *definitely or to some extent* how to organise a test.
- Nearly 80% stated that they were not confident that the NHS Test and Trace system will effectively reduce the transmission of COVID-19.
- 58% confirmed they had downloaded the NHS COVID-19 app.

We acknowledge that it is hard for local organisations to influence a national initiative. However, the publication of our report happened to coincide with a meeting held by Healthwatch England and Public Health England. As a result, our findings were shared directly with the national leads of the Test and Trace programme. We also shared our report with the NHS and Local Authority.

Keeping Sutton Safe: COVID-19 Vaccine Survey

As the vaccine roll-out gained momentum, it became apparent that it was important that as many people chose to take the vaccine. There was some intelligence gathered nationally that indicated that some people were hesitant about having the jab. We wanted to understand what Sutton residents thought about the vaccine.

We worked in partnership with Sutton Council and NHS Sutton to develop a survey, using Keep London Safe's template. The survey aimed to find out if people would be happy to receive the vaccine and identify reasons why people may be more hesitant. It ran from February to April 2021 and the response results will be published in the coming months.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
/contd...

5.13 Our Volunteers

At Healthwatch Sutton, we are supported by 22 volunteers to help us find out what people think is working, and what improvements people would like to make to services.

What a weird year it has been for our volunteers! Ordinarily we would be carrying out visits to care homes or St Helier Hospital, stuffing envelopes for mail-outs or carrying out research in the office. Unfortunately, the pandemic has made it very difficult to carry out this type of work.

We have held 2 virtual Volunteers Forums to catch-up with our volunteers, and keep them updated with all the happenings at Healthwatch Sutton. As things start to return to normal, we hope that opportunities for our volunteers to get involved in our work will improve.

We must not forget our Directors are also volunteers. Our Board meetings have continued as usual, albeit virtually. We have also continued to invite members of the public to attend as observers.

5.14 Next steps

Top three priorities for 2021-22

- Care homes
- Mental wellbeing of primary school children
- Building for our future (Epsom and St Helier Hospitals NHS Trust)

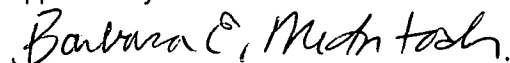
Our main priority is to restart the 2 projects that were stopped during COVID-19. We would like to resume our Enter & View visits to care homes and continue our work looking into the mental wellbeing of primary school children in the Borough.

We also have a few ideas that might lead on to new projects. We have been looking into finding out the views of local people who have used the triage system provided by Sutton Uplift, as it provides the starting point for access to mental health support in Sutton. We are also interested in seeing if we can help provide some local people's insight that could help develop the proposal for the mental health service transformation that is being carried out across South West London, with Sutton being a leader in developing the model.

Plans are also progressing for the new hospital development in the south of the Borough. We are keen that people's views are included in decisions about the build to make sure the facility is accessible and fit for purpose.

Through our work for NHS Sutton, we are supporting projects being carried out by the 4 new Primary Care Networks (PCNs) in the Borough. They are looking to identify a specific health need in their area and put in place a plan to try and support people in their area to improve their health and wellbeing. For example, in Carshalton, data shows that the prevalence of diabetes is high and management of the condition is poorer than in other areas.

Approved by the Board of Trustees on 8 November 2021 and signed on its behalf by:



Barbara McIntosh
Trustee

Independent Examiner's Report to the Trustees of:

HEALTHWATCH SUTTON

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021, which are set out on pages 10 to 14.

Responsibilities and basis of report

As the charity 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 company'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 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.



S.A. Jones FCA
% Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

8 November 2021

HEALTHWATCH SUTTON
STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2020 £
INCOME			
Donations		420	-
Incoming resources from charitable activities	2	153,030	163,046
		<u>153,450</u>	<u>163,046</u>
EXPENDITURE			
Charitable activities	3	147,865	170,703
		<u>147,865</u>	<u>170,703</u>
NET MOVEMENT IN FUNDS		5,585	(7,657)
Reconciliation of Funds			
Fund balances brought forward	8	44,328	51,985
Fund balances carried forward	8	<u>£49,913</u>	<u>£44,328</u>

All funds are unrestricted.

All income and expenditure is derived from continuing activities.

