

# HEALTHWATCH ISLES OF SCILLY

England & Wales · Charity number 1152039

## Details

|                |                                                         |
|----------------|---------------------------------------------------------|
| Status         | Registered                                              |
| Legal form     | Charitable company                                      |
| Company number | <a href="#">08321886</a>                                |
| Registered     | 2013-05-15                                              |
| Register       | <a href="#">View on the Charity Commission register</a> |

## Contact

|         |                                                                                                    |
|---------|----------------------------------------------------------------------------------------------------|
| Address | Unit 1 Gleaner House<br>Buzza Street<br>St. Mary's<br>Isles Of Scilly<br>TR21 0HW                  |
| Phone   | 01720423037                                                                                        |
| Email   | <a href="mailto:contact@healthwatchislesofscilly.co.uk">contact@healthwatchislesofscilly.co.uk</a> |
| Website | <a href="http://www.healthwatchislesofscilly.co.uk">www.healthwatchislesofscilly.co.uk</a>         |

## Activities

**Objects:** THE ADVANCEMENT OF HEALTH AND THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY OR FINANCIAL HARDSHIP BY: (A) PROVIDING INFORMATION AND ADVICE TO THE GENERAL PUBLIC ABOUT LOCAL HEALTH AND SOCIAL CARE SERVICES;(B) MAKING THE VIEWS AND EXPERIENCES OF MEMBERS OF THE GENERAL PUBLIC KNOWN TO HEALTH AND SOCIAL CARE PROVIDERS;(C) ENABLING LOCAL PEOPLE TO HAVE A VOICE IN THE DEVELOPMENT, DELIVERY AND EQUALITY OF ACCESS TO LOCAL HEALTH AND CARE SERVICES AND FACILITIES AND;(D) PROVIDING TRAINING AND THE DEVELOPMENT OF SKILLS FOR VOLUNTEERS AND THE WIDER COMMUNITY IN UNDERSTANDING, REVIEWING AND MONITORING LOCAL HEALTH AND CARE SERVICES AND FACILITIES.

**Activities:** We provide information about health and care services; collect the views and experiences of the public about health and care services and make these known to commissioners and providers; make reports recommendations; enable local people to have a voice in the development and delivery of health and care services; support volunteers and the wider community in monitoring health and care provision.

## Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Defined Groups, The General Public/mankind

## Geography

- **Area of benefit:** ISLES OF SCILLY
- Isles Of Scilly

## Finances

| Period end | Income  | Expenditure | Assets | Employees |
|------------|---------|-------------|--------|-----------|
| 2025-04-05 | £56,230 | £48,734     | -      | -         |
| 2024-04-05 | £48,875 | £52,508     | -      | -         |
| 2023-04-05 | £47,811 | £46,617     | -      | -         |
| 2022-04-05 | £44,600 | £35,817     | -      | -         |
| 2021-04-05 | £44,600 | £40,906     | -      | -         |

## Trustees

| Name                         | Role | Appointed  |
|------------------------------|------|------------|
| Christopher Reginald Douglas |      | 2015-04-01 |
| JANE WINIFRED HURD           |      | 2013-01-15 |
| PAUL HENRY CHARNOCK          |      | 2013-01-15 |
| Steve Manning                |      | 2020-07-28 |
| Timothy David Jones          |      | 2021-09-14 |

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# Accounts

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**Annual Report 2024–2025**

# Unlocking the power of people-driven care

Healthwatch Isles of Scilly

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

**Louise Ansari, Chief Executive, Healthwatch England**

## A message from our Chair

Once again, I present our annual report informing our community of the work undertaken in listening to people's positive and negative experiences of health and care.

The sharing of our biennial survey report with service providers instigated development and change within services. We hope that x-ray access will be increased with modern technology and be accessible daily, instead of the current one day per week.

The building of the new hospital and care home will no doubt, add to the services that will be available. We look forward to the services working together towards an integrated approach and to provide more accessible services.

Staff and directors have attended strategic planning forums and maintained relationships with both local and Cornwall based providers, to ensure what is being planned in service provision meets the needs of local people. Patient transport remains an important issue and we continue to chair quarterly meetings of the services providers who are involved in medical travel and transport, sharing issues raised and solving them together.

I would like to thank the volunteer Board for all of their support and our 2 part time staff, for their commitment to improving health and care services to islanders.



“

“Whilst we share many of the issues of health and social care in mainland communities and provision, we always promote the fact that many issues can be the same but different, due to our remoteness to the mainland.”

**Paul Charnock, Chair, Healthwatch Isles of Scilly**



## About us

# Healthwatch Isles of Scilly is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



### Our vision

Our local communities across the five islands can all access the health and care services that they need.



### Our mission

To make sure that people's experiences influence health and care provision.



### Our values are:

**Listening** to people's stories and to make sure that their views are heard.

**Including:** We listen to the views of people from all areas of the community.

**Analysing:** We look closely at people's experiences to learn how to improve care.

**Impact:** We use the information provided to drive change and improve services.

**Collaboration:** We work closely with local and national health, social care and voluntary services.

# Our year in numbers

We've supported more than 120 people to have their say and get information about their care. We currently employ 2 part time staff and our work is supported by 6 volunteer members of the board.

## Reaching out:



**59** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**228** people came to us either online, over the phone or via email, for clear advice and information on topics such as medical travel and lifeline support.

**27** signposting and information posts on Facebook had a total of 14,113 views.

## Championing your voice:



Our 2025 health and care survey results produced 15 individual reports with recommendations and shared with service providers. We published 1 overall report that included the responses from the 15 services. The report focused on people's experiences of health and care over a 2-year period and included: health centre, social prescribing, mental health, optician, pharmacy, dental practice, community hospital, mainland hospitals, children's services, adult social services, care home, patient transport, Age Uk local transport and the health visitor.

## Statutory funding:



We're funded by the Council of the Isles of Scilly. In 2024/25 we received **£50,602**, which is **3.5% more** than last year.

# A year of making a difference

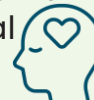
Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care on the Isles of Scilly. Here are a few highlights.

## Spring

Our biennial health and care research highlighted 2 key areas: mental health and drugs and alcohol, that need improvement and will be priority areas for 2025-2026.



The Community mental health day made us realise that the information that is provided to the community about mental health support is not shared enough. We are sharing mental health information on social media and newsletters.



## Summer

The community said that they would like to be dropped off at the hospital by the airport minibus. We shared this with the operator and they said that if you ask the driver they can do this, saving money, time and anxiety.



We raised concerns about the current optician service and lack of availability. We met with the commissioners and the service has been expanded, meaning more people are being seen on island instead of travelling to the mainland.



## Autumn

The unreliable weekly x-ray service has caused some people to experience longer term issues with broken bones. The CFT listened to feedback and we hope to have a portable x-ray machine available 24 hours a day.



People told us that the travel company had not released enough flights and there was concern about being able to book a medical flight. We spoke to the operations department and they put out more flights that day.



## Winter

We continued to support the café for people experiencing cancer, and for them to be involved in identifying what would make a difference to them. The café has now expanded and a range of support is now on offer.



People were asking us the same questions about health and care, so we produced a set of 'top tips' that we have shared with the community giving them the answers to their everyday questions.



# Working together for change

We collaborate with other service providers to make sure that the experiences of local people influence decisions that are made about services at the Cornwall and the Isles of Scilly Integrated Care System (ICS) level. This year, we've worked with the ICS to achieve the following:

## A collaborative approach to wellbeing:



We organised a winter wellbeing event with the ICS based on four key themes: Get Checked, Move More, Eat Well, Try New Things and Be Kind. We had representation from maternity, health, social care, Active Scilly, WI and a healthy eating representative. Adults and children had the opportunity to be creative, played games and learnt how to access the NHS App and complete the 10 year plan survey using technology.

## The big conversation:



We collaborated with the NHS to design a survey to find out how health services best meet the needs of children and young people. The survey had a particular focus on children with additional needs. The NHS are now focusing on the results of the survey and we look forward to hearing what developments/changes there will be in supporting children from the islands.

## Building strong relationships to achieve more:



We invited Health Transportation Group UK (HTG-UK), who had been awarded the patient transport contract, to our quarterly medical, travel and transport meetings. This has meant that we have been able to share community feedback with them and together, with the rest of the group members, looked towards improvements to the service that is currently provided.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

# Making a difference in the community

**We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.**

Here are some examples of our work on the Isles of Scilly this year:

## Creating empathy by bringing experiences to life



**Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.**

Our biennial health and care survey was sent to most households across the five islands and received 264 responses from a population of 1739 residents who were 18+. The feedback from people's personal experiences formed 11 recommendations that were shared with service providers. To date, 5 recommendations have been actioned. One example is that people were not aware of the social prescriber's role. There are now posters, pop-up and information available about what a social prescriber does and how to access the service. (Source: ONS - 2021 Census (TS007B))

## Getting services to involve the public



**By involving local people, services help improve care for everyone.**

In 2024, the section on the optician service in our biennial health and care survey found out about people's experiences of using and accessing the service. Thanks to what people shared, we have been able to work with the health centre who commissioned a new service provider and more appointments are now available, reducing the need to travel for an optician appointment and the related costs.

## Improving care over time



**Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.**

Feedback from the community about having to pay for a cancelled medical flight due to illness caused anxiety, stress and money issues to people when they are most vulnerable. This feedback was shared regularly with the transport provider, who has now changed their cancellation policy. This means that patients who are too ill to travel can cancel a flight, stopping a stressful situation.

## Listening to your experiences

**Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.**

This year, we've listened to feedback from all areas of our community, including children and young people and the off-island communities. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.

We have continued to share people's experiences directly with service providers and within meetings. For example, our medical, travel and transport group meeting, where 33 stories were shared and 11 of these resolved or actioned before the meetings were held.



# Listening to your experiences

## Championing community concerns to provide a reliable x-ray service

**Our biennial health and care survey championed the voices of our community to demonstrate the need for a more reliable x-ray service.**

After sharing a report about the x-ray service with our local community hospital they have started to work on a new project aiming to bring portable x-ray imaging technology to the islands.

### What did we do?

We found out about people's experiences of using the local x-ray service. The current service runs one day per week, operated by a radiographer who travels across from the mainland. We obtained the data identifying the number of days that the service did not operate due to weather stopping travel, or lack of radiographer.

### Key things we heard:



**47%**

**of x-ray clinics were cancelled in one year**

**11%**

**the x-ray service was unreliable**

**0%**

**reported concerns about the x-ray itself**

The feedback showed what people thought about the reliability and accessibility of the service and the impact that not having a timely x-ray had on their health and recovery.

### What difference did this make?

The data gained has enabled the hospital to work with a local university and a company that specialises in radiology and 3D imaging, to work closely with the local community and apply for a grant to be part of a trial, with the hope of the service becoming permanent in the near future.

# Listening to your experiences

## Improving the experience of patient transport

**Our biennial health and care survey told us that local people find booking transport and travelling to hospital stressful.**

150 local people rated their experiences of accessing and using patient transport in the past 2 years with 61 comments supporting these ratings. The experiences shared included: people identifying that they wanted to see improvements to the booking system, not being charged for flights when they had to cancel for medical reasons and if they had any special requirements, they could speak to the airline in the first instance.

### Key things we heard:



**44%**

**of respondents who commented about their rating identified issues with patient transport.**

**66%**

**of respondents identified ways patient transport could improve.**



**"Having to pay for changes to medical flights due to ill health is ridiculous!"**

The stories highlighted the need for a medical transport system that works for islanders. We continue to work closely with the transport booking office and the provider of medical transport by meeting on a quarterly basis, to share community feedback and to continue to make improvements to the services provided.

### What difference did this make?

Our report contributed to changes that have now been made to the patient transport system for islanders. Patients can speak to someone who will book their flight straight away and understands the issues that islanders can have. There is now no cost to the patient if they are ill and cannot travel, if they have evidence from a medical professional to prove this. If a patient needs a particular seat on a plane, then they can make this request directly to the airline.

# Hearing from all communities

**We're here for all residents of the Isles of Scilly. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.**

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

**This year, we have reached different communities by:**

- Visiting all of the off-islands.
- Organising an event with the ICB with free transport, to enable people to reach out to a range of service providers for support.
- Giving most members of the community the opportunity to share their experiences of 15 different local services.



## Improving accessibility of the local ambulance service

### **A community group shared concerns about phoning for an ambulance.**

People told us that when they called 999 they had been informed there would be a significant wait for an ambulance, although the islands have a local service which was not experiencing the same delay issues as the mainland. We shared these concerns with the Patient Engagement Manager for South Western Ambulance Service.

### **What difference did this make?**

South Western Ambulance Service rolled out new training packages for call handlers dealing with Isles of Scilly patients. They retrained current personnel and provided an Isles of Scilly section in their induction pack and within their training days. Although the impact will take time to see, we have already received less feedback about this issue.

## Older people's difficulties in using technology

### **We found out that some older people were struggling to use the NHS app and log into remote consultations.**

To help, we have supported people with a step-by-step process, provided written instructions and helped people with their remote consultations.

### **What difference did this make?**

As our office is accessible to the community, people can drop- in and see us, so that we can give them hands on support if they need it. We can also arrange for someone to support them with their technology if they have a remote consultation. Feedback from the community has been very positive and people have returned to us for signposting and support.

# Information and signposting

**Whether it's finding out how to book patient transport, making a complaint, or accessing the optician service, you can count on us. This year 62 people have reached out to us for advice, support or for help finding services.**

**This year, we've helped people by:**

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



## Improving the support with medical travel

**Mary was stressed that she missed a transfer bus because she could not find the times they went.**

Mary told us that she had been for a medical appointment and was booked on a transfer bus to the airport. She waited and it did not come. She was told she was there at the wrong time, but she could not use the technology to find the timetable.

We spoke to the operations department of the transport provider and they have now added the timetable to the booking confirmation. This will help Mary and other people who find accessing information using technology, difficult.



“It will stop me worrying that I miss the transfer bus.”

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## Support with hospital discharge transport

**Patient's family were concerned about the process of arranging travel.**

A patient's family member said that their parent was due to be discharged from a mainland community hospital and they were told that they would have to make their own arrangements for transport home. As they did not have any details of the discharge, they could not do this.

We advised them to call the hospital and explain to them that this is usually arranged by the hospital.

We received an email from patient's family member to say that the issue was resolved because of our advice.



“I was able to speak to someone who was more familiar with the needs of patients from the islands, and they agreed to arrange their parent's travel home.”

# Finance and future priorities

We receive funding from the Council of the Isles of Scilly under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

| Income                                                          |                | Expenditure               |                 |
|-----------------------------------------------------------------|----------------|---------------------------|-----------------|
| Annual grant from Government and Council of the Isles of Scilly | £50,602        | Expenditure on pay        | £36,227         |
|                                                                 |                | Non-pay expenditure       | £8,734          |
|                                                                 |                | Office and management fee | £3,120          |
| <b>Total income</b>                                             | <b>£50,602</b> | <b>Total Expenditure</b>  | <b>£48, 081</b> |

## Next steps:

**Over the next year, we will keep reaching out to every part of our community, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

## Our top two priorities for the next year are:

- 1. Mental health services and support:** Our biennial survey highlighted that people were not aware of how to access mental health services and support. We will share signposting and information regularly through our channels and at events. We will include more detailed questions in our next survey to find out how the support has impacted local people. We will build on our partnerships with the services involved in supporting people with mental health issues.
- 2. Drugs and alcohol services and support:** Our biennial survey highlighted that people were not aware of the services that are available to support them, or where to find information about drugs and alcohol. We will share this information regularly through our channels and at events. We will include more detailed questions in our next survey to find out how the support has impacted local people.

# Statutory statements

Healthwatch Isles of Scilly, Unit 1, Gleaner House, Buzza Street, St Mary's, Isles of Scilly, TR210HW.

Healthwatch Isles of Scilly uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

## The way we work

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

Our Healthwatch Board consists of **6** members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Board met **5** times and made decisions on matters such as finances and sharing insight gained from their specific roles on the board and from meetings attended. We ensure wider public involvement in deciding our work priorities.

## 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 can provide us with insight into their experience of using services.

During 2024/25, we have been available via drop-in to our office, phone, email, webform on our website, through social media and local events.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website, share it on social media and have hard copies available in different places across St Mary's and the off-islands.

# Statutory statements

## Responses to recommendations

There were no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to the council's scrutiny committee.

We also take insight and experiences to decision-makers. For example, we share information with members of our medical travel and transport group, where members come from our local ICS. We also share insight with all partner agencies.

We share our data with Healthwatch England to help address health and care issues at a national level.

## Healthwatch representatives

Healthwatch Isles of Scilly is represented on the Cornwall & Isles of Scilly Health and Wellbeing Board by Paul Charnock, Chair of Board.

During 2024/25, our representative has effectively carried out this role by highlighting the need to include the Isles of Scilly in reporting and decision making.

Healthwatch Isles of Scilly is represented on our local Integrated Care Board by Healthwatch Cornwall.

# Statutory statements

## 2024 – 2025 Outcomes

| Project/activity                 | Outcomes achieved                                                                                                                                                                                                                                                                   |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Top Tips                         | We created and shared 16 key tips to help support people with health and care. It is available on Facebook (6,137 views to date), on our website, newsletter, digital board and on our noticeboard.                                                                                 |
| Integrated model of care project | We have been part of an exciting new project to integrate health and social care, ensuring that the community is involved in decisions about the new hospital. We are currently working with the project board to involve the community in providing feedback through a survey.     |
| Young ambassador                 | We are in the process of starting up a young ambassador program, to involve people aged 16+ in helping to improve health and care services for younger people.                                                                                                                      |
| Data sharing                     | We share the stories that we receive from the local community with Healthwatch England. This gives them a broader picture about what is happening across the country or more locally and they use this information to make recommendations for changes to health and care services. |



“The feedback local Healthwatch hear in their communities and share with us at Healthwatch England is invaluable, building a picture of what it’s like to use health and care services nationwide. Local people’s experiences help us understand where we – and decision makers – must focus, and highlight issues that might otherwise go unnoticed. We can then make recommendations that will change care for the better, both locally and across the nation.”

Louise Ansari, Chief Executive, Healthwatch England

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Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

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 [Facebook.com/Healthwatch-Isles-of-Scilly](https://www.facebook.com/Healthwatch-Isles-of-Scilly)

Registration number: 08321886

# Healthwatch Isles of Scilly

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2025

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

## **Healthwatch Isles of Scilly**

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## **Healthwatch Isles of Scilly**

### **Company Information**

**Directors** Christopher Reginald Douglas  
Jane Winifred Hurd  
Paul Henry Charnock  
Stephen Philip Manning  
Samule Huczmann

**Registered office** Unit 1  
Gleanor House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

**Accountants** Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

## **Healthwatch Isles of Scilly**

### **Directors' Report for the Year Ended 31 March 2025**

The directors present their report and the financial statements for the year ended 31 March 2025.

#### **Directors of the company**

The directors who held office during the year were as follows:

Christopher Reginald Douglas

Jane Winifred Hurd

Paul Henry Charnock

Timothy David Jones (Resigned 4 August 2025)

Stephen Philip Manning

Samule Huczmann (appointed 5 November 2024)

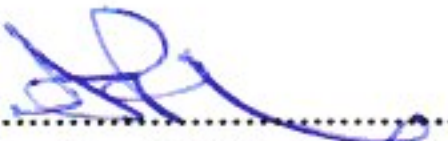
#### **Principal activity**

The principal activity of the company is to help local people get the best out of their local health and social care services.

#### **Small companies provision statement**

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and authorised by the Board on 15/9/2025 and signed on its behalf by:

  
.....  
Stephen Philip Manning  
Director

**Accountants' Report to the Board of Directors on the Preparation of the Unaudited  
Statutory Accounts of  
Healthwatch Isles of Scilly  
for the Year Ended 31 March 2025**

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the accounts of Healthwatch Isles of Scilly for the year ended 31 March 2025 as set out on pages 4 to 8 from the company's accounting records and from information and explanations you have given us.

This report is made solely to the Board of Directors of Healthwatch Isles of Scilly, as a body, in accordance with the terms of our engagement letter. Our work has been undertaken solely to prepare for your approval the accounts of Healthwatch Isles of Scilly and state those matters that we have agreed to state to the Board of Directors of Healthwatch Isles of Scilly. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Healthwatch Isles of Scilly and its Board of Directors as a body for our work or for this report.

It is your duty to ensure that Healthwatch Isles of Scilly has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and profit of Healthwatch Isles of Scilly. You consider that Healthwatch Isles of Scilly is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the accounts of Healthwatch Isles of Scilly. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory accounts.

.....

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

Date:.....

## Healthwatch Isles of Scilly

### Profit and Loss Account for the Year Ended 31 March 2025

|                                      | Note | 2025<br>£           | 2024<br>£             |
|--------------------------------------|------|---------------------|-----------------------|
| Turnover                             |      | <u>56,230</u>       | <u>48,875</u>         |
| Gross profit                         |      | 56,230              | 48,875                |
| Administrative expenses              |      | <u>(48,734)</u>     | <u>(52,508)</u>       |
| Operating profit/(loss)              |      | <u>7,496</u>        | <u>(3,633)</u>        |
| Profit/(loss) before tax             |      | <u>7,496</u>        | <u>(3,633)</u>        |
| Profit/(loss) for the financial year |      | <u><u>7,496</u></u> | <u><u>(3,633)</u></u> |

The above results were derived from continuing operations.

The company has no recognised gains or losses for the year other than the results above.

## Healthwatch Isles of Scilly

(Registration number: 08321886)  
Balance Sheet as at 31 March 2025

|                                                       | Note | 2025<br>£ | 2024<br>£ |
|-------------------------------------------------------|------|-----------|-----------|
| <b>Current assets</b>                                 |      |           |           |
| Debtors                                               | 5    | 992       | 972       |
| Cash at bank and in hand                              |      | 24,741    | 17,392    |
|                                                       |      | 25,733    | 18,364    |
| <b>Creditors: Amounts falling due within one year</b> | 6    | (849)     | (976)     |
| <b>Net assets</b>                                     |      | 24,884    | 17,388    |
| <b>Capital and reserves</b>                           |      |           |           |
| Retained earnings                                     |      | 24,884    | 17,388    |
| Shareholders' funds                                   |      | 24,884    | 17,388    |

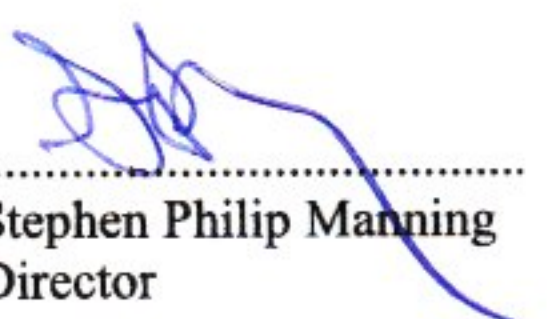
For the financial year ending 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company 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 financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland'.

Approved and authorised by the Board on 15/9/2025 and signed on its behalf by:

  
.....  
Stephen Philip Manning  
Director

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2025

#### 1 General information

The company is a private company limited by share capital, incorporated in England and Wales.

The address of its registered office is:

Unit 1  
Gleanor House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

These financial statements were authorised for issue by the Board on .....

#### 2 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

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A smaller entities - 'The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland' and the Companies Act 2006 (as applicable to companies subject to the small companies' regime).

##### Basis of preparation

These financial statements have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

##### Revenue recognition

Turnover comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts.

The company recognises revenue when:

The amount of revenue can be reliably measured;

it is probable that future economic benefits will flow to the entity;

and specific criteria have been met for each of the company's activities.

##### Tangible assets

Tangible assets are stated in the balance sheet at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

The cost of tangible assets includes directly attributable incremental costs incurred in their acquisition and installation.

##### Depreciation

The Depreciation policy is to write off all capital expenses in the year they occurred.

| Asset class        | Depreciation method and rate |
|--------------------|------------------------------|
| Computer equipment | 100% in year                 |
| Office equipment   | 100% in year                 |

## **Healthwatch Isles of Scilly**

### **Notes to the Unaudited Financial Statements for the Year Ended 31 March 2025**

#### **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 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 company will not be able to collect all amounts due according to the original terms of the receivables.

#### **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 company 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.

#### **Defined contribution pension obligation**

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised as employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

### **3 Staff numbers**

The average number of persons employed by the company (including directors) during the year, was 2 (2024 - 2).

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2025

#### 4 Tangible assets

|                          | Furniture,<br>fittings and<br>equipment<br>£ | Total<br>£ |
|--------------------------|----------------------------------------------|------------|
| <b>Cost or valuation</b> |                                              |            |
| At 1 April 2024          | 10,161                                       | 10,161     |
| At 31 March 2025         | 10,161                                       | 10,161     |
| <b>Depreciation</b>      |                                              |            |
| At 1 April 2024          | 10,161                                       | 10,161     |
| At 31 March 2025         | 10,161                                       | 10,161     |
| <b>Carrying amount</b>   |                                              |            |
| At 31 March 2025         | -                                            | -          |

#### 5 Debtors

|                | 2025<br>£ | 2024<br>£ |
|----------------|-----------|-----------|
| <b>Current</b> |           |           |
| Prepayments    | 992       | 972       |
|                | 992       | 972       |

#### 6 Creditors

##### Creditors: amounts falling due within one year

|                            | 2025<br>£ | 2024<br>£ |
|----------------------------|-----------|-----------|
| <b>Due within one year</b> |           |           |
| Other creditors            | 849       | 976       |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2025

|                                                  | 2025<br>£       | 2024<br>£       |
|--------------------------------------------------|-----------------|-----------------|
| Turnover (analysed below)                        | <u>56,230</u>   | <u>48,875</u>   |
| Gross profit (%)                                 | 100%            | 100%            |
| <b>Administrative expenses</b>                   |                 |                 |
| Employment costs (analysed below)                | (37,881)        | (36,770)        |
| Establishment costs (analysed below)             | (3,758)         | (3,728)         |
| General administrative expenses (analysed below) | <u>(7,095)</u>  | <u>(12,010)</u> |
|                                                  | <u>(48,734)</u> | <u>(52,508)</u> |
| Operating profit/(loss)                          | <u>7,496</u>    | <u>(3,633)</u>  |
| Profit/(loss) before tax                         | <u>7,496</u>    | <u>(3,633)</u>  |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2025

|                                          | 2025<br>£       | 2024<br>£       |
|------------------------------------------|-----------------|-----------------|
| <b>Turnover</b>                          |                 |                 |
| Grants and subsidies                     | <u>56,230</u>   | <u>48,875</u>   |
| <b>Employment costs</b>                  |                 |                 |
| Wages and salaries (excluding directors) | (36,778)        | (35,699)        |
| Staff pensions (Defined contribution)    | <u>(1,103)</u>  | <u>(1,071)</u>  |
|                                          | <u>(37,881)</u> | <u>(36,770)</u> |
| <b>Establishment costs</b>               |                 |                 |
| Rent and rates                           | (3,120)         | (3,120)         |
| Light, heat and power                    | <u>(638)</u>    | <u>(608)</u>    |
|                                          | <u>(3,758)</u>  | <u>(3,728)</u>  |
| <b>General administrative expenses</b>   |                 |                 |
| Telephone and fax                        | (731)           | (678)           |
| Repairs and maintenance                  | (229)           | (326)           |
| Printing, postage and stationery         | (1,525)         | (472)           |
| Sundry expenses                          | (235)           | (164)           |
| Travel and subsistence                   | (318)           | (45)            |
| Promotional & survey costs               | (878)           | (2,948)         |
| Advertising                              | (756)           | (643)           |
| Accountancy fees                         | (1,053)         | (755)           |
| Professional indemnity insurance         | (902)           | (784)           |
| Legal and professional fees              | <u>(468)</u>    | <u>(5,195)</u>  |
|                                          | <u>(7,095)</u>  | <u>(12,010)</u> |

Registration number: 08321886

# Healthwatch Isles of Scilly

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2025

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

## **Healthwatch Isles of Scilly**

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## **Healthwatch Isles of Scilly**

### **Company Information**

**Directors**  
Christopher Reginald Douglas  
Jane Winifred Hurd  
Paul Henry Charnock  
Stephen Philip Manning  
Samule Huczmann

**Registered office**  
Unit 1  
Gleanor House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

**Accountants**  
Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

## **Healthwatch Isles of Scilly**

### **Directors' Report for the Year Ended 31 March 2025**

The directors present their report and the financial statements for the year ended 31 March 2025.

#### **Directors of the company**

The directors who held office during the year were as follows:

Christopher Reginald Douglas

Jane Winifred Hurd

Paul Henry Charnock

Timothy David Jones (Resigned 4 August 2025)

Stephen Philip Manning

Samule Huczmann (appointed 5 November 2024)

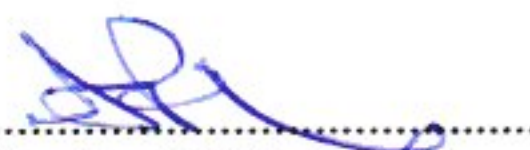
#### **Principal activity**

The principal activity of the company is to help local people get the best out of their local health and social care services.

#### **Small companies provision statement**

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and authorised by the Board on 15/9/2025 and signed on its behalf by:

  
.....  
Stephen Philip Manning  
Director

**Accountants' Report to the Board of Directors on the Preparation of the Unaudited  
Statutory Accounts of  
Healthwatch Isles of Scilly  
for the Year Ended 31 March 2025**

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the accounts of Healthwatch Isles of Scilly for the year ended 31 March 2025 as set out on pages 4 to 8 from the company's accounting records and from information and explanations you have given us.

This report is made solely to the Board of Directors of Healthwatch Isles of Scilly, as a body, in accordance with the terms of our engagement letter. Our work has been undertaken solely to prepare for your approval the accounts of Healthwatch Isles of Scilly and state those matters that we have agreed to state to the Board of Directors of Healthwatch Isles of Scilly. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Healthwatch Isles of Scilly and its Board of Directors as a body for our work or for this report.

It is your duty to ensure that Healthwatch Isles of Scilly has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and profit of Healthwatch Isles of Scilly. You consider that Healthwatch Isles of Scilly is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the accounts of Healthwatch Isles of Scilly. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory accounts.

.....

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

Date:.....

## Healthwatch Isles of Scilly

### Profit and Loss Account for the Year Ended 31 March 2025

|                                      | Note | 2025<br>£           | 2024<br>£             |
|--------------------------------------|------|---------------------|-----------------------|
| Turnover                             |      | <u>56,230</u>       | <u>48,875</u>         |
| Gross profit                         |      | 56,230              | 48,875                |
| Administrative expenses              |      | <u>(48,734)</u>     | <u>(52,508)</u>       |
| Operating profit/(loss)              |      | <u>7,496</u>        | <u>(3,633)</u>        |
| Profit/(loss) before tax             |      | <u>7,496</u>        | <u>(3,633)</u>        |
| Profit/(loss) for the financial year |      | <u><u>7,496</u></u> | <u><u>(3,633)</u></u> |

The above results were derived from continuing operations.

The company has no recognised gains or losses for the year other than the results above.

## Healthwatch Isles of Scilly

(Registration number: 08321886)  
Balance Sheet as at 31 March 2025

|                                                       | Note | 2025<br>£ | 2024<br>£ |
|-------------------------------------------------------|------|-----------|-----------|
| <b>Current assets</b>                                 |      |           |           |
| Debtors                                               | 5    | 992       | 972       |
| Cash at bank and in hand                              |      | 24,741    | 17,392    |
|                                                       |      | 25,733    | 18,364    |
| <b>Creditors: Amounts falling due within one year</b> | 6    | (849)     | (976)     |
| <b>Net assets</b>                                     |      | 24,884    | 17,388    |
| <b>Capital and reserves</b>                           |      |           |           |
| Retained earnings                                     |      | 24,884    | 17,388    |
| Shareholders' funds                                   |      | 24,884    | 17,388    |

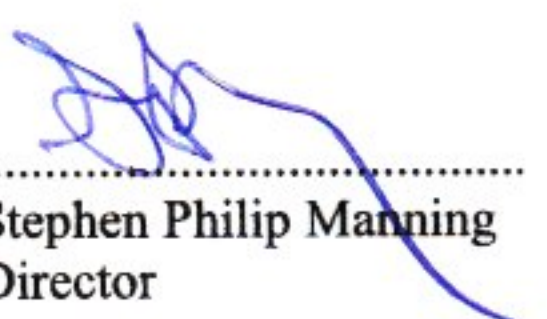
For the financial year ending 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company 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 financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland'.

Approved and authorised by the Board on 15/9/2025 and signed on its behalf by:

  
.....  
Stephen Philip Manning  
Director

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2025

#### 1 General information

The company is a private company limited by share capital, incorporated in England and Wales.

The address of its registered office is:

Unit 1  
Gleanor House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

These financial statements were authorised for issue by the Board on .....

#### 2 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

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A smaller entities - 'The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland' and the Companies Act 2006 (as applicable to companies subject to the small companies' regime).

##### Basis of preparation

These financial statements have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

##### Revenue recognition

Turnover comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts.

The company recognises revenue when:

The amount of revenue can be reliably measured;  
it is probable that future economic benefits will flow to the entity;  
and specific criteria have been met for each of the company's activities.

##### Tangible assets

Tangible assets are stated in the balance sheet at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

The cost of tangible assets includes directly attributable incremental costs incurred in their acquisition and installation.

##### Depreciation

The Depreciation policy is to write off all capital expenses in the year they occurred.

| Asset class        | Depreciation method and rate |
|--------------------|------------------------------|
| Computer equipment | 100% in year                 |
| Office equipment   | 100% in year                 |

## **Healthwatch Isles of Scilly**

### **Notes to the Unaudited Financial Statements for the Year Ended 31 March 2025**

#### **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 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 company will not be able to collect all amounts due according to the original terms of the receivables.

#### **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 company 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.

#### **Defined contribution pension obligation**

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised as employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

### **3 Staff numbers**

The average number of persons employed by the company (including directors) during the year, was 2 (2024 - 2).

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2025

#### 4 Tangible assets

|                          | Furniture,<br>fittings and<br>equipment<br>£ | Total<br>£ |
|--------------------------|----------------------------------------------|------------|
| <b>Cost or valuation</b> |                                              |            |
| At 1 April 2024          | 10,161                                       | 10,161     |
| At 31 March 2025         | 10,161                                       | 10,161     |
| <b>Depreciation</b>      |                                              |            |
| At 1 April 2024          | 10,161                                       | 10,161     |
| At 31 March 2025         | 10,161                                       | 10,161     |
| <b>Carrying amount</b>   |                                              |            |
| At 31 March 2025         | -                                            | -          |

#### 5 Debtors

|                | 2025<br>£ | 2024<br>£ |
|----------------|-----------|-----------|
| <b>Current</b> |           |           |
| Prepayments    | 992       | 972       |
|                | 992       | 972       |

#### 6 Creditors

##### Creditors: amounts falling due within one year

|                            | 2025<br>£ | 2024<br>£ |
|----------------------------|-----------|-----------|
| <b>Due within one year</b> |           |           |
| Other creditors            | 849       | 976       |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2025

|                                                  | 2025<br>£       | 2024<br>£       |
|--------------------------------------------------|-----------------|-----------------|
| Turnover (analysed below)                        | <u>56,230</u>   | <u>48,875</u>   |
| Gross profit (%)                                 | 100%            | 100%            |
| <b>Administrative expenses</b>                   |                 |                 |
| Employment costs (analysed below)                | (37,881)        | (36,770)        |
| Establishment costs (analysed below)             | (3,758)         | (3,728)         |
| General administrative expenses (analysed below) | <u>(7,095)</u>  | <u>(12,010)</u> |
|                                                  | <u>(48,734)</u> | <u>(52,508)</u> |
| Operating profit/(loss)                          | <u>7,496</u>    | <u>(3,633)</u>  |
| Profit/(loss) before tax                         | <u>7,496</u>    | <u>(3,633)</u>  |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2025

|                                          | 2025<br>£       | 2024<br>£       |
|------------------------------------------|-----------------|-----------------|
| <b>Turnover</b>                          |                 |                 |
| Grants and subsidies                     | <u>56,230</u>   | <u>48,875</u>   |
| <b>Employment costs</b>                  |                 |                 |
| Wages and salaries (excluding directors) | (36,778)        | (35,699)        |
| Staff pensions (Defined contribution)    | <u>(1,103)</u>  | <u>(1,071)</u>  |
|                                          | <u>(37,881)</u> | <u>(36,770)</u> |
| <b>Establishment costs</b>               |                 |                 |
| Rent and rates                           | (3,120)         | (3,120)         |
| Light, heat and power                    | <u>(638)</u>    | <u>(608)</u>    |
|                                          | <u>(3,758)</u>  | <u>(3,728)</u>  |
| <b>General administrative expenses</b>   |                 |                 |
| Telephone and fax                        | (731)           | (678)           |
| Repairs and maintenance                  | (229)           | (326)           |
| Printing, postage and stationery         | (1,525)         | (472)           |
| Sundry expenses                          | (235)           | (164)           |
| Travel and subsistence                   | (318)           | (45)            |
| Promotional & survey costs               | (878)           | (2,948)         |
| Advertising                              | (756)           | (643)           |
| Accountancy fees                         | (1,053)         | (755)           |
| Professional indemnity insurance         | (902)           | (784)           |
| Legal and professional fees              | <u>(468)</u>    | <u>(5,195)</u>  |
|                                          | <u>(7,095)</u>  | <u>(12,010)</u> |

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# Accounts

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Registration number: 08321886

# Healthwatch Isles of Scilly

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2024

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

# **Healthwatch Isles of Scilly**

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## **Healthwatch Isles of Scilly**

### **Company Information**

**Directors** Christopher Reginald Douglas  
Jane Winifred Hurd  
Paul Henry Charnock  
Timothy David Jones  
Stephen Philip Manning

**Registered office** Unit 1  
Gleanor House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

**Accountants** Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

## **Healthwatch Isles of Scilly**

### **Directors' Report for the Year Ended 31 March 2024**

The directors present their report and the financial statements for the year ended 31 March 2024.

#### **Directors of the company**

The directors who held office during the year were as follows:

Christopher Reginald Douglas

Jane Winifred Hurd

Paul Henry Charnock

Timothy David Jones

Stephen Philip Manning

Penelope Penn-Howard (ceased 22 May 2023)

#### **Principal activity**

The principal activity of the company is to help local people get the best out of their local health and social care services.

#### **Small companies provision statement**

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....  
Stephen Philip Manning  
Director

**Accountants' Report to the Board of Directors on the Preparation of the Unaudited  
Statutory Accounts of  
Healthwatch Isles of Scilly  
for the Year Ended 31 March 2024**

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the accounts of Healthwatch Isles of Scilly for the year ended 31 March 2024 as set out on pages 4 to 8 from the company's accounting records and from information and explanations you have given us.