HEALTHWATCH SUTTON
(Company No: 08171224)

BALANCE SHEET

AS AT 31 MARCH 2021

		Notes	2021 £	2020 £
CURRENT ASSETS				
Debtors	6		1,429	214
Cash at Bank			73,769	49,436
			<u>75,198</u>	<u>49,650</u>
CREDITORS:				
Amounts falling due within one year	7		25,285	5,322
			<u>£49,913</u>	<u>£44,328</u>
NET ASSETS				
FUNDS				
Unrestricted funds	8		<u>£49,913</u>	<u>£44,328</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

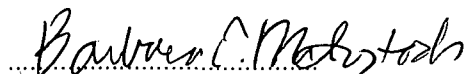
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the companies Act 2006.

The directors acknowledge their responsibilities for:

- (a) ensuring that the company keeps accounting records which comply with Section 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 company as at the end of each financial year and of its profit for loss 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 company.

These Financial Statements have been prepared in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 8 November 2021 and signed on its behalf by:


Barbara McIntosh

Trustee

The notes form part of these Financial Statements.

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

a) Basis of preparation and assessment of going concern

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The Charity constitutes a public benefit entity as defined by FRS 102.

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

The significant accounting policies have been consistently applied to all years presented unless otherwise stated.

b) Fund Accounting

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

Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for specific purposes.

c) Company Status

The charity is a company limited by guarantee and is registered in England and Wales. The members of the company are the trustees. In the event of the charity being wound-up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the Reference and Administrative Information on page 1.

d) Incoming Resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Income from contracts which are related to performance is recognised as the charity earns the right to consideration by its performance.

e) Resources Expended

All expenditure is accounted for on an accruals basis.

Charitable activities comprise 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.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charity.

f) Pension Costs

The charity operates a defined contribution pension scheme for the benefit of its employees. The cost of contributions are charged to the Statement of Financial Activities in the year they are payable.

HEALTHWATCH SUTTON

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

/contd...

1. ACCOUNTING POLICIES (cont'd)

g) Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

h) Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and which are receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. INCOME FROM CHARITABLE ACTIVITIES	2021 £	2020 £
Contracts		
London Borough of Sutton	109,962	109,962
NHS Sutton Clinical Commissioning Group	39,852	39,852
Other NHS organisations	2,466	13,232
Other organisations	750	-
	<u>£153,030</u>	<u>£163,046</u>

All of the £163,046 recognised in 2020 related to unrestricted funds.

3. CHARITABLE ACTIVITIES	Direct costs £	Grant funding of activities £	Support costs £	TOTAL 2021 £	TOTAL 2020 £
Staff and volunteers costs	112,753	-	-	112,753	118,423
Subcontractors	-	20,000	-	20,000	20,000
Property costs	-	-	1,510	1,510	7,263
General running costs	-	-	3,689	3,689	8,731
Management costs	-	-	2,600	2,600	5,200
ICT costs	-	-	766	766	2,934
Finance costs	-	-	2,950	2,950	2,600
Other support costs	-	-	2,271	2,271	3,781
Governance costs (note 4)	-	-	1,326	1,326	1,771
	<u>£112,753</u>	<u>£20,000</u>	<u>£15,112</u>	<u>£147,865</u>	<u>£170,703</u>

All of the £170,703 expenditure recognised in 2020 related to unrestricted funds.

All of the above costs relate to the sole activity of the Charity which is to offer people a chance to have their say and help improve local health and social care services.

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021
/cont'd....

4. GOVERNANCE COSTS	2021	2020
	£	£
Independent Examiner's fees	1,326	1,188
Board Meetings and AGM	-	557
Other costs	-	26
	<u>£1,326</u>	<u>£1,771</u>
5. STAFF COSTS	2021	2020
	£	£
Wages and salaries	96,736	98,893
Social Security costs	9,654	9,680
Pension costs	4,502	4,089
Other direct costs	1,861	5,761
	<u>£112,753</u>	<u>£118,423</u>
	No:	No:
Average number of employees based on full-time equivalents and on employee numbers	<u>4</u>	<u>4</u>

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

Total employee benefits received by key management amounted to £53,496 (2020 : £51,652).

Under FRS 102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

6.	DEBTORS		2021	2020	
	Other debtors and prepayments		£1,429	£214	
7.	CREDITORS: Amounts falling due within one year		2021	2020	
	Other creditors and accruals		£25,285	£5,322	
8.	STATEMENT OF FUNDS	At 31 March 2020 £	Incoming Resources £	Resources Expended £	At 31 March 2021 £
	Unrestricted funds				
	General funds	£44,328	£153,450	£(147,865)	£49,913

The General Fund represents the free resources of the charity which are not designated for particular purposes.

9. RELATED PARTIES

During the year, 0 trustees (2020: 0) were reimbursed for expenses (2020: £Nil).

The trustees received no remuneration in either year.