This report is made solely to the Board of Directors of Healthwatch Isles of Scilly, as a body, in accordance with the terms of our engagement letter. Our work has been undertaken solely to prepare for your approval the accounts of Healthwatch Isles of Scilly and state those matters that we have agreed to state to the Board of Directors of Healthwatch Isles of Scilly. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Healthwatch Isles of Scilly and its Board of Directors as a body for our work or for this report.

It is your duty to ensure that Healthwatch Isles of Scilly has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and loss of Healthwatch Isles of Scilly. You consider that Healthwatch Isles of Scilly is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the accounts of Healthwatch Isles of Scilly. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory accounts.

.....

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

Date:.....

## Healthwatch Isles of Scilly

### Profit and Loss Account for the Year Ended 31 March 2024

|                                      | Note | 2024<br>£             | 2023<br>£           |
|--------------------------------------|------|-----------------------|---------------------|
| Turnover                             |      | <u>48,875</u>         | <u>47,811</u>       |
| Gross profit                         |      | 48,875                | 47,811              |
| Administrative expenses              |      | <u>(52,508)</u>       | <u>(46,617)</u>     |
| Operating (loss)/profit              |      | <u>(3,633)</u>        | <u>1,194</u>        |
| (Loss)/profit before tax             |      | <u>(3,633)</u>        | <u>1,194</u>        |
| (Loss)/profit for the financial year |      | <u><u>(3,633)</u></u> | <u><u>1,194</u></u> |

The above results were derived from continuing operations.

The company has no recognised gains or losses for the year other than the results above.

**Healthwatch Isles of Scilly**  
**(Registration number: 08321886)**  
**Balance Sheet as at 31 March 2024**

|                                                       | Note | 2024<br>£            | 2023<br>£            |
|-------------------------------------------------------|------|----------------------|----------------------|
| <b>Current assets</b>                                 |      |                      |                      |
| Debtors                                               | 5    | 972                  | 978                  |
| Cash at bank and in hand                              |      | <u>17,392</u>        | <u>22,344</u>        |
|                                                       |      | 18,364               | 23,322               |
| <b>Creditors:</b> Amounts falling due within one year | 6    | <u>(976)</u>         | <u>(2,301)</u>       |
| <b>Net assets</b>                                     |      | <u><u>17,388</u></u> | <u><u>21,021</u></u> |
| <b>Capital and reserves</b>                           |      |                      |                      |
| Retained earnings                                     |      | <u>17,388</u>        | <u>21,021</u>        |
| Shareholders' funds                                   |      | <u><u>17,388</u></u> | <u><u>21,021</u></u> |

For the financial year ending 31 March 2024 the company 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 company 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 financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland'.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....  
Stephen Philip Manning  
Director

# Healthwatch Isles of Scilly

## Notes to the Unaudited Financial Statements for the Year Ended 31 March 2024

### 1 General information

The company is a private company limited by share capital, incorporated in England and Wales.

The address of its registered office is:

Unit 1  
Gleanor House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

These financial statements were authorised for issue by the Board on .....

### 2 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

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A smaller entities - 'The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland' and the Companies Act 2006 (as applicable to companies subject to the small companies' regime).

#### Basis of preparation

These financial statements have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

#### Revenue recognition

Turnover comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts.

The company recognises revenue when:

The amount of revenue can be reliably measured;

it is probable that future economic benefits will flow to the entity;

and specific criteria have been met for each of the company's activities.

#### Tangible assets

Tangible assets are stated in the balance sheet at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

The cost of tangible assets includes directly attributable incremental costs incurred in their acquisition and installation.

#### Depreciation

The Depreciation policy is to write off all capital expenses in the year they occurred.

| Asset class        | Depreciation method and rate |
|--------------------|------------------------------|
| Computer equipment | 100% in year                 |
| Office equipment   | 100% in year                 |

## **Healthwatch Isles of Scilly**

### **Notes to the Unaudited Financial Statements for the Year Ended 31 March 2024**

#### **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 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 company will not be able to collect all amounts due according to the original terms of the receivables.

#### **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 company 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.

#### **Defined contribution pension obligation**

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised as employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

### **3 Staff numbers**

The average number of persons employed by the company (including directors) during the year, was 2 (2023 - 2).

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2024

#### 4 Tangible assets

|                          | Furniture,<br>fittings and<br>equipment<br>£ | Total<br>£ |
|--------------------------|----------------------------------------------|------------|
| <b>Cost or valuation</b> |                                              |            |
| At 1 April 2023          | 10,161                                       | 10,161     |
| At 31 March 2024         | 10,161                                       | 10,161     |
| <b>Depreciation</b>      |                                              |            |
| At 1 April 2023          | 10,161                                       | 10,161     |
| At 31 March 2024         | 10,161                                       | 10,161     |
| <b>Carrying amount</b>   |                                              |            |
| At 31 March 2024         | -                                            | -          |

#### 5 Debtors

|                | 2024<br>£ | 2023<br>£ |
|----------------|-----------|-----------|
| <b>Current</b> |           |           |
| Prepayments    | 972       | 978       |
|                | 972       | 978       |

#### 6 Creditors

##### Creditors: amounts falling due within one year

|                            | 2024<br>£ | 2023<br>£ |
|----------------------------|-----------|-----------|
| <b>Due within one year</b> |           |           |
| Other creditors            | 976       | 2,301     |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2024

|                                                  | 2024<br>£             | 2023<br>£           |
|--------------------------------------------------|-----------------------|---------------------|
| Turnover (analysed below)                        | <u>48,875</u>         | <u>47,811</u>       |
| Gross profit (%)                                 | 100%                  | 100%                |
| <b>Administrative expenses</b>                   |                       |                     |
| Employment costs (analysed below)                | (36,770)              | (32,478)            |
| Establishment costs (analysed below)             | (3,728)               | (3,810)             |
| General administrative expenses (analysed below) | <u>(12,010)</u>       | <u>(10,329)</u>     |
|                                                  | <u>(52,508)</u>       | <u>(46,617)</u>     |
| Operating (loss)/profit                          | <u>(3,633)</u>        | <u>1,194</u>        |
| (Loss)/profit before tax                         | <u><u>(3,633)</u></u> | <u><u>1,194</u></u> |

This page does not form part of the statutory financial statements.

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2024

|                                          | 2024<br>£ | 2023<br>£ |
|------------------------------------------|-----------|-----------|
| <b>Turnover</b>                          |           |           |
| Grants and subsidies                     | 48,875    | 47,811    |
| <b>Employment costs</b>                  |           |           |
| Wages and salaries (excluding directors) | (35,699)  | (31,532)  |
| Staff pensions (Defined contribution)    | (1,071)   | (946)     |
|                                          | (36,770)  | (32,478)  |
| <b>Establishment costs</b>               |           |           |
| Rent and rates                           | (3,120)   | (3,120)   |
| Light, heat and power                    | (608)     | (690)     |
|                                          | (3,728)   | (3,810)   |
| <b>General administrative expenses</b>   |           |           |
| Telephone and fax                        | (678)     | (856)     |
| Repairs and maintenance                  | (326)     | (1,915)   |
| Printing, postage and stationery         | (472)     | (241)     |
| Sundry expenses                          | (164)     | (493)     |
| Travel and subsistence                   | (45)      | (2,989)   |
| Promotional & survey costs               | (2,948)   | (231)     |
| Advertising                              | (643)     | (1,379)   |
| Accountancy fees                         | (755)     | (818)     |
| Professional indemnity insurance         | (784)     | (729)     |
| Legal and professional fees              | (5,195)   | (678)     |
|                                          | (12,010)  | (10,329)  |

This page does not form part of the statutory financial statements.

Registration number: 08321886

# Healthwatch Isles of Scilly

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2024

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

# **Healthwatch Isles of Scilly**

## **Contents**

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## **Healthwatch Isles of Scilly**

### **Company Information**

**Directors**

Christopher Reginald Douglas  
Jane Winifred Hurd  
Paul Henry Charnock  
Timothy David Jones  
Stephen Philip Manning

**Registered office**

Unit 1  
Gleanor House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

**Accountants**

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

## **Healthwatch Isles of Scilly**

### **Directors' Report for the Year Ended 31 March 2024**

The directors present their report and the financial statements for the year ended 31 March 2024.

#### **Directors of the company**

The directors who held office during the year were as follows:

Christopher Reginald Douglas

Jane Winifred Hurd

Paul Henry Charnock

Timothy David Jones

Stephen Philip Manning

Penelope Penn-Howard (ceased 22 May 2023)

#### **Principal activity**

The principal activity of the company is to help local people get the best out of their local health and social care services.

#### **Small companies provision statement**

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....  
Stephen Philip Manning  
Director

**Accountants' Report to the Board of Directors on the Preparation of the Unaudited  
Statutory Accounts of  
Healthwatch Isles of Scilly  
for the Year Ended 31 March 2024**

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the accounts of Healthwatch Isles of Scilly for the year ended 31 March 2024 as set out on pages 4 to 8 from the company's accounting records and from information and explanations you have given us.

This report is made solely to the Board of Directors of Healthwatch Isles of Scilly, as a body, in accordance with the terms of our engagement letter. Our work has been undertaken solely to prepare for your approval the accounts of Healthwatch Isles of Scilly and state those matters that we have agreed to state to the Board of Directors of Healthwatch Isles of Scilly. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Healthwatch Isles of Scilly and its Board of Directors as a body for our work or for this report.

It is your duty to ensure that Healthwatch Isles of Scilly has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and loss of Healthwatch Isles of Scilly. You consider that Healthwatch Isles of Scilly is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the accounts of Healthwatch Isles of Scilly. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory accounts.

.....

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

Date:.....

## Healthwatch Isles of Scilly

### Profit and Loss Account for the Year Ended 31 March 2024

|                                      | Note | 2024<br>£             | 2023<br>£           |
|--------------------------------------|------|-----------------------|---------------------|
| Turnover                             |      | <u>48,875</u>         | <u>47,811</u>       |
| Gross profit                         |      | 48,875                | 47,811              |
| Administrative expenses              |      | <u>(52,508)</u>       | <u>(46,617)</u>     |
| Operating (loss)/profit              |      | <u>(3,633)</u>        | <u>1,194</u>        |
| (Loss)/profit before tax             |      | <u>(3,633)</u>        | <u>1,194</u>        |
| (Loss)/profit for the financial year |      | <u><u>(3,633)</u></u> | <u><u>1,194</u></u> |

The above results were derived from continuing operations.

The company has no recognised gains or losses for the year other than the results above.

**Healthwatch Isles of Scilly**  
**(Registration number: 08321886)**  
**Balance Sheet as at 31 March 2024**

|                                                       | Note | 2024<br>£ | 2023<br>£ |
|-------------------------------------------------------|------|-----------|-----------|
| <b>Current assets</b>                                 |      |           |           |
| Debtors                                               | 5    | 972       | 978       |
| Cash at bank and in hand                              |      | 17,392    | 22,344    |
|                                                       |      | 18,364    | 23,322    |
| <b>Creditors:</b> Amounts falling due within one year | 6    | (976)     | (2,301)   |
| <b>Net assets</b>                                     |      | 17,388    | 21,021    |
| <b>Capital and reserves</b>                           |      |           |           |
| Retained earnings                                     |      | 17,388    | 21,021    |
| Shareholders' funds                                   |      | 17,388    | 21,021    |

For the financial year ending 31 March 2024 the company 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 company 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 financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland'.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....  
Stephen Philip Manning  
Director

# Healthwatch Isles of Scilly

## Notes to the Unaudited Financial Statements for the Year Ended 31 March 2024

### 1 General information

The company is a private company limited by share capital, incorporated in England and Wales.

The address of its registered office is:

Unit 1  
Gleanor House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

These financial statements were authorised for issue by the Board on .....

### 2 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

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A smaller entities - 'The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland' and the Companies Act 2006 (as applicable to companies subject to the small companies' regime).

#### Basis of preparation

These financial statements have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

#### Revenue recognition

Turnover comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts.

The company recognises revenue when:

The amount of revenue can be reliably measured;

it is probable that future economic benefits will flow to the entity;

and specific criteria have been met for each of the company's activities.

#### Tangible assets

Tangible assets are stated in the balance sheet at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

The cost of tangible assets includes directly attributable incremental costs incurred in their acquisition and installation.

#### Depreciation

The Depreciation policy is to write off all capital expenses in the year they occurred.

| Asset class        | Depreciation method and rate |
|--------------------|------------------------------|
| Computer equipment | 100% in year                 |
| Office equipment   | 100% in year                 |

## **Healthwatch Isles of Scilly**

### **Notes to the Unaudited Financial Statements for the Year Ended 31 March 2024**

#### **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 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 company will not be able to collect all amounts due according to the original terms of the receivables.

#### **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 company 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.

#### **Defined contribution pension obligation**

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised as employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

### **3 Staff numbers**

The average number of persons employed by the company (including directors) during the year, was 2 (2023 - 2).

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2024

#### 4 Tangible assets

|                          | Furniture,<br>fittings and<br>equipment<br>£ | Total<br>£ |
|--------------------------|----------------------------------------------|------------|
| <b>Cost or valuation</b> |                                              |            |
| At 1 April 2023          | 10,161                                       | 10,161     |
| At 31 March 2024         | 10,161                                       | 10,161     |
| <b>Depreciation</b>      |                                              |            |
| At 1 April 2023          | 10,161                                       | 10,161     |
| At 31 March 2024         | 10,161                                       | 10,161     |
| <b>Carrying amount</b>   |                                              |            |
| At 31 March 2024         | -                                            | -          |

#### 5 Debtors

|                | 2024<br>£ | 2023<br>£ |
|----------------|-----------|-----------|
| <b>Current</b> |           |           |
| Prepayments    | 972       | 978       |
|                | 972       | 978       |

#### 6 Creditors

##### Creditors: amounts falling due within one year

|                            | 2024<br>£ | 2023<br>£ |
|----------------------------|-----------|-----------|
| <b>Due within one year</b> |           |           |
| Other creditors            | 976       | 2,301     |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2024

|                                                  | 2024<br>£             | 2023<br>£           |
|--------------------------------------------------|-----------------------|---------------------|
| Turnover (analysed below)                        | <u>48,875</u>         | <u>47,811</u>       |
| Gross profit (%)                                 | 100%                  | 100%                |
| <b>Administrative expenses</b>                   |                       |                     |
| Employment costs (analysed below)                | (36,770)              | (32,478)            |
| Establishment costs (analysed below)             | (3,728)               | (3,810)             |
| General administrative expenses (analysed below) | <u>(12,010)</u>       | <u>(10,329)</u>     |
|                                                  | <u>(52,508)</u>       | <u>(46,617)</u>     |
| Operating (loss)/profit                          | <u>(3,633)</u>        | <u>1,194</u>        |
| (Loss)/profit before tax                         | <u><u>(3,633)</u></u> | <u><u>1,194</u></u> |

This page does not form part of the statutory financial statements.

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2024

|                                          | 2024<br>£       | 2023<br>£       |
|------------------------------------------|-----------------|-----------------|
| <b>Turnover</b>                          |                 |                 |
| Grants and subsidies                     | <u>48,875</u>   | <u>47,811</u>   |
| <b>Employment costs</b>                  |                 |                 |
| Wages and salaries (excluding directors) | (35,699)        | (31,532)        |
| Staff pensions (Defined contribution)    | <u>(1,071)</u>  | <u>(946)</u>    |
|                                          | <u>(36,770)</u> | <u>(32,478)</u> |
| <b>Establishment costs</b>               |                 |                 |
| Rent and rates                           | (3,120)         | (3,120)         |
| Light, heat and power                    | <u>(608)</u>    | <u>(690)</u>    |
|                                          | <u>(3,728)</u>  | <u>(3,810)</u>  |
| <b>General administrative expenses</b>   |                 |                 |
| Telephone and fax                        | (678)           | (856)           |
| Repairs and maintenance                  | (326)           | (1,915)         |
| Printing, postage and stationery         | (472)           | (241)           |
| Sundry expenses                          | (164)           | (493)           |
| Travel and subsistence                   | (45)            | (2,989)         |
| Promotional & survey costs               | (2,948)         | (231)           |
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| Legal and professional fees              | <u>(5,195)</u>  | <u>(678)</u>    |
|                                          | <u>(12,010)</u> | <u>(10,329)</u> |

This page does not form part of the statutory financial statements.

Registration number: 08321886

# Healthwatch Isles of Scilly

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2024

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

# **Healthwatch Isles of Scilly**

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## **Healthwatch Isles of Scilly**

### **Company Information**

**Directors** Christopher Reginald Douglas  
Jane Winifred Hurd  
Paul Henry Charnock  
Timothy David Jones  
Stephen Philip Manning

**Registered office** Unit 1  
Gleanor House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

**Accountants** Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

## **Healthwatch Isles of Scilly**

### **Directors' Report for the Year Ended 31 March 2024**

The directors present their report and the financial statements for the year ended 31 March 2024.

#### **Directors of the company**

The directors who held office during the year were as follows:

Christopher Reginald Douglas

Jane Winifred Hurd

Paul Henry Charnock

Timothy David Jones

Stephen Philip Manning

Penelope Penn-Howard (ceased 22 May 2023)

#### **Principal activity**

The principal activity of the company is to help local people get the best out of their local health and social care services.

#### **Small companies provision statement**

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....  
Stephen Philip Manning  
Director

**Accountants' Report to the Board of Directors on the Preparation of the Unaudited  
Statutory Accounts of  
Healthwatch Isles of Scilly  
for the Year Ended 31 March 2024**

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the accounts of Healthwatch Isles of Scilly for the year ended 31 March 2024 as set out on pages 4 to 8 from the company's accounting records and from information and explanations you have given us.

This report is made solely to the Board of Directors of Healthwatch Isles of Scilly, as a body, in accordance with the terms of our engagement letter. Our work has been undertaken solely to prepare for your approval the accounts of Healthwatch Isles of Scilly and state those matters that we have agreed to state to the Board of Directors of Healthwatch Isles of Scilly. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Healthwatch Isles of Scilly and its Board of Directors as a body for our work or for this report.

It is your duty to ensure that Healthwatch Isles of Scilly has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and loss of Healthwatch Isles of Scilly. You consider that Healthwatch Isles of Scilly is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the accounts of Healthwatch Isles of Scilly. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory accounts.

.....

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

Date:.....

## Healthwatch Isles of Scilly

### Profit and Loss Account for the Year Ended 31 March 2024

|                                      | Note | 2024<br>£             | 2023<br>£           |
|--------------------------------------|------|-----------------------|---------------------|
| Turnover                             |      | <u>48,875</u>         | <u>47,811</u>       |
| Gross profit                         |      | 48,875                | 47,811              |
| Administrative expenses              |      | <u>(52,508)</u>       | <u>(46,617)</u>     |
| Operating (loss)/profit              |      | <u>(3,633)</u>        | <u>1,194</u>        |
| (Loss)/profit before tax             |      | <u>(3,633)</u>        | <u>1,194</u>        |
| (Loss)/profit for the financial year |      | <u><u>(3,633)</u></u> | <u><u>1,194</u></u> |

The above results were derived from continuing operations.

The company has no recognised gains or losses for the year other than the results above.

**Healthwatch Isles of Scilly**  
**(Registration number: 08321886)**  
**Balance Sheet as at 31 March 2024**

|                                                       | Note | 2024<br>£            | 2023<br>£            |
|-------------------------------------------------------|------|----------------------|----------------------|
| <b>Current assets</b>                                 |      |                      |                      |
| Debtors                                               | 5    | 972                  | 978                  |
| Cash at bank and in hand                              |      | <u>17,392</u>        | <u>22,344</u>        |
|                                                       |      | 18,364               | 23,322               |
| <b>Creditors:</b> Amounts falling due within one year | 6    | <u>(976)</u>         | <u>(2,301)</u>       |
| <b>Net assets</b>                                     |      | <u><u>17,388</u></u> | <u><u>21,021</u></u> |
| <b>Capital and reserves</b>                           |      |                      |                      |
| Retained earnings                                     |      | <u>17,388</u>        | <u>21,021</u>        |
| Shareholders' funds                                   |      | <u><u>17,388</u></u> | <u><u>21,021</u></u> |

For the financial year ending 31 March 2024 the company 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 company 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 financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland'.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....  
Stephen Philip Manning  
Director

# Healthwatch Isles of Scilly

## Notes to the Unaudited Financial Statements for the Year Ended 31 March 2024

### 1 General information

The company is a private company limited by share capital, incorporated in England and Wales.

The address of its registered office is:

Unit 1  
Gleanor House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

These financial statements were authorised for issue by the Board on .....

### 2 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

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A smaller entities - 'The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland' and the Companies Act 2006 (as applicable to companies subject to the small companies' regime).

#### Basis of preparation

These financial statements have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

#### Revenue recognition

Turnover comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts.

The company recognises revenue when:

The amount of revenue can be reliably measured;

it is probable that future economic benefits will flow to the entity;

and specific criteria have been met for each of the company's activities.

#### Tangible assets

Tangible assets are stated in the balance sheet at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

The cost of tangible assets includes directly attributable incremental costs incurred in their acquisition and installation.

#### Depreciation

The Depreciation policy is to write off all capital expenses in the year they occurred.

| Asset class        | Depreciation method and rate |
|--------------------|------------------------------|
| Computer equipment | 100% in year                 |
| Office equipment   | 100% in year                 |

## **Healthwatch Isles of Scilly**

### **Notes to the Unaudited Financial Statements for the Year Ended 31 March 2024**

#### **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 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 company will not be able to collect all amounts due according to the original terms of the receivables.

#### **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 company 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.

#### **Defined contribution pension obligation**

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised as employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

### **3 Staff numbers**

The average number of persons employed by the company (including directors) during the year, was 2 (2023 - 2).

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2024

#### 4 Tangible assets

|                          | Furniture,<br>fittings and<br>equipment<br>£ | Total<br>£ |
|--------------------------|----------------------------------------------|------------|
| <b>Cost or valuation</b> |                                              |            |
| At 1 April 2023          | 10,161                                       | 10,161     |
| At 31 March 2024         | 10,161                                       | 10,161     |
| <b>Depreciation</b>      |                                              |            |
| At 1 April 2023          | 10,161                                       | 10,161     |
| At 31 March 2024         | 10,161                                       | 10,161     |
| <b>Carrying amount</b>   |                                              |            |
| At 31 March 2024         | -                                            | -          |

#### 5 Debtors

|                | 2024<br>£ | 2023<br>£ |
|----------------|-----------|-----------|
| <b>Current</b> |           |           |
| Prepayments    | 972       | 978       |
|                | 972       | 978       |

#### 6 Creditors

##### Creditors: amounts falling due within one year

|                            | 2024<br>£ | 2023<br>£ |
|----------------------------|-----------|-----------|
| <b>Due within one year</b> |           |           |
| Other creditors            | 976       | 2,301     |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2024

|                                                  | 2024<br>£             | 2023<br>£           |
|--------------------------------------------------|-----------------------|---------------------|
| Turnover (analysed below)                        | <u>48,875</u>         | <u>47,811</u>       |
| Gross profit (%)                                 | 100%                  | 100%                |
| <b>Administrative expenses</b>                   |                       |                     |
| Employment costs (analysed below)                | (36,770)              | (32,478)            |
| Establishment costs (analysed below)             | (3,728)               | (3,810)             |
| General administrative expenses (analysed below) | <u>(12,010)</u>       | <u>(10,329)</u>     |
|                                                  | <u>(52,508)</u>       | <u>(46,617)</u>     |
| Operating (loss)/profit                          | <u>(3,633)</u>        | <u>1,194</u>        |
| (Loss)/profit before tax                         | <u><u>(3,633)</u></u> | <u><u>1,194</u></u> |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2024

|                                          | 2024<br>£ | 2023<br>£ |
|------------------------------------------|-----------|-----------|
| <b>Turnover</b>                          |           |           |
| Grants and subsidies                     | 48,875    | 47,811    |
| <b>Employment costs</b>                  |           |           |
| Wages and salaries (excluding directors) | (35,699)  | (31,532)  |
| Staff pensions (Defined contribution)    | (1,071)   | (946)     |
|                                          | (36,770)  | (32,478)  |
| <b>Establishment costs</b>               |           |           |
| Rent and rates                           | (3,120)   | (3,120)   |
| Light, heat and power                    | (608)     | (690)     |
|                                          | (3,728)   | (3,810)   |
| <b>General administrative expenses</b>   |           |           |
| Telephone and fax                        | (678)     | (856)     |
| Repairs and maintenance                  | (326)     | (1,915)   |
| Printing, postage and stationery         | (472)     | (241)     |
| Sundry expenses                          | (164)     | (493)     |
| Travel and subsistence                   | (45)      | (2,989)   |
| Promotional & survey costs               | (2,948)   | (231)     |
| Advertising                              | (643)     | (1,379)   |
| Accountancy fees                         | (755)     | (818)     |
| Professional indemnity insurance         | (784)     | (729)     |
| Legal and professional fees              | (5,195)   | (678)     |
|                                          | (12,010)  | (10,329)  |

This page does not form part of the statutory financial statements.

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# Accounts

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# Together

**we're making health  
and social care better**

**Annual Report 2022–23**

**healthwatch**  
Isles of Scilly





# Contents

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“

"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

# Message from our Chair

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Once again it is my privilege to introduce our Healthwatch Isles of Scilly Annual Report to update our community on what work we have been undertaking representing your views on the health and social care services that many of us use both on the islands and mainland.

In April we welcomed Craig Evans to join Catherine Fuller as our coordinators and manage our workload. I also wish to thank our Directors who volunteer their time to oversee the work we do and represent your views at meetings with health and Social care agencies.

Examples of our work for the past year include managing and chairing of the Medical Travel and Transport group; having input into multi agency planning and discussion groups such as Health and Well-Being; Scrutiny committees and Adult Care services and many other statutory and non-statutory groups.

It is important, therefore, for us to represent your views on using services but we can only do this if you inform us of your experiences both good and maybe not so good. Please let us know.



**Paul Charnock**  
**Healthwatch Isles of Scilly**  
**Chair**



**“In the near future there are going to be some major changes to the way that health and social care is delivered, both nationally and locally. They are so under pressure to meet the needs of individuals and communities, that improvements need to be achieved. We have many committed and professional people who work in the health and care sector, and they will need our understanding while change is achieved. Locally, we will do our best to keep you up to date.”**

# About us

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## Healthwatch Isles of Scilly is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



### Our vision

Our local communities across the five islands can all access the health and care services that they need.



### Our mission

To ensure that people's experiences influence health and care provision.



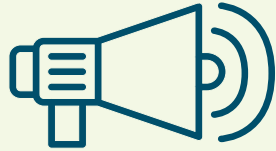
### Our values

- **Listening:** We listen to people's stories and make sure that their views are heard
- **Including:** We listen to the views of people from all areas of the community
- **Analysing:** We look closely at people's experiences to learn how to improve care
- **Acting:** We use the information provided to drive change
- **Partnering:** We work closely with local and national health and social care and voluntary services

# Year in review

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## Reaching out



**91 people**

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**44 people**

came to us for clear advice and information about topics such as mental health and the cost of living crisis.

## Making a difference to care

We published

**2 reports**

about the improvements people would like to see to health and social care services.

Our most popular report was

**Community Health & Care Survey**

in which 187 people gave feedback on health and care services across the islands



## Health and care that works for you

The Department of Health and Social Care (DHSC) fund our work. DHSC gives money to local councils so they can commission an effective local Healthwatch service. In 2022-23 we received

**£45,480**, which is 3.4% more than the previous year.



We are lucky to have

**5 volunteer Directors**

We currently employ

**2 part time members of staff**

who help us carry out our work.

# Highlights from our year

|        |                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                              |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Spring |  <p>We gave our community the opportunity to meet with service leaders to learn about the service they provide, ask questions and offer feedback.</p>                            |  <p>We submitted recommendations to 17 service providers on how to improve their service, based on feedback from our H&amp;C survey.</p>                                  |
| Summer |  <p>We produced guides for medical travel and useful numbers, to help residents and visitors to access the services they need.</p>                                               |  <p>We enhanced the reach of information we share with the community by creating digital signs for our office window, providing another way for people to access it.</p>  |
| Autumn |  <p>We helped to reduce patients need to travel for medical appointments by supporting local services to increase the provision of remote consultations.</p>                   |  <p>In partnership with Macmillan, we launched the Cancer Café to help and support island residents affected by cancer.</p>                                             |
| Winter |  <p>Teaming up with local services, we helped tackle the cost of living crisis by sharing and distributing information about the financial support available to residents.</p> |  <p>We supported the Healthwatch England #BecauseWeAllCare campaign which saw 54,000 people come forward to tell Healthwatch about issues they faced with services.</p> |

# 10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

## How have we made care better, together?

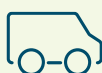
### Adult mental health

We created a focus group to look at models of provision, long term planning and making recommendations to improve the support provided. Our local council and NHS Kernow Clinical Commissioning group, commissioned a post to facilitate improved and coordinated access to mental health services.



### Patient transport

In 2014 we established the IOS Medical, Travel and Transport group, bringing together service providers to improve the medical travel experience for people across the five islands. This is still a bi-monthly meeting.



### Off-island and access to x-rays

We voiced the concerns of those living on off-islands having to pay a high premium for travel to St Mary's for an x-ray. The day was changed to make it more accessible through cheaper travel.



### Virtual consultation clinics

We worked with the transformation team, at the Royal Cornwall Hospital Trust and progress was made to enable video consultations to happen for follow-up appointments. The first visual consultation clinic started in February in the speciality of orthopaedics, with the plan to offer virtual consultation in this speciality to IOS patients.

### Travelling to a medical appointment

We recommended that travel for urgent treatment for Isles of Scilly patients to be included in the NHS Non-emergency funded patient transport policy and that escorts for 20 week maternity scans should not be means tested. As a result, our recommendations were accepted by NHS Kernow Clinical Commissioning Group and included in the Isles of Scilly section of this policy.





# Listening to your experiences

Services can't make improvements without hearing your 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 and help them improve.

# Making Cancer Experiences Count

Living on a remote island and facing a cancer diagnosis can add far greater levels of stress and anxiety. You must cope with crossing 28 miles of sea, sometimes without family or a friend travelling with you, and then use public transport to access treatment and support which can at times, seem an impossible challenge. No one should face cancer alone.

## Support

We have partnered with Macmillan Cancer Support and The Cove (Macmillan Support Centre, Treliske Hospital), to help support Isles of Scilly patients through their cancer journey and beyond. We host quarterly Cancer Cafés, where patients and their families can access support staff, connect with others affected by cancer and share experiences. We are working together to provide resources, for example a wellness pack to take to hospital. This will have useful items to use during treatment. We have collected feedback from patients to help design a 'top tips' leaflet, that gives some practical ideas, especially for newly diagnosed patients, to help them through travel and treatment. We are talking to our local fitness provider to organise wellbeing sessions that are bespoke to cancer patient's needs.



- 35 people have attended the last 2 cafes on St Mary's
- We chatted to 20 people about what would have made their cancer experience a better one
- There are now 36 members of the Scilly Isles Cancer Support Group Facebook page

## What difference will this make?

- Local health services can signpost patients to the local support that is available.
- We provide a safe space for people to talk, if they wish to, with others in similar situations and somewhere to get information and support.
- Providing items to take to hospital will help manage some of the unpleasant side effects of treatment, like nausea and cold hands and feet.
- Offering well-being classes will help with social interaction, mental well-being and support, as well as gaining strength and fitness.
- The Facebook page connects patients to each other and enables them to keep up to date with events and participate in any feedback relating to cancer care.



"The coffee mornings are a great success, thank you."  
**sadie, Island resident**

# Improving access to healthcare appointments

**Getting to healthcare appointments can be both difficult and expensive for the island's residents, and with the cost of living crisis, more people are expressing concerns about travelling to the mainland for medical care. Changes to the way in which these healthcare appointments are delivered will make it easier for people to access support and reduce their need to travel.**

For many people living on the Isles of Scilly, needing to travel to the mainland for medical appointments often means that they miss out on vital care. Travel disruptions on the outbound journey can prevent them from attending appointments, whilst disruptions on the return journey can mean that the person is stranded on the mainland, often for several days at a time, leaving them to find accommodation. This risk of increased difficulty and costs creates a significant health inequality, causing many to re-evaluate their medical needs.

## Our recommendations:

1. Offer a hybrid model of medical appointments that include different options, such as video, telephone and face to face consultations/appointments, that give the patients' choice and personal preferences that meet their needs, and not just based on clinical need.
2. Implementing remote consultations for those without the technological means to access this, particularly on the off islands, must be considered and solutions sought to give everyone the opportunity to have equal access to health and care.
3. To work closely with the local health and care providers who can work together to provide the technological and personal support that will be needed for those who may have limited or no access to electronic devices, or the understanding of how to connect to digital appointments.

## What difference will this make?

Working together with service providers we hope to reduce this requirement for travel, by expanding the availability of remote consultations offered and increasing the clinics provided locally.

More than 1,600 medical consultations took place between April 2022 and March 2023. Our recent survey revealed that many patients would like the option of a remote consultation if possible.

These changes should ensure that people don't need to skip their appointments simply because they can't afford to travel there, enabling them access to the care they need.

“I need information on transport for someone attending regular dialysis. They can't travel on public transport. It would require two buses and they are too ill. They also do not have anyone who can drive them there.” **Patient's representative**

# Three ways we have made a difference for the community

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

## Creating empathy by bringing experiences 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.

We shared the personal experiences of patients having issues with needing to sit in a certain seat on the aircraft when travelling to the mainland for medical appointments, and turning up for check-in to find that this was not possible. The transport company understood the situation, they identified that if patients need to sit in a certain seat, then they should contact them directly and ask if that seat can be reserved, and not to wait until they are checking in for the flight. This will now benefit many patients who may have aircraft accessibility issues.

## Getting services to involve the public



Services need to understand the benefits of involving local people to help improve care for everyone.

One of our recommendations to the health centre was that their website provided regular updates of available services or signposting to services. The health centre now has a website where you can easily navigate to different areas of support. This enables people to have more direct access to information.

## Improving care over time



**Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.**

We held a public meeting with the commissioners of patient transport where people shared their stories about the experiences of travelling to the mainland for a hospital appointment and the difficulties that they faced. This gave the decision makers a true picture of the difficulties that were faced by islanders when arranging travel for a medical appointment. The commissioners are now in the process of addressing some of these issues.



# Hearing from all communities

Over the past year we have worked hard to try to hear from everyone 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:

- Having Community Voices forum events that are also accessible remotely
- Providing information leaflets and posters to the off-islands
- Reaching out to local services to share information and events
- Holding cancer café events to gather feedback about cancer care

## Cancer support –Wellness activity sessions

We received feedback from members of the community at our cancer café telling us they would like to be able to access wellness sessions, like those available through The Cove, the Macmillan Information and Support Centre in Truro. We met with the Macmillan Engagement Lead for Devon, Cornwall and the Isles of Scilly and staff from The Cove, to identify the types of sessions that would be beneficial to those people whose lives are affected by cancer. We are now in the process of talking to our local activity provider and finalising plans to enable people to access funded sessions.



“To be able to access wellbeing sessions here on Scilly would be amazing! All the doctors I've seen have recommended these to help with recovery during and after treatment and also to help deal with the mental toll cancer takes on people's lives.”

**Island resident**



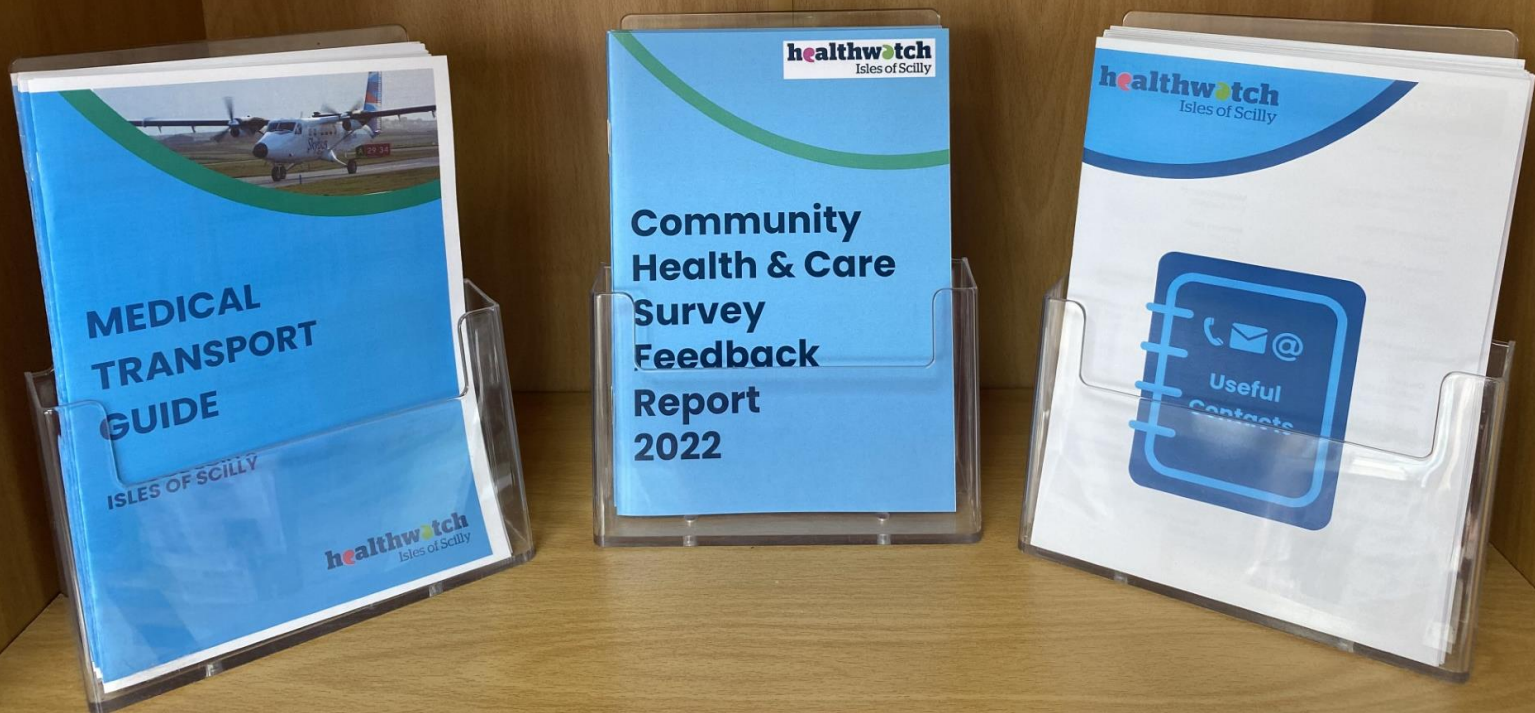
## Physiotherapy

Accessibility to physiotherapy services has always been an area where we received negative feedback. After managing to secure the service for a Thursday so that off-island patients can access it, the islands gained a resident physiotherapist. This has meant that the service is reliable and accessible for more patients and not reliant on someone travelling from the mainland, which was often disrupted due to the weather.

Our biennial survey identified that people wanted to be able to self-refer for physiotherapy and that the form had to be collected from the health centre. We recommended that the health centre put the form on their website. This has now become available, along with other information to support the patient with physiotherapy.

“It is great to be able to see a physiotherapist more quickly, so I didn't have wait for what could have been quite a long time for one to come from the mainland.”

**Local resident**



# Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding out information about patient transport, booking an optician appointment, or making a complaint, you can count on us.

This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Helping people access medical travel
- Supporting people to look after their health during the cost of living crisis

## Helping to enable single day medical travel

In our health and care survey 50 people rated the hospital appointment time provided to fit with flight times as poor or satisfactory. We work with RCHT to help ensure that, where possible, mainland travel for medical appointments can be achieved in a single day, reducing the barriers to patients accessing medical care.

Patients not able to return within the same day are forced to find accommodation on the mainland, often at significant cost.

A patient informed us that they had been unable to get an appointment with the audiologist at a time they were able to attend, as the 9:00am Monday morning appointment would have required two nights stay over the weekend before the Monday appointment.

“My last appointment was at 8:00am on a Monday morning, wintertime, so had to leave Scilly on a Friday afternoon.”

**Islands resident**

We contacted the Referral Management Service who then brought it to the attention of the referral team and service providers, to supply appointment times for Isles of Scilly residents between 11:00 and 14:00, where possible.

## Helping residents to understand mainland travel

With guidance from Patient Transport, we produced a medical travel guide to help island residents with travel to mainland appointments and shared this with our community digitally as well as having a hard copy available. The guide offers information on booking travel for medical appointments both to and from hospital, along with guidance on medical escorts, amendments and cancellations.

In the past year 75% of feedback was about medical travel. Many residents are not familiar with the unique system the islands share when it comes to travel for medical appointments, and navigating this process can be difficult, especially when the patient is feeling unwell.

One elderly resident had expressed a high degree of anxiety about travelling to an appointment on the mainland, being particularly concerned about maintaining their specific medical needs while travelling.

“I’m not yet sure whether I’ll attend. It all just seems such a bother.”

**Islands resident**

After contacting us with these concerns we were able to supply a copy of the guide, which provided them with both the reassurance that their needs would be met, along with an understanding of the process.

# Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012. Some of this funding is from the Department of Health and Social care, who give the money to our local council so that they can commission an effective Healthwatch service.

## Our income and expenditure

| Income                       |                | Expenditure               |                |
|------------------------------|----------------|---------------------------|----------------|
| Annual grant from Government | £45,480        | Expenditure on pay        | £30,500        |
|                              |                | Non-pay expenditure       | £10,998        |
|                              |                | Office and management fee | £3,120         |
| <b>Total income</b>          | <b>£45,480</b> | <b>Total expenditure</b>  | <b>£44,618</b> |

## Next steps

In the ten years since Healthwatch 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 whether that is because of where they live, their income or race.

| Top three priorities for 2023–24                                                                                                                   |                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <b>Cancer support</b><br>Improving the experiences of cancer patients                                                                              |  |
|  <b>Medical travel</b><br>Improving access to medical transport |                                                                                       |
| <b>Children &amp; young people</b><br>Making their voices count                                                                                    |  |



# Statutory statements

Healthwatch Isles of Scilly  
Unit 1 Gleaner House, Buzza Street,  
St Mary's, Isles of Scilly, TR210HW.

Healthwatch Isles of Scilly uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

# The way we work

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

Our Healthwatch Board consists of 5 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met 5 times and made decisions on matters such as priorities for the year, roles and responsibilities, policy and budgetary setting.

We ensure wider public involvement in deciding our work priorities.

## 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 are given the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, social media, meetings of community groups, forum events, and through our webform on our website.

We ensure that this 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 it will also be available at Mumford's newsagent, the Post Office on St Mary's and at the 4 off-island shops/post offices.

## Responses to recommendations

There were not any providers who did not respond to our requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations were necessary.



## 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 to our Medical, Travel and Transport Group meeting, Patient Experience Group meeting (RCHT), and Safer Scilly. We also take insight and experiences to decision makers in the Cornwall and Isles of Scilly Integrated Care System. For example, we share information at the Health and Wellbeing Board. We also share our data with Healthwatch England to help address health and care issues at a national level.

**We have met with the following people this year to share patient feedback and stories and to collaborate on how to improve the health and care services that are accessed by our local community:**

- Steve Williamson, Chief Executive Officer (CEO) of Royal Cornwall Hospital Trust
- Kate Shields, CEO of the Integrated Care Board (ICB)
- Debbie Richards, CEO of Cornwall Partnership NHS Foundation Trust
- Anita Cornelius, ICB West Area Director

**We regularly attend the following meetings:**

- Council of the Isles of Scilly Scrutiny
- Cornwall and the Isles of Scilly Joint Health and Well-being Board
- Isles of Scilly Integrated Health and Care Partnership
- Involving People and Communities, Cornwall and the Isles of Scilly Integrated Care Board
- Safer Scilly
- Patient Experience Group (RCHT)
- Isles of Scilly Belonging and Inclusive Group
- The Cove Forum
- Healthwatch South-West Network

## Healthwatch representatives

Healthwatch Isles of Scilly is represented on the Cornwall and the Isles of Scilly Health and Wellbeing Board by Paul Charnock, Chair of the Board. During 2022/23 our representative has effectively carried out this role presenting our report to the Board and raising any health and wellbeing concerns.

Healthwatch Isles of Scilly is represented on Cornwall and the Isles of Scilly Integrated Care Partnerships by Steve Manning and Integrated Care Boards by the CEO of Healthwatch Cornwall, who at present, is our representative.

### 2022–2023 Outcomes

| Communication                                                                                                                                                   | Changes made to services                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Digital display boards                                                                                                                                          | Accessible information on health and care services provided 24 hours a day.                                                                                                                                                                 |
| Booklet of useful numbers. Information provided about different health and care services, including contact details (Electronic and hard copy available).       | The directory enables easy access of health and care contact information available to most members of the community.                                                                                                                        |
| Hospital discharge guide to support staff on hospital wards within the Royal Cornwall Hospital Trust, with the discharge process of an Isles of Scilly patient. | This guide will mean that there will be less opportunity for a patient to be discharged from hospital without the appropriate medication and travel arrangements organised so that they able to travel back from the mainland the same day. |

# Thank you

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Over the past year we have also had many positive comments about local health and care services.



We would like to thank everyone who is helping us to put people at the heart of care.





# healthwatch

## Isles of Scilly

 Unit 1, Gleaner House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

Open Mon - Thu, 9:30-13:30

 01720 423037  
 [contact@healthwatchislesofscilly.co.uk](mailto:contact@healthwatchislesofscilly.co.uk)  
 [www.healthwatchislesofscilly.co.uk](http://www.healthwatchislesofscilly.co.uk)  
 [Facebook.com/Healthwatch-Isles-of-Scilly](https://www.facebook.com/Healthwatch-Isles-of-Scilly)

Registration number: 08321886

# Healthwatch Isles of Scilly

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2023

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

# **Healthwatch Isles of Scilly**

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# **Healthwatch Isles of Scilly**

## **Company Information**

**Directors**

Mr C Douglas  
Jane Hurd  
Paul Charnock  
Mr Timothy David Jones  
Mr Stephen Philip Manning

**Registered office**

Unit 1  
Gleanor House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

**Accountants**

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

## **Healthwatch Isles of Scilly**

### **Directors' Report for the Year Ended 31 March 2023**

The directors present their report and the financial statements for the year ended 31 March 2023.

#### **Directors of the company**

The directors who held office during the year were as follows:

Mr C Douglas

Jane Hurd

Paul Charnock

Mr Timothy David Jones

Mr Stephen Philip Manning

Penelope Penn-Howard (ceased 22 May 2023)

#### **Principal activity**

The principal activity of the company is to help local people get the best out of their local health and social care services.

#### **Small companies provision statement**

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....  
Mr Stephen Philip Manning  
Director

**Accountants' Report to the Board of Directors on the Preparation of the Unaudited  
Statutory Accounts of  
Healthwatch Isles of Scilly  
for the Year Ended 31 March 2023**

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the accounts of Healthwatch Isles of Scilly for the year ended 31 March 2023 as set out on pages 4 to 8 from the company's accounting records and from information and explanations you have given us.

This report is made solely to the Board of Directors of Healthwatch Isles of Scilly, as a body, in accordance with the terms of our engagement letter. Our work has been undertaken solely to prepare for your approval the accounts of Healthwatch Isles of Scilly and state those matters that we have agreed to state to the Board of Directors of Healthwatch Isles of Scilly. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Healthwatch Isles of Scilly and its Board of Directors as a body for our work or for this report.

It is your duty to ensure that Healthwatch Isles of Scilly has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and profit of Healthwatch Isles of Scilly. You consider that Healthwatch Isles of Scilly is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the accounts of Healthwatch Isles of Scilly. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory accounts.

.....

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

Date:.....

## Healthwatch Isles of Scilly

### Profit and Loss Account for the Year Ended 31 March 2023

|                               | Note | 2023<br>£           | 2022<br>£           |
|-------------------------------|------|---------------------|---------------------|
| Turnover                      |      | <u>47,811</u>       | <u>43,528</u>       |
| Gross profit                  |      | 47,811              | 43,528              |
| Administrative expenses       |      | <u>(46,617)</u>     | <u>(36,214)</u>     |
| Operating profit              |      | <u>1,194</u>        | <u>7,314</u>        |
| Profit before tax             | 4    | <u>1,194</u>        | <u>7,314</u>        |
| Profit for the financial year |      | <u><u>1,194</u></u> | <u><u>7,314</u></u> |

The above results were derived from continuing operations.

The company has no recognised gains or losses for the year other than the results above.

**Healthwatch Isles of Scilly**  
**(Registration number: 08321886)**  
**Balance Sheet as at 31 March 2023**

|                                                       | Note | 2023<br>£ | 2022<br>£ |
|-------------------------------------------------------|------|-----------|-----------|
| <b>Current assets</b>                                 |      |           |           |
| Debtors                                               | 6    | 978       | 799       |
| Cash at bank and in hand                              |      | 22,344    | 19,948    |
|                                                       |      | 23,322    | 20,747    |
| <b>Creditors:</b> Amounts falling due within one year | 7    | (2,301)   | (920)     |
| <b>Net assets</b>                                     |      | 21,021    | 19,827    |
| <b>Capital and reserves</b>                           |      |           |           |
| Retained earnings                                     |      | 21,021    | 19,827    |
| Shareholders' funds                                   |      | 21,021    | 19,827    |

For the financial year ending 31 March 2023 the company 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 company 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 financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....  
Mr Stephen Philip Manning  
Director

## **Healthwatch Isles of Scilly**

### **Notes to the Unaudited Financial Statements for the Year Ended 31 March 2023**

#### **1 General information**

The company is a private company limited by share capital, incorporated in England and Wales.

The address of its registered office is:

Unit 1  
Gleanor House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

These financial statements were authorised for issue by the Board on .....

#### **2 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**

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A smaller entities - 'The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland' and the Companies Act 2006 (as applicable to companies subject to the small companies' regime).

##### **Basis of preparation**

These financial statements have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

##### **Going concern**

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

##### **Revenue recognition**

Turnover comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts.

The company recognises revenue when:

The amount of revenue can be reliably measured;  
it is probable that future economic benefits will flow to the entity;  
and specific criteria have been met for each of the company's activities.

##### **Tangible assets**

Tangible assets are stated in the balance sheet at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

The cost of tangible assets includes directly attributable incremental costs incurred in their acquisition and installation.

##### **Depreciation**

The Depreciation policy is to write off all capital expenses in the year they occurred.

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2023

| Asset class        | Depreciation method and rate |
|--------------------|------------------------------|
| Computer equipment | 100% in year                 |
| Office equipment   | 100% in year                 |

#### 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 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 company will not be able to collect all amounts due according to the original terms of the receivables.

#### 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 company 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.

#### Defined contribution pension obligation

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised as employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

### 3 Staff numbers

The average number of persons employed by the company (including directors) during the year, was 2 (2022 - 1).

### 4 Profit before tax

Arrived at after charging/(crediting)

# Healthwatch Isles of Scilly

## Notes to the Unaudited Financial Statements for the Year Ended 31 March 2023

|                                                       | 2023<br>£                                              | 2022<br>£          |
|-------------------------------------------------------|--------------------------------------------------------|--------------------|
| <b>5 Tangible assets</b>                              |                                                        |                    |
|                                                       | <b>Furniture,<br/>fittings and<br/>equipment<br/>£</b> | <b>Total<br/>£</b> |
| <b>Cost or valuation</b>                              |                                                        |                    |
| At 1 April 2022                                       | 10,161                                                 | 10,161             |
| At 31 March 2023                                      | 10,161                                                 | 10,161             |
| <b>Depreciation</b>                                   |                                                        |                    |
| At 1 April 2022                                       | 10,161                                                 | 10,161             |
| At 31 March 2023                                      | 10,161                                                 | 10,161             |
| <b>Carrying amount</b>                                |                                                        |                    |
| At 31 March 2023                                      | -                                                      | -                  |
| <b>6 Debtors</b>                                      |                                                        |                    |
|                                                       | <b>2023<br/>£</b>                                      | <b>2022<br/>£</b>  |
| <b>Current</b>                                        |                                                        |                    |
| Prepayments                                           | 978                                                    | 799                |
| <b>7 Creditors</b>                                    |                                                        |                    |
| <b>Creditors: amounts falling due within one year</b> |                                                        |                    |
|                                                       | <b>2023<br/>£</b>                                      | <b>2022<br/>£</b>  |
| <b>Due within one year</b>                            |                                                        |                    |
| Other creditors                                       | 2,301                                                  | 920                |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2023

|                                                  | 2023<br>£           | 2022<br>£           |
|--------------------------------------------------|---------------------|---------------------|
| Turnover (analysed below)                        | <u>47,811</u>       | <u>43,528</u>       |
| Gross profit (%)                                 | 100%                | 100%                |
| <b>Administrative expenses</b>                   |                     |                     |
| Employment costs (analysed below)                | (32,478)            | (26,659)            |
| Establishment costs (analysed below)             | (3,810)             | (3,431)             |
| General administrative expenses (analysed below) | <u>(10,329)</u>     | <u>(6,124)</u>      |
|                                                  | <u>(46,617)</u>     | <u>(36,214)</u>     |
| Operating profit                                 | <u>1,194</u>        | <u>7,314</u>        |
| Profit before tax                                | <u><u>1,194</u></u> | <u><u>7,314</u></u> |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2023

|                                          | 2023<br>£ | 2022<br>£ |
|------------------------------------------|-----------|-----------|
| <b>Turnover</b>                          |           |           |
| Grants and subsidies                     | 47,811    | 43,528    |
| <b>Employment costs</b>                  |           |           |
| Wages and salaries (excluding directors) | (31,532)  | (25,914)  |
| Staff pensions (Defined contribution)    | (946)     | (745)     |
|                                          | (32,478)  | (26,659)  |
| <b>Establishment costs</b>               |           |           |
| Rent and rates                           | (3,120)   | (3,120)   |
| Light, heat and power                    | (690)     | (311)     |
|                                          | (3,810)   | (3,431)   |
| <b>General administrative expenses</b>   |           |           |
| Telephone and fax                        | (856)     | (798)     |
| Repairs and maintenance                  | (1,915)   | (55)      |
| Printing, postage and stationery         | (241)     | (1,206)   |
| Sundry expenses                          | (493)     | (269)     |
| Travel and subsistence                   | (2,989)   | -         |
| Promotional & survey costs               | (231)     | (1,197)   |
| Advertising                              | (1,379)   | (693)     |
| Accountancy fees                         | (818)     | (875)     |
| Professional indemnity insurance         | (729)     | (700)     |
| Legal and professional fees              | (678)     | (331)     |
|                                          | (10,329)  | (6,124)   |

Registration number: 08321886

# Healthwatch Isles of Scilly

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2023

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

# **Healthwatch Isles of Scilly**

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# **Healthwatch Isles of Scilly**

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Jane Hurd  
Paul Charnock  
Mr Timothy David Jones  
Mr Stephen Philip Manning

**Registered office**

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**Accountants**

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
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TR21 0PB

## **Healthwatch Isles of Scilly**

### **Directors' Report for the Year Ended 31 March 2023**

The directors present their report and the financial statements for the year ended 31 March 2023.

#### **Directors of the company**

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Mr Stephen Philip Manning

Penelope Penn-Howard (ceased 22 May 2023)

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.....  
Mr Stephen Philip Manning  
Director

**Accountants' Report to the Board of Directors on the Preparation of the Unaudited  
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Healthwatch Isles of Scilly  
for the Year Ended 31 March 2023**

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It is your duty to ensure that Healthwatch Isles of Scilly has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and profit of Healthwatch Isles of Scilly. You consider that Healthwatch Isles of Scilly is exempt from the statutory audit requirement for the year.

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Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

Date:.....

## Healthwatch Isles of Scilly

### Profit and Loss Account for the Year Ended 31 March 2023

|                               | Note | 2023<br>£           | 2022<br>£           |
|-------------------------------|------|---------------------|---------------------|
| Turnover                      |      | <u>47,811</u>       | <u>43,528</u>       |
| Gross profit                  |      | 47,811              | 43,528              |
| Administrative expenses       |      | <u>(46,617)</u>     | <u>(36,214)</u>     |
| Operating profit              |      | <u>1,194</u>        | <u>7,314</u>        |
| Profit before tax             | 4    | <u>1,194</u>        | <u>7,314</u>        |
| Profit for the financial year |      | <u><u>1,194</u></u> | <u><u>7,314</u></u> |

The above results were derived from continuing operations.

The company has no recognised gains or losses for the year other than the results above.

**Healthwatch Isles of Scilly**  
**(Registration number: 08321886)**  
**Balance Sheet as at 31 March 2023**

|                                                       | Note | 2023<br>£ | 2022<br>£ |
|-------------------------------------------------------|------|-----------|-----------|
| <b>Current assets</b>                                 |      |           |           |
| Debtors                                               | 6    | 978       | 799       |
| Cash at bank and in hand                              |      | 22,344    | 19,948    |
|                                                       |      | 23,322    | 20,747    |
| <b>Creditors:</b> Amounts falling due within one year | 7    | (2,301)   | (920)     |
| <b>Net assets</b>                                     |      | 21,021    | 19,827    |
| <b>Capital and reserves</b>                           |      |           |           |
| Retained earnings                                     |      | 21,021    | 19,827    |
| Shareholders' funds                                   |      | 21,021    | 19,827    |

For the financial year ending 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and authorised by the Board on ..... and signed on its behalf by:

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Mr Stephen Philip Manning  
Director

## **Healthwatch Isles of Scilly**

### **Notes to the Unaudited Financial Statements for the Year Ended 31 March 2023**

#### **1 General information**

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TR21 0HW

These financial statements were authorised for issue by the Board on .....

#### **2 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**

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A smaller entities - 'The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland' and the Companies Act 2006 (as applicable to companies subject to the small companies' regime).

##### **Basis of preparation**

These financial statements have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

##### **Going concern**

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

##### **Revenue recognition**

Turnover comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts.

The company recognises revenue when:

The amount of revenue can be reliably measured;

it is probable that future economic benefits will flow to the entity;

and specific criteria have been met for each of the company's activities.

##### **Tangible assets**

Tangible assets are stated in the balance sheet at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

The cost of tangible assets includes directly attributable incremental costs incurred in their acquisition and installation.

##### **Depreciation**

The Depreciation policy is to write off all capital expenses in the year they occurred.

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2023

| Asset class        | Depreciation method and rate |
|--------------------|------------------------------|
| Computer equipment | 100% in year                 |
| Office equipment   | 100% in year                 |

#### 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 debtors

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

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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 company 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.

#### Defined contribution pension obligation

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised as employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

### 3 Staff numbers

The average number of persons employed by the company (including directors) during the year, was 2 (2022 - 1).

### 4 Profit before tax

Arrived at after charging/(crediting)

# Healthwatch Isles of Scilly

## Notes to the Unaudited Financial Statements for the Year Ended 31 March 2023

|                                                       | 2023<br>£                                              | 2022<br>£          |
|-------------------------------------------------------|--------------------------------------------------------|--------------------|
| <b>5 Tangible assets</b>                              |                                                        |                    |
|                                                       | <b>Furniture,<br/>fittings and<br/>equipment<br/>£</b> | <b>Total<br/>£</b> |
| <b>Cost or valuation</b>                              |                                                        |                    |
| At 1 April 2022                                       | 10,161                                                 | 10,161             |
| At 31 March 2023                                      | 10,161                                                 | 10,161             |
| <b>Depreciation</b>                                   |                                                        |                    |
| At 1 April 2022                                       | 10,161                                                 | 10,161             |
| At 31 March 2023                                      | 10,161                                                 | 10,161             |
| <b>Carrying amount</b>                                |                                                        |                    |
| At 31 March 2023                                      | -                                                      | -                  |
| <b>6 Debtors</b>                                      |                                                        |                    |
|                                                       | <b>2023<br/>£</b>                                      | <b>2022<br/>£</b>  |
| <b>Current</b>                                        |                                                        |                    |
| Prepayments                                           | 978                                                    | 799                |
| <b>7 Creditors</b>                                    |                                                        |                    |
| <b>Creditors: amounts falling due within one year</b> |                                                        |                    |
|                                                       | <b>2023<br/>£</b>                                      | <b>2022<br/>£</b>  |
| <b>Due within one year</b>                            |                                                        |                    |
| Other creditors                                       | 2,301                                                  | 920                |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2023

|                                                  | 2023<br>£           | 2022<br>£           |
|--------------------------------------------------|---------------------|---------------------|
| Turnover (analysed below)                        | <u>47,811</u>       | <u>43,528</u>       |
| Gross profit (%)                                 | 100%                | 100%                |
| <b>Administrative expenses</b>                   |                     |                     |
| Employment costs (analysed below)                | (32,478)            | (26,659)            |
| Establishment costs (analysed below)             | (3,810)             | (3,431)             |
| General administrative expenses (analysed below) | <u>(10,329)</u>     | <u>(6,124)</u>      |
|                                                  | <u>(46,617)</u>     | <u>(36,214)</u>     |
| Operating profit                                 | <u>1,194</u>        | <u>7,314</u>        |
| Profit before tax                                | <u><u>1,194</u></u> | <u><u>7,314</u></u> |

This page does not form part of the statutory financial statements.

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2023

|                                          | 2023<br>£ | 2022<br>£ |
|------------------------------------------|-----------|-----------|
| <b>Turnover</b>                          |           |           |
| Grants and subsidies                     | 47,811    | 43,528    |
| <b>Employment costs</b>                  |           |           |
| Wages and salaries (excluding directors) | (31,532)  | (25,914)  |
| Staff pensions (Defined contribution)    | (946)     | (745)     |
|                                          | (32,478)  | (26,659)  |
| <b>Establishment costs</b>               |           |           |
| Rent and rates                           | (3,120)   | (3,120)   |
| Light, heat and power                    | (690)     | (311)     |
|                                          | (3,810)   | (3,431)   |
| <b>General administrative expenses</b>   |           |           |
| Telephone and fax                        | (856)     | (798)     |
| Repairs and maintenance                  | (1,915)   | (55)      |
| Printing, postage and stationery         | (241)     | (1,206)   |
| Sundry expenses                          | (493)     | (269)     |
| Travel and subsistence                   | (2,989)   | -         |
| Promotional & survey costs               | (231)     | (1,197)   |
| Advertising                              | (1,379)   | (693)     |
| Accountancy fees                         | (818)     | (875)     |
| Professional indemnity insurance         | (729)     | (700)     |
| Legal and professional fees              | (678)     | (331)     |
|                                          | (10,329)  | (6,124)   |

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# Accounts

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# Championing what matters to you

Healthwatch Isles of Scilly  
Annual Report 2021-22



# Contents

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# Message from our chair

2021-2022 has been another challenging year, with COVID-19 still very much part of our lives. We still carried on contacting those members of the community who were lonely and/or vulnerable. However, we can sense that we are coming out of this period, but still aware of the need to be careful.

We continued to focus on our priorities, while managing a long period of time with only one part time staff member.

We sent out our biennial survey to 937 households and we had a 20% return, which is excellent, especially as this has enabled us to reach out to everyone, especially those people that we don't hear from very often. This feedback has enabled us to spot trends and make recommendations to services and work with them, to improve health and care on the islands.

We were very pleased to be recognised as an organisation that had supported the community during the pandemic and join the other services in meeting Prince Charles and Camilla, Duchess of Cornwall, during their visit in the summer of 2021.

We move into 2022/23 with a fully staffed team and look forward to working alongside some new services, while maintaining the positive relationships with all of our service providers.

Paul Charnock  
Healthwatch Isles of Scilly Chair



“The COVID-19 pandemic has thrown long-standing health inequalities into stark relief. With NHS and social care facing even longer backlogs, the unequal outcomes exposed by the pandemic are at risk of becoming worse. Local Healthwatch play an important role in helping to overcome these adversities and are uniquely placed to make a positive difference in their communities.”

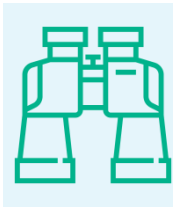
Sir Robert Francis QC, Chair of Healthwatch England



# About us

## Your health and social care champion

Healthwatch Isles of Scilly is your local health and social care champion. From St Mary's to St Martin's and the islands in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



### Our vision

Our local communities can all access the health and care services that they need.



### Our mission

To ensure that people's experiences influence health and care provision.



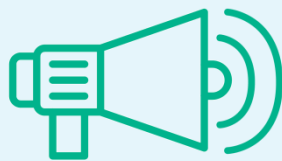
### Our values

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

# Our year in review

Find out how we have engaged and supported people.

## Reaching out



### 55 people spoke to us in-depth about their stories

They told us about their experiences of health and social care services, helping to raise awareness of issues and improve care.

### 41 people needed our support and came to us for advice & information

about topics such as medical travel and COVID-19.

## Making a difference to care



### We reached out to 937 households & asked people about their health & care experiences

The feedback highlighted the struggles people have with accessing medical care on the mainland, especially medical travel, appointment days and times and hospital discharge.

## Health and care that works for you



We're funded by our local authority. In 2021-22 we received:

**£44,600**

Which is the same as the previous year.

We also currently employ:

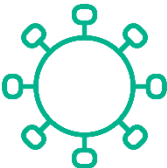
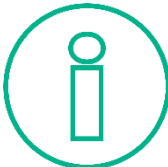
**2 part-time staff**

and have

**6 volunteer board members**

who help us carry out our work.

# How we've made a difference throughout the year

|        |                                                                                     |                                                                                     |                                                                                                                                                                                |                                                                                                                                                                                     |
|--------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Spring |    |    | <p>We provided up to date information on COVID-19.</p>                                                                                                                         | <p>We worked with our local dental provider to support the need for a dental hygienist to come across to the island on a regular basis.</p>                                         |
| Summer |    |    | <p>When people were finding it confusing when arranging medical travel to the mainland, we produced an information booklet and posters to guide them.</p>                      | <p>We supported Healthwatch England in the #BecauseWeAllCare campaign which saw 54,000 people across the country come forward to tell us about issues they faced with services.</p> |
| Autumn |  |  | <p>We sent out our biennial survey to over 937 households to find out their views on health and care.</p>                                                                      | <p>We worked closely with NHS Kernow to find out patient's views on remote consultations.</p>                                                                                       |
| Winter |  |  | <p>When patients found that they were 'bumped off' flights because of travel issues, we liaised with the travel company who reassured us that this would not happen again.</p> | <p>We used social media to ask people to help vulnerable members of the community with their shopping and prescriptions.</p>                                                        |

# Listening to your experiences

Services can't make improvements without hearing your 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 feedback to services to help them improve.



## Less travel, more accessibility

Thanks to people sharing their experiences of travelling to hospital for an outpatient appointment and the impact of COVID-19 has had on attending hospital appointments, we have been working collaboratively with Royal Cornwall Hospital Trust.

If you find it stressful to travel to the mainland for a medical appointment, or are physically unable to travel, have to organise for someone to travel with you, getting to a hospital appointment can feel impossible. Many people experience these barriers every day, with some turning down appointments because of the day and time that is given.

Together with outpatient transformation at RCHT we looked at people’s experiences of having an outpatient appointment and whether it was a video/telephone or face-face.

One of the main issues we heard was the day and time of the appointment, as this impacted the stress levels and the cost and ability of attending. People would like to have a choice of whether the appointment is remote or face to face.



**53%** of people who responded to the survey, identified barriers to having non face to face appointments

### What difference did this make

To be involved with RCHT and the transformation programme in a myth busting video that will help people with their remote consultation and support people with accessing the technology needed for a stress free, successful appointment.. This will ensure that remote consultations and appointments will be accessible for most people.



‘We want to engage patients in the changes we are implementing and working with Healthwatch as the patients’ advocate is invaluable to our work’.

Helen Williams, Transformation Lead, Royal Cornwall Hospitals NHS Trust



## Improving local care services

Thanks to people sharing their experience of social care services in our health and care survey 2021 , we have highlighted areas of care that the public feel, need developing.

We shared this feedback with adult social care, who were already looking at their quality improvement process. The data provided by us helped focus the processes that adult social care were undertaking. We met on a few occasions to give advice on the best ways to gather effective information from the community. We worked with them and shared our opinions and ideas on how they could change and adapt the service and address some of the issues raised by the community from the results of our survey.

The survey results have guided adult social care in focussing on the following:

- Information and advice: A service leaflet is in the process of behind designed to provide the information needed to guide people needing to access the service.
- Communication: They have looked and are developing a better communication system to engage with the community.
- Drop-ins: They have arranged a series of drop-ins across the islands that enable people to speak to someone face to face.
- Survey: They created their own survey for service users that has provided feedback to help move the service forward.

### What difference did this make

This will ensure that communication, signposting and information will be provided more effectively. Through this improvement process, adult social care hopes it will become more responsive to, and reflective of the local community's needs and provide a better quality service to the people of the islands.



“Working with Healthwatch Isles of Scilly and other services across the islands, supports integrated working across services”

S Fuller, Head of Service, Adult Social Care, Isles of Scilly



# Three 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.



## Creating empathy by bringing experiences to life

It's important for the NHS and social care services to step back and see the bigger picture, through hearing personal experiences, and the impact on people's lives. This provides a deeper understanding than using data alone, can challenge assumptions and motivate people to think and work more creatively.

As part of our feedback to services we have shared people's personal experiences of hospital transport & times of outpatient appointments, with the patient experience team, who have asked these departments to be more considerate of these needs.



## Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

We talked to adult social care about strengthening communication, and finding out people's views of using the service. They have recently asked service users about their experiences through a series of questions.



## Improving care over time

Change takes time. We often work behind the scenes with health and care services to consistently raise issues and push for changes.

We have been working closely with Macmillan cancer care to engage with those with cancer, recovering from cancer and their families/carers. We are in the process of arranging a health promotion week with events, information and drop-ins. We have received funding to purchase iPads to help support vulnerable people with remote consultations and being able to access support online.

# Advice and information

If you feel lost and don't know where to turn, Healthwatch Isles of Scilly is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. This year we helped people by:

- Providing up to date information on COVID-19
- Linking people to reliable information they could trust
- Helping people to access the services they need



### Get a Grip of Your Medical Trip!

People came to us saying that they did not understand the system for booking or amending their medical flights or having someone who could travel with them to support them on their journey, or travelling from an off-island to the mainland via St Mary's, or the appeals process.



We produced an advice and information leaflet that provides clear guidance to each area of concern. We shared this information across the five islands, including shops, town notice board, health centre, social media and our website. Since providing this information we have had far fewer people contacting us for this type of information.

### Brighter Smiles Throughout the Isles!

People came to ask about access to specific dental services, especially dental hygienist treatment.

We shared this feedback with the local dentist practice, who identified that this service was not commissioned by NHS England but having identified a need for such services and in line with their commitment to improving oral health, they have arranged for one of their Dental Therapists to visit on a monthly basis to deliver dental hygiene treatments on a private basis.



Although this is currently a private service it has meant that it is having a positive impact on people's dental care and is giving more available time for the dentist to treat patients.

# Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

| Income                                |         | Expenditure          |            |
|---------------------------------------|---------|----------------------|------------|
| Funding received from local authority | £44,600 | Staff costs          | £26,485.77 |
| Additional funding                    | £0.00   | Operational costs    | £8,134.37  |
|                                       |         | Community engagement | £1,196.74  |
| Total income                          | £44,600 | Total expenditure    | £35,816.88 |

## Top three priorities for 2022–23

1. To be accessible to all members of the community
2. To provide an accessible signposting and information service
3. Make sure that the community’s voice is heard

## Next steps

The pandemic has shone a stark light on the impact of existing inequalities when using health and care services, highlighting the importance of championing the voices of those who all too often go unheard.

Over the coming years, our goal is to help reduce these inequalities by making sure your voice is heard, and decision makers reduce the barriers you face, regardless of whether that’s because of where you live, income or race.

We will gather more feedback from people and be back out in the community, where the people can talk to us face to face, while still having the option of sharing their stories and asking for information and signposting through telephone and media.

# Statutory statements

## About us

Healthwatch Isles of Scilly, Unit 1, Gleaner House, Buzza Street, St Mary's, Isles of Scilly, TR21 0NS

Healthwatch Isles of Scilly uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.



## **The way we work**

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

Our Healthwatch board consists of 6 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2021/22 the board met 5 times and made decisions on matters such as medical travel and transport priorities, and priorities for 2022.

We ensure wider public involvement in deciding our work priorities. Our biennial survey provides opinions of the public which then shapes our priorities.

### **Methods and systems used across the year's work to obtain people's views and experience.**

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 health and care services. During 2020/21 we have been available by phone, email, provided webform feedback on our website and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, sending out paper based copies of our biennial survey to all households across the five islands and also offering an electronic version.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish the report on our website and provide paper copies at Mumford newsagent and at the Post Office.

## **Responses to recommendations and requests**

We had 9 providers who did not respond to requests for information or recommendations.

There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

## Health and Wellbeing Board

Healthwatch Isles of Scilly is represented on the Cornwall & the Isles of Scilly Health and Wellbeing Board by Paul Charnock, Chair. During 2020/21 our representative has effectively carried out this role by:

- Attending the one formal meeting.
- Attending two development sessions on the proposed merger of the two boards, one with the Local Government Association.
- Identifying motivation and ambitions as a member of the joint Health and Wellbeing Board.
- Voicing the concerns that we had relating to the proposed merger of the Isles of Scilly Health and Well Being Board with Cornwall Health and Wellbeing Board.
- Responding to a set of written questions relating to the merger.
- Agreeing how important it was to retain the voice of the people, and that while the islands shared some issues with Cornwall there were still stark differences in some areas.





Healthwatch Isles of Scilly  
Unit 1, Gleaner House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

[www.healthwatchislesofscilly.co.uk](http://www.healthwatchislesofscilly.co.uk)

t: 01720 423037

e: [contact@healthwatchislesofscilly.co.uk](mailto:contact@healthwatchislesofscilly.co.uk)



[Facebook.com/Healthwatch-Isles-of-Scilly](https://www.facebook.com/Healthwatch-Isles-of-Scilly)



Registration number: 08321886

# Healthwatch Isles of Scilly

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2022

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

# **Healthwatch Isles of Scilly**

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| Accountants' Report                         | 3       |
| Profit and Loss Account                     | 4       |
| Balance Sheet                               | 5       |
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## **Healthwatch Isles of Scilly**

### **Company Information**

**Directors**

Mr C Douglas  
Jane Hurd  
Paul Charnock  
Mr Stephen Philip Manning  
Penelope Penn-Howard  
Mr Timothy David Jones

**Registered office**

Unit 1  
Gleaner House  
Porthcressa  
St Marys  
Isles of Scilly  
TR21 0LN

**Accountants**

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

## **Healthwatch Isles of Scilly**

### **Directors' Report for the Year Ended 31 March 2022**

The directors present their report and the financial statements for the year ended 31 March 2022.

#### **Directors of the company**

The directors who held office during the year were as follows:

Mr C Douglas

Jane Hurd

Paul Charnock

Mr Stephen Philip Manning

Penelope Penn-Howard

Mr Timothy David Jones (appointed 14 September 2021)

#### **Principal activity**

The principal activity of the company is to help local people get the best out of their local health and social care services.

#### **Small companies provision statement**

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....  
Mr Stephen Philip Manning  
Director

**Accountants' Report to the Board of Directors on the Preparation of the Unaudited  
Statutory Accounts of  
Healthwatch Isles of Scilly  
for the Year Ended 31 March 2022**

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the accounts of Healthwatch Isles of Scilly for the year ended 31 March 2022 as set out on pages 4 to 8 from the company's accounting records and from information and explanations you have given us.

This report is made solely to the Board of Directors of Healthwatch Isles of Scilly, as a body, in accordance with the terms of our engagement letter. Our work has been undertaken solely to prepare for your approval the accounts of Healthwatch Isles of Scilly and state those matters that we have agreed to state to the Board of Directors of Healthwatch Isles of Scilly. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Healthwatch Isles of Scilly and its Board of Directors as a body for our work or for this report.

It is your duty to ensure that Healthwatch Isles of Scilly has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and profit of Healthwatch Isles of Scilly. You consider that Healthwatch Isles of Scilly is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the accounts of Healthwatch Isles of Scilly. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory accounts.

.....

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

Date:.....

## Healthwatch Isles of Scilly

### Profit and Loss Account for the Year Ended 31 March 2022

|                                      | Note | 2022<br>£           | 2021<br>£             |
|--------------------------------------|------|---------------------|-----------------------|
| Turnover                             |      | <u>43,528</u>       | <u>36,850</u>         |
| Gross profit                         |      | 43,528              | 36,850                |
| Administrative expenses              |      | <u>(36,214)</u>     | <u>(41,101)</u>       |
| Operating profit/(loss)              |      | <u>7,314</u>        | <u>(4,251)</u>        |
| Profit/(loss) before tax             | 4    | <u>7,314</u>        | <u>(4,251)</u>        |
| Profit/(loss) for the financial year |      | <u><u>7,314</u></u> | <u><u>(4,251)</u></u> |

The above results were derived from continuing operations.

The company has no recognised gains or losses for the year other than the results above.

**Healthwatch Isles of Scilly**  
**(Registration number: 08321886)**  
**Balance Sheet as at 31 March 2022**

|                                                       | Note | 2022<br>£ | 2021<br>£ |
|-------------------------------------------------------|------|-----------|-----------|
| <b>Current assets</b>                                 |      |           |           |
| Debtors                                               | 6    | 799       | 856       |
| Cash at bank and in hand                              |      | 19,948    | 12,477    |
|                                                       |      | 20,747    | 13,333    |
| <b>Creditors:</b> Amounts falling due within one year | 7    | (920)     | (820)     |
| <b>Net assets</b>                                     |      | 19,827    | 12,513    |
| <b>Capital and reserves</b>                           |      |           |           |
| Retained earnings                                     |      | 19,827    | 12,513    |
| Shareholders' funds                                   |      | 19,827    | 12,513    |

For the financial year ending 31 March 2022 the company 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 company 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 financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....  
Mr Stephen Philip Manning  
Director

# Healthwatch Isles of Scilly

## Notes to the Unaudited Financial Statements for the Year Ended 31 March 2022

### 1 General information

The company is a private company limited by share capital, incorporated in England and Wales.

The address of its registered office is:

Unit 1  
Gleaner House  
Porthcressa  
St Marys  
Isles of Scilly  
TR21 0LN

These financial statements were authorised for issue by the Board on .....

### 2 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

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A smaller entities - 'The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland' and the Companies Act 2006 (as applicable to companies subject to the small companies' regime).

#### Basis of preparation

These financial statements have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

#### Revenue recognition

Turnover comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts.

The company recognises revenue when:

The amount of revenue can be reliably measured;

it is probable that future economic benefits will flow to the entity;

and specific criteria have been met for each of the company's activities.

#### Tangible assets

Tangible assets are stated in the balance sheet at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

The cost of tangible assets includes directly attributable incremental costs incurred in their acquisition and installation.

#### Depreciation

The Depreciation policy is to write off all capital expenses in the year they occurred.

| Asset class        | Depreciation method and rate |
|--------------------|------------------------------|
| Computer equipment | 100% in year                 |
| Office equipment   | 100% in year                 |

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2022

#### 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 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 company will not be able to collect all amounts due according to the original terms of the receivables.

#### 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 company 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.

#### Defined contribution pension obligation

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised as employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

### 3 Staff numbers

The average number of persons employed by the company (including directors) during the year, was 1 (2021 - 1).

### 4 Profit/loss before tax

Arrived at after charging/(crediting)

|                      | 2022 | 2021 |
|----------------------|------|------|
|                      | £    | £    |
| Depreciation expense | -    | 450  |

# Healthwatch Isles of Scilly

## Notes to the Unaudited Financial Statements for the Year Ended 31 March 2022

### 5 Tangible assets

|                          | <b>Furniture,<br/>fittings and<br/>equipment<br/>£</b> | <b>Total<br/>£</b> |
|--------------------------|--------------------------------------------------------|--------------------|
| <b>Cost or valuation</b> |                                                        |                    |
| At 1 April 2021          | <u>10,161</u>                                          | <u>10,161</u>      |
| At 31 March 2022         | <u>10,161</u>                                          | <u>10,161</u>      |
| <b>Depreciation</b>      |                                                        |                    |
| At 1 April 2021          | <u>10,161</u>                                          | <u>10,161</u>      |
| At 31 March 2022         | <u>10,161</u>                                          | <u>10,161</u>      |
| <b>Carrying amount</b>   |                                                        |                    |
| At 31 March 2022         | <u>-</u>                                               | <u>-</u>           |

### 6 Debtors

|                | <b>2022<br/>£</b> | <b>2021<br/>£</b> |
|----------------|-------------------|-------------------|
| <b>Current</b> |                   |                   |
| Prepayments    | <u>799</u>        | <u>856</u>        |

### 7 Creditors

#### Creditors: amounts falling due within one year

|                            | <b>2022<br/>£</b> | <b>2021<br/>£</b> |
|----------------------------|-------------------|-------------------|
| <b>Due within one year</b> |                   |                   |
| Other creditors            | <u>920</u>        | <u>820</u>        |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2022

|                                                  | 2022<br>£           | 2021<br>£             |
|--------------------------------------------------|---------------------|-----------------------|
| Turnover (analysed below)                        | <u>43,528</u>       | <u>36,850</u>         |
| Gross profit (%)                                 | 100%                | 100%                  |
| <b>Administrative expenses</b>                   |                     |                       |
| Employment costs (analysed below)                | (26,659)            | (31,643)              |
| Establishment costs (analysed below)             | (3,431)             | (3,403)               |
| General administrative expenses (analysed below) | (6,124)             | (5,605)               |
| Depreciation costs (analysed below)              | <u>-</u>            | <u>(450)</u>          |
|                                                  | <u>(36,214)</u>     | <u>(41,101)</u>       |
| Operating profit/(loss)                          | <u>7,314</u>        | <u>(4,251)</u>        |
| Profit/(loss) before tax                         | <u><u>7,314</u></u> | <u><u>(4,251)</u></u> |

This page does not form part of the statutory financial statements.

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2022

|                                             | 2022<br>£ | 2021<br>£ |
|---------------------------------------------|-----------|-----------|
| <b>Turnover</b>                             |           |           |
| Grants and subsidies                        | 43,528    | 36,850    |
| <b>Employment costs</b>                     |           |           |
| Wages and salaries (excluding directors)    | (25,914)  | (30,721)  |
| Staff pensions (Defined contribution)       | (745)     | (922)     |
|                                             | (26,659)  | (31,643)  |
| <b>Establishment costs</b>                  |           |           |
| Rent and rates                              | (3,120)   | (3,120)   |
| Light, heat and power                       | (311)     | (283)     |
|                                             | (3,431)   | (3,403)   |
| <b>General administrative expenses</b>      |           |           |
| Telephone and fax                           | (798)     | (729)     |
| Repairs and maintenance                     | (55)      | (285)     |
| Printing, postage and stationery            | (1,206)   | (1,141)   |
| Sundry expenses                             | (269)     | (630)     |
| Promotional & survey costs                  | (1,197)   | -         |
| Advertising                                 | (693)     | (778)     |
| Accountancy fees                            | (875)     | (845)     |
| Professional indemnity insurance            | (700)     | (674)     |
| Legal and professional fees                 | (331)     | (523)     |
|                                             | (6,124)   | (5,605)   |
| <b>Depreciation costs</b>                   |           |           |
| Depreciation of plant and machinery (owned) | -         | (450)     |

Registration number: 08321886

# Healthwatch Isles of Scilly

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2022

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

# **Healthwatch Isles of Scilly**

## **Contents**

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## **Healthwatch Isles of Scilly**

### **Company Information**

**Directors**

Mr C Douglas  
Jane Hurd  
Paul Charnock  
Mr Stephen Philip Manning  
Penelope Penn-Howard  
Mr Timothy David Jones

**Registered office**

Unit 1  
Gleaner House  
Porthcressa  
St Marys  
Isles of Scilly  
TR21 0LN

**Accountants**

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

## **Healthwatch Isles of Scilly**

### **Directors' Report for the Year Ended 31 March 2022**

The directors present their report and the financial statements for the year ended 31 March 2022.

#### **Directors of the company**

The directors who held office during the year were as follows:

Mr C Douglas

Jane Hurd

Paul Charnock

Mr Stephen Philip Manning

Penelope Penn-Howard

Mr Timothy David Jones (appointed 14 September 2021)

#### **Principal activity**

The principal activity of the company is to help local people get the best out of their local health and social care services.

#### **Small companies provision statement**

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....  
Mr Stephen Philip Manning  
Director

**Accountants' Report to the Board of Directors on the Preparation of the Unaudited  
Statutory Accounts of  
Healthwatch Isles of Scilly  
for the Year Ended 31 March 2022**

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the accounts of Healthwatch Isles of Scilly for the year ended 31 March 2022 as set out on pages 4 to 8 from the company's accounting records and from information and explanations you have given us.

This report is made solely to the Board of Directors of Healthwatch Isles of Scilly, as a body, in accordance with the terms of our engagement letter. Our work has been undertaken solely to prepare for your approval the accounts of Healthwatch Isles of Scilly and state those matters that we have agreed to state to the Board of Directors of Healthwatch Isles of Scilly. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Healthwatch Isles of Scilly and its Board of Directors as a body for our work or for this report.

It is your duty to ensure that Healthwatch Isles of Scilly has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and profit of Healthwatch Isles of Scilly. You consider that Healthwatch Isles of Scilly is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the accounts of Healthwatch Isles of Scilly. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory accounts.

.....

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

Date:.....

## Healthwatch Isles of Scilly

### Profit and Loss Account for the Year Ended 31 March 2022

|                                      | Note | 2022<br>£           | 2021<br>£             |
|--------------------------------------|------|---------------------|-----------------------|
| Turnover                             |      | <u>43,528</u>       | <u>36,850</u>         |
| Gross profit                         |      | 43,528              | 36,850                |
| Administrative expenses              |      | <u>(36,214)</u>     | <u>(41,101)</u>       |
| Operating profit/(loss)              |      | <u>7,314</u>        | <u>(4,251)</u>        |
| Profit/(loss) before tax             | 4    | <u>7,314</u>        | <u>(4,251)</u>        |
| Profit/(loss) for the financial year |      | <u><u>7,314</u></u> | <u><u>(4,251)</u></u> |

The above results were derived from continuing operations.

The company has no recognised gains or losses for the year other than the results above.

**Healthwatch Isles of Scilly**  
**(Registration number: 08321886)**  
**Balance Sheet as at 31 March 2022**

|                                                       | Note | 2022<br>£ | 2021<br>£ |
|-------------------------------------------------------|------|-----------|-----------|
| <b>Current assets</b>                                 |      |           |           |
| Debtors                                               | 6    | 799       | 856       |
| Cash at bank and in hand                              |      | 19,948    | 12,477    |
|                                                       |      | 20,747    | 13,333    |
| <b>Creditors:</b> Amounts falling due within one year | 7    | (920)     | (820)     |
| <b>Net assets</b>                                     |      | 19,827    | 12,513    |
| <b>Capital and reserves</b>                           |      |           |           |
| Retained earnings                                     |      | 19,827    | 12,513    |
| Shareholders' funds                                   |      | 19,827    | 12,513    |

For the financial year ending 31 March 2022 the company 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 company 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 financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....  
Mr Stephen Philip Manning  
Director

# Healthwatch Isles of Scilly

## Notes to the Unaudited Financial Statements for the Year Ended 31 March 2022

### 1 General information

The company is a private company limited by share capital, incorporated in England and Wales.

The address of its registered office is:

Unit 1  
Gleaner House  
Porthcressa  
St Marys  
Isles of Scilly  
TR21 0LN

These financial statements were authorised for issue by the Board on .....

### 2 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

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A smaller entities - 'The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland' and the Companies Act 2006 (as applicable to companies subject to the small companies' regime).

#### Basis of preparation

These financial statements have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

#### Revenue recognition

Turnover comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts.

The company recognises revenue when:

The amount of revenue can be reliably measured;

it is probable that future economic benefits will flow to the entity;

and specific criteria have been met for each of the company's activities.

#### Tangible assets

Tangible assets are stated in the balance sheet at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

The cost of tangible assets includes directly attributable incremental costs incurred in their acquisition and installation.

#### Depreciation

The Depreciation policy is to write off all capital expenses in the year they occurred.

| Asset class        | Depreciation method and rate |
|--------------------|------------------------------|
| Computer equipment | 100% in year                 |
| Office equipment   | 100% in year                 |

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2022

#### 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 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 company will not be able to collect all amounts due according to the original terms of the receivables.

#### 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 company 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.

#### Defined contribution pension obligation

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised as employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

### 3 Staff numbers

The average number of persons employed by the company (including directors) during the year, was 1 (2021 - 1).

### 4 Profit/loss before tax

Arrived at after charging/(crediting)

|                      | 2022 | 2021 |
|----------------------|------|------|
|                      | £    | £    |
| Depreciation expense | -    | 450  |

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2022

#### 5 Tangible assets

|                          | Furniture,<br>fittings and<br>equipment<br>£ | Total<br>£ |
|--------------------------|----------------------------------------------|------------|
| <b>Cost or valuation</b> |                                              |            |
| At 1 April 2021          | 10,161                                       | 10,161     |
| At 31 March 2022         | 10,161                                       | 10,161     |
| <b>Depreciation</b>      |                                              |            |
| At 1 April 2021          | 10,161                                       | 10,161     |
| At 31 March 2022         | 10,161                                       | 10,161     |
| <b>Carrying amount</b>   |                                              |            |
| At 31 March 2022         | -                                            | -          |

#### 6 Debtors

|                | 2022<br>£ | 2021<br>£ |
|----------------|-----------|-----------|
| <b>Current</b> |           |           |
| Prepayments    | 799       | 856       |

#### 7 Creditors

##### Creditors: amounts falling due within one year

|                            | 2022<br>£ | 2021<br>£ |
|----------------------------|-----------|-----------|
| <b>Due within one year</b> |           |           |
| Other creditors            | 920       | 820       |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2022

|                                                  | 2022<br>£ | 2021<br>£ |
|--------------------------------------------------|-----------|-----------|
| Turnover (analysed below)                        | 43,528    | 36,850    |
| Gross profit (%)                                 | 100%      | 100%      |
| <b>Administrative expenses</b>                   |           |           |
| Employment costs (analysed below)                | (26,659)  | (31,643)  |
| Establishment costs (analysed below)             | (3,431)   | (3,403)   |
| General administrative expenses (analysed below) | (6,124)   | (5,605)   |
| Depreciation costs (analysed below)              | -         | (450)     |
|                                                  | (36,214)  | (41,101)  |
| Operating profit/(loss)                          | 7,314     | (4,251)   |
| Profit/(loss) before tax                         | 7,314     | (4,251)   |

This page does not form part of the statutory financial statements.

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2022

|                                             | 2022<br>£ | 2021<br>£ |
|---------------------------------------------|-----------|-----------|
| <b>Turnover</b>                             |           |           |
| Grants and subsidies                        | 43,528    | 36,850    |
| <b>Employment costs</b>                     |           |           |
| Wages and salaries (excluding directors)    | (25,914)  | (30,721)  |
| Staff pensions (Defined contribution)       | (745)     | (922)     |
|                                             | (26,659)  | (31,643)  |
| <b>Establishment costs</b>                  |           |           |
| Rent and rates                              | (3,120)   | (3,120)   |
| Light, heat and power                       | (311)     | (283)     |
|                                             | (3,431)   | (3,403)   |
| <b>General administrative expenses</b>      |           |           |
| Telephone and fax                           | (798)     | (729)     |
| Repairs and maintenance                     | (55)      | (285)     |
| Printing, postage and stationery            | (1,206)   | (1,141)   |
| Sundry expenses                             | (269)     | (630)     |
| Promotional & survey costs                  | (1,197)   | -         |
| Advertising                                 | (693)     | (778)     |
| Accountancy fees                            | (875)     | (845)     |
| Professional indemnity insurance            | (700)     | (674)     |
| Legal and professional fees                 | (331)     | (523)     |
|                                             | (6,124)   | (5,605)   |
| <b>Depreciation costs</b>                   |           |           |
| Depreciation of plant and machinery (owned) | -         | (450)     |

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# Accounts

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# Here for the Isles of Scilly

## Then and now

Healthwatch Isles of Scilly Annual Report 2020-21



# Contents

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# Message from our Chair

Our Annual Report is an opportunity to reflect on our work over the last 12 months. This could not be done without reference to Covid-19 and how it has affected individuals and our community, services and agencies, not only in Health and Social care but those that support us in our daily lives. Education, shops, transport links and many more have all been affected in some way. Throughout on Scilly I feel it should be noted that we have managed well, kept to the rules enabling us to look forward to a return to a little normality in the very near future.

Our 'usual' workload has been maintained through attendance and communication with agencies through technology and virtual meetings. We hope that those who have made use of our services have recognised we have done our best to maintain the quality of service delivery whilst recognising we have not achieved as much 'outreach' work to the off island communities as we would have wished due to governmental rules and guidelines. This area of our work will be reinstated in the very near future.

One benefit of Covid-19 is that an excellent 'community spirit' has evolved which we have been pleased to be a part of, which is that of volunteers guided by our Co-ordinators, have supported many people by helping with shopping; running errands, delivering newspapers or ensuring less able or home bound are ok. Along with this our co-ordinator staff have made telephone contact on a regular basis with those people who may be at some risk or have feelings of isolation. We have worked very closely with The Local Authority's Adult Care service who have given excellent support. In fact, such has been the success of this community involvement that funding for a more formalised voluntary activity service has been agreed by the council and will be initiated in the very near future. It will take the form of Scilly Support Service and we hope members of the community will join us in continuing to provide a valuable resource for those people living on our islands who for whatever reasons may have needs that need to be met or whose well-being can be improved.

In noting the above may I on behalf of Healthwatch Isles of Scilly, directors and Co-ordinators, thank those volunteers who have given their time to our positive response to Covid-19. I would also wish you to note that whilst the work undertaken has been by our staff and use of facilities it is funded quite separately to our usual funding streams.



We hope our Annual Report reflects what we have achieved and our plans and priorities for the future. Please contact us and let us know what you think can be improved or does not work so well or just an opinion on what we do. Our byword is: ' Everything we do starts with what you tell us'.

May I take this opportunity to say thank you to our volunteer directors and a very able staff in their role of Healthwatch Isles of Scilly co-ordinators. Without you all we would not be able to deliver this statutory service.

Best wishes to all and a safe year ahead.

Paul Charnock

Chair: Healthwatch. Isles of Scilly

# About us

## Here to make health and care better

We are the independent champion for people who use health and social care services on the Isles of Scilly. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

## Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

### Our goals



#### **1 Supporting you to have your say**

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



#### **2 Providing a high quality service**

We want everyone who shares an experience or seeks advice from us to get a high quality service and to understand the difference their views make.



#### **3 Ensuring your views help improve health & care**

We want more services to use your views to shape the health and care support you need today and in the future.



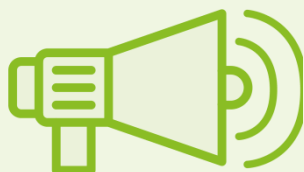
**"Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone's views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people's lives."**

**Sir Robert Francis QC, Chair of Healthwatch England**

# Highlights from our year

Find out about our resources and how we have engaged and supported people in 2020-21.

## Reaching out



We heard from

**75 people**

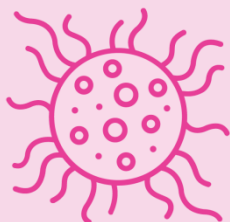
this year about their experiences of health and social care.

We provided advice and information to

**177 people**

this year.

## Responding to the pandemic



We engaged with and supported

**74 people**

during the COVID-19 pandemic this year.

## Making a difference to care



We published

**7 reports**

about the improvements people would like to see to health and social care services. From this, we made 12 recommendations for improvement.

**50% of recommendations**

we made last year have been acted upon, at the point where we reviewed progress.

## Health and care that works for you



**We employ 2 staff**

who work part time and their hours are equivalent to 1 full time member of staff, this is the same as the previous year.

We received

**£44,600 in funding**

from our local authority in 2020-21, the same as the previous year.



## Theme one: Off-island access to medical appointments on St Mary's



### Then: Off-island access to medical appointments on St Mary's.

**Thanks to the residents of the off-islands for sharing their experiences of medical appointments on St Mary's. This enabled us to help commissioners understand and recognise the need for a change of the day services were available.**

Throughout 2020, X-ray and physiotherapy appointments were taking place on a Wednesday at St Mary's hospital. During the winter months, patients travelling from the off-islands for one of these appointments would have to book a special boat at a cost of approximately £100 for a return journey.

We actively worked on ensuring that these appointments take place on a Thursday so that they can be easily accessed by residents living on the off-islands. A Thursday is the only day during the week that off-island residents can travel across at a minimum cost on a scheduled boat throughout the whole year.



## Now: Off-island access to medical appointments on St Mary's.

In order to receive feedback, the survey was available on the Healthwatch Isles of Scilly website, advertised on Facebook and on leaflets distributed across all of the off-islands.

Just over half of the respondents booked a 'special boat' (Private boat) to travel across to their appointments.

From the feedback, 78% of people told us that they have had to cancel appointments. The majority of these cancellations were due to the weather conditions and the cost involved in arranging non-scheduled boating.

From April 2020 to March 2021(inclusive) St Mary's hospital have held **28 X-ray Clinics**, attended by **237 patients** across all five islands. We are unable to obtain how many of these patients travelled from the off-islands, but even if only a few did, since the day was changed, at £100 for a return boat fare, that will be a significant saving to patients.



**"Accessing NHS services from the off-islands, particularly during the winter is prohibitively difficult and expensive. Especially in the case of more urgent appointments, it is almost impossible to use scheduled boats during the winter. The cost of return 'special' boats is in excess of £100." Off-island resident**

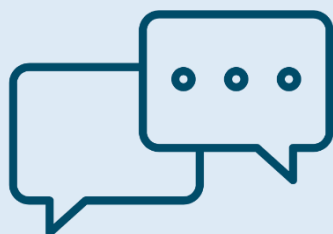
Following the survey, we made recommendations:

- \* In the winter, appointments should be booked on a Thursday where possible, as this is the only day that a scheduled boat runs.
- \*Cost of special boats for primary care appointments covered for all off-island residents travelling for a pre-arranged medical appointment on St Mary's, when unable to use a scheduled boat.
- \*More scheduled boat times in winter.

**X-ray has now been changed to a Thursday and NHS Kernow is still looking at moving Physiotherapy to a Thursday.**

Although we are unable to measure the success of this change, we hope that that not only will it save money for off-island residents, they should experience less stress and ultimately manage to attend their appointments.

### Share your views with us



If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.



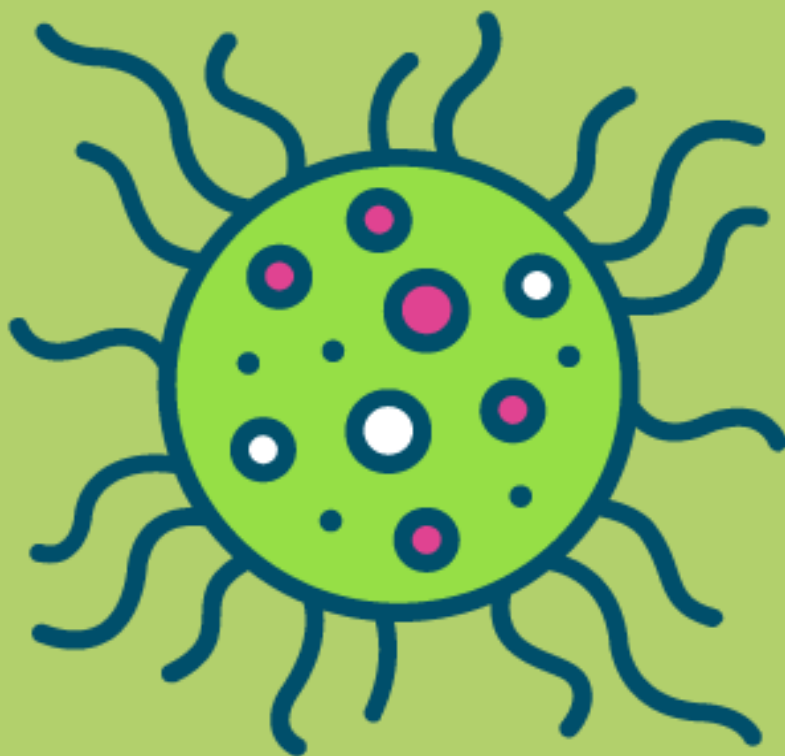
[www.healthwatchislesofscilly.gov.uk](http://www.healthwatchislesofscilly.gov.uk)



**01720 423037**



[contact@healthwatchislesofscilly.co.uk](mailto:contact@healthwatchislesofscilly.co.uk)



## Theme two: Emergency response to COVID-19



### Then: Emergency response to COVID-19

**The start of the pandemic in March 2020, was a situation that had never been seen before. Priorities of Healthwatch Isles of Scilly changed, face to face engagement stopped, residents across the islands were told to stay at home, hundreds of people began shielding and we found ourselves in a situation where we could offer help and support for those in need. This was an emergency response to the situation and not one of the usual statutory Healthwatch responsibilities.**

**Our focus** was to make sure the vulnerable members of the community had access to food, prescriptions and to offer regular phone calls to those who had limited contact with other people, therefore reducing loneliness and helping to improve well-being.

Flexible to respond:

We have shown we are a flexible resource when we need to support community resilience. We set up and ran a volunteer service which provided the following:

- Food shopping
- Dropping off and collecting prescriptions
- Delivering newspapers



## Now: Emergency response to COVID-19

### What we do

- We coordinate the matching up of members of the community requiring support with volunteers.
- We make regular weekly phone calls to vulnerable members of the community as identified by adult social care.
- We liaise with adult social care on a regular basis and share relevant information.



**"Thank you so much for your support through this crazy time. We really appreciate it; it has meant such a lot." Resident**

We are now in the process of finalising this work to support lonely and vulnerable people, through a new volunteering service called 'Scilly Support Service'.

Now that Healthwatch is delivering their statutory functions, the volunteering service is planned to be run as a separate service to Healthwatch Isles of Scilly.



**"Thank you for your hard work helping us to stay safe. (Name of volunteer) is a wonderful help to us." Resident**

Since the start of the Coronavirus pandemic:

- 37 residents have accessed support through our volunteering service
- 44 volunteers have supported people
- The number of times we have matched up a volunteer with a member of the community needing help is 58
- We have been phoning approximately 30 residents every week

Feedback we have received from those that we have supported has been overwhelmingly positive, knowing that they have access to essential items and support, through what has been a very lonely time for some.





## 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.**

**This year we helped 74 people by:**

- Providing up to date advice on the COVID-19 response locally
- Linking people to reliable up-to-date information
- Providing weekly phone calls to those feeling isolated / requiring support
- Coordinating the community volunteer response
- Helping people to access the services they need

Top four areas that people have contacted us about:



37% on Medical transport



23% on Hospital care



7% on Dentistry



5% on GP services

Example case study



During the pandemic, we heard from 50 people regarding medical transport. This included people’s experiences, concerns about upcoming travel to hospital and general signposting.

Our role became much more focused on providing people with clear, consistent and concise advice and information. This included articles on our website and giving out leaflets outlining clear information on everything to do with medical travel, to help address people’s concerns.

The key issues people contacted us about included:

- Concerns around lack of flights and space on flights
- Staying overnight on the mainland and accommodation
- The ability to book flights in advance, to make sure they can attend their appointment



Contact us to get the information you need

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don’t struggle alone. Healthwatch is here for you.


**[www.healthwatchislesofscilly.co.uk](http://www.healthwatchislesofscilly.co.uk)**  
**01720 423037 / 07748423704**  
**[contact@healthwatchislesofscilly.co.uk](mailto:contact@healthwatchislesofscilly.co.uk)**

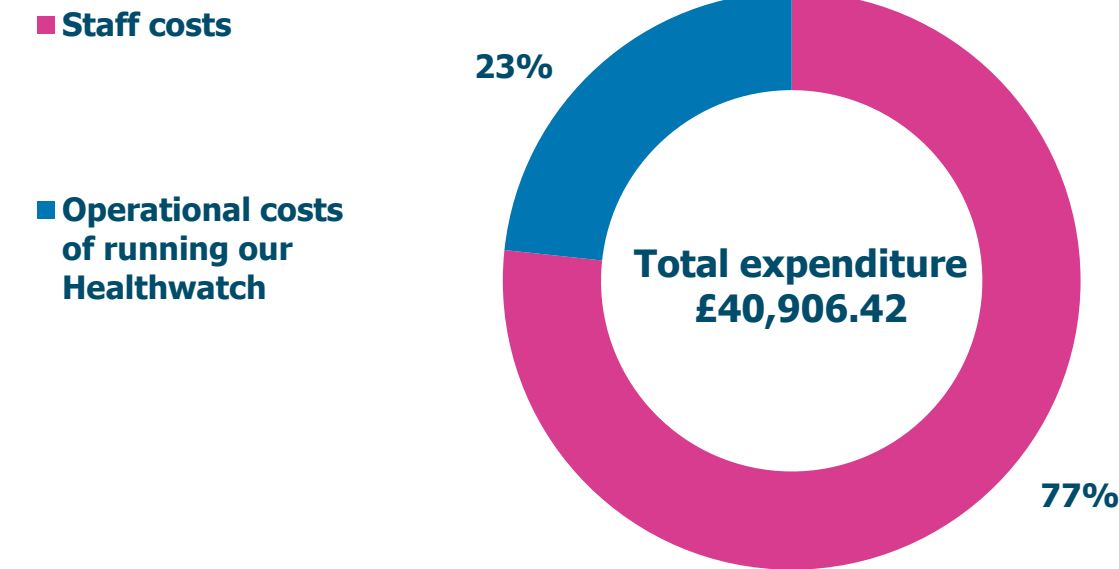
# Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

## Income



## Expenditure



# Next steps & thank you

## Top two priorities for 2021-22

1. Improved experience of cancer treatment and support for patients living on the Isles of Scilly.
2. Improved opticians service for residents living on the Isles of Scilly.



## Next steps

- As we move away from national restrictions we are planning to spend more time actively engaging face-to-face with the community on both the off-islands and St Mary's. This will give more opportunity for residents who do not have access to the internet / social media to engage with us.
- Following on from last year's feedback and research, we plan to continue to focus on hospital discharge and work closely with the Patient Experience Team at RCHT. We aim to ensure that there are clear processes in place for Isles of Scilly patients being discharged from hospital.
- We will continue to focus on issues around medical transport and share feedback to service providers to help improve the experiences of patients travelling for medical appointments.



**"One benefit of COVID-19 is that an excellent community spirit has evolved which we have been pleased to be a part of."** Chair of the Board of Directors



# Statutory Statements

Healthwatch Isles of Scilly uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

## The way we work

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

Our Healthwatch board consists of five members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met four times and made decisions on matters such as policies, Board of Director roles and spending.

We ensure wider public involvement in deciding our work priorities. We have done this for the year 2021-22 based on what we have found out from our bi-annual cross-island survey, from feedback from members of the community and from talking to partners.

### **Developing partnerships**

Healthwatch know that to be most effective it is essential that we work in collaboration with partners. Over the past year we have worked with the following:

**Patient Experience Team, RCHT**, to support their work to improve services and the overall experience and care of patients. We feedback intelligence on a regular basis.

**Patient Transport**, to support their work to ensure that we are providing accurate information to patients and keep them informed of any issues/concerns experienced by members of the community.

**Adult Social Care**, to ensure that the service provided to vulnerable residents is working.

**Macmillan**, currently working in partnership to improve cancer care across the islands.

We will build on these positive relationships when taking forward our upcoming priorities.

Methods and systems used across the year’s work to obtain people’s views and experience.

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 health and care services. During 2020/21 we have been available by phone, by email, provided a webform on our website, provided a feedback system, attended virtual meetings of community groups and forums and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, gaining feedback from the community via an increased number of surveys, leaflet drops and by making regular phone calls to vulnerable members of the community.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website and provide hard copies that can be picked up from various locations on the islands.

| 2020-21 priorities      |                                                                                                                                                              |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project / activity area | Changes made to services                                                                                                                                     |
| Medical Travel          | Day x-ray appointments take place at St Mary’s Hospital.                                                                                                     |
| Health and Social Care  | We worked closely with adult social care in our emergency response to the pandemic, supporting vulnerable residents to get the help and support they needed. |
|                         |                                                                                                                                                              |
|                         |                                                                                                                                                              |
|                         |                                                                                                                                                              |

Responses to recommendations and requests

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

Health and Wellbeing Board

Healthwatch Isles of Scilly is represented on the Isles of Scilly Health and Wellbeing Board by Paul Charnock, Chair of the Board of Directors. During 2020/21 due to COVID-19, only two meetings took place and two were cancelled. We presented feedback about our activities and the reports from the surveys we had carried out.



Healthwatch Isles of Scilly  
Unit 1, Gleaner House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

Website: [www.healthwatchislesofscilly.co.uk](http://www.healthwatchislesofscilly.co.uk)

Telephone: 01720 423037

email: [contact@healthwatchislesofscilly.co.uk](mailto:contact@healthwatchislesofscilly.co.uk)

[Facebook.com/Healthwatch-Isles-of-Scilly](https://www.facebook.com/Healthwatch-Isles-of-Scilly)

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We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

Company number 8321886 Charity number 1152039

© Copyright Healthwatch Isles of Scilly 2021

Registration number: 08321886

# Healthwatch Isles of Scilly

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2021

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

# **Healthwatch Isles of Scilly**

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# **Healthwatch Isles of Scilly**

## **Company Information**

**Directors**

Mr C Douglas  
Jane Hurd  
Paul Charnock  
Mr Stephen Philip Manning  
Penelope Penn-Howard

**Registered office**

Unit 1  
Gleaner House  
Porthcressa  
St Marys  
Isles of Scilly  
TR21 0LN

**Accountants**

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

## **Healthwatch Isles of Scilly**

### **Directors' Report for the Year Ended 31 March 2021**

The directors present their report and the financial statements for the year ended 31 March 2021.

#### **Directors of the company**

The directors who held office during the year were as follows:

Mr C Douglas

Jane Hurd

Paul Charnock

Mr Stephen Philip Manning (appointed 28 July 2020)

Penelope Penn-Howard

#### **Principal activity**

The principal activity of the company is to help local people get the best out of their local health and social care services.

#### **Small companies provision statement**

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved by the Board on ..... and signed on its behalf by:

.....  
Mr Stephen Philip Manning  
Director

**Accountants' Report to the Board of Directors on the Preparation of the Unaudited  
Statutory Accounts of  
Healthwatch Isles of Scilly  
for the Year Ended 31 March 2021**

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the accounts of Healthwatch Isles of Scilly for the year ended 31 March 2021 as set out on pages 4 to 8 from the company's accounting records and from information and explanations you have given us.

This report is made solely to the Board of Directors of Healthwatch Isles of Scilly, as a body, in accordance with the terms of our engagement letter. Our work has been undertaken solely to prepare for your approval the accounts of Healthwatch Isles of Scilly and state those matters that we have agreed to state to the Board of Directors of Healthwatch Isles of Scilly. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Healthwatch Isles of Scilly and its Board of Directors as a body for our work or for this report.

It is your duty to ensure that Healthwatch Isles of Scilly has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and loss of Healthwatch Isles of Scilly. You consider that Healthwatch Isles of Scilly is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the accounts of Healthwatch Isles of Scilly. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory accounts.

.....

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

Date:.....

## Healthwatch Isles of Scilly

### Profit and Loss Account for the Year Ended 31 March 2021

|                                      | Note | 2021<br>£             | 2020<br>£           |
|--------------------------------------|------|-----------------------|---------------------|
| Turnover                             |      | <u>36,850</u>         | <u>47,100</u>       |
| Gross profit                         |      | 36,850                | 47,100              |
| Administrative expenses              |      | <u>(41,101)</u>       | <u>(39,065)</u>     |
| Operating (loss)/profit              |      | <u>(4,251)</u>        | <u>8,035</u>        |
| (Loss)/profit before tax             | 3    | <u>(4,251)</u>        | <u>8,035</u>        |
| (Loss)/profit for the financial year |      | <u><u>(4,251)</u></u> | <u><u>8,035</u></u> |

The above results were derived from continuing operations.

The company has no recognised gains or losses for the year other than the results above.

**Healthwatch Isles of Scilly**  
**(Registration number: 08321886)**  
**Balance Sheet as at 31 March 2021**

|                                                       | Note | 2021<br>£            | 2020<br>£            |
|-------------------------------------------------------|------|----------------------|----------------------|
| <b>Current assets</b>                                 |      |                      |                      |
| Debtors                                               | 5    | 856                  | 1,088                |
| Cash at bank and in hand                              |      | <u>12,477</u>        | <u>16,342</u>        |
|                                                       |      | 13,333               | 17,430               |
| <b>Creditors:</b> Amounts falling due within one year | 6    | <u>(820)</u>         | <u>(666)</u>         |
| <b>Net assets</b>                                     |      | <u><u>12,513</u></u> | <u><u>16,764</u></u> |
| <b>Capital and reserves</b>                           |      |                      |                      |
| Profit and loss account                               |      | <u>12,513</u>        | <u>16,764</u>        |
| Shareholders' funds                                   |      | <u><u>12,513</u></u> | <u><u>16,764</u></u> |

For the financial year ending 31 March 2021 the company 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 company 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 financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

These financial statements have been delivered in accordance with the provisions applicable to companies subject to the small companies regime and the option not to file the Profit and Loss Account has been taken.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....

Mr Stephen Philip Manning  
Director

# Healthwatch Isles of Scilly

## Notes to the Unaudited Financial Statements for the Year Ended 31 March 2021

### 1 General information

The company is a private company limited by share capital, incorporated in England and Wales.

The address of its registered office is:

Unit 1  
Gleaner House  
Porthcressa  
St Marys  
Isles of Scilly  
TR21 0LN

### 2 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

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A - 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

#### Basis of preparation

These financial statements have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

#### Revenue recognition

Turnover comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts.

The company recognises revenue when:

The amount of revenue can be reliably measured;

it is probable that future economic benefits will flow to the entity;

and specific criteria have been met for each of the company's activities.

#### Tangible assets

Tangible assets are stated in the balance sheet at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

The cost of tangible assets includes directly attributable incremental costs incurred in their acquisition and installation.

#### Depreciation

The Depreciation policy is to write off all capital expenses in the year they occurred.

| Asset class        | Depreciation method and rate |
|--------------------|------------------------------|
| Computer equipment | 100% in year                 |
| Office equipment   | 100% in year                 |

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2021

#### 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 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 company will not be able to collect all amounts due according to the original terms of the receivables.

#### 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 company 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.

#### Defined contribution pension obligation

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised as employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

### 3 Loss/profit before tax

Arrived at after charging/(crediting)

|                      | 2021 | 2020 |
|----------------------|------|------|
|                      | £    | £    |
| Depreciation expense | 450  | 517  |

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2021

#### 4 Tangible assets

|                          | Furniture,<br>fittings and<br>equipment<br>£ | Total<br>£ |
|--------------------------|----------------------------------------------|------------|
| <b>Cost or valuation</b> |                                              |            |
| At 1 April 2020          | 9,711                                        | 9,711      |
| Additions                | 450                                          | 450        |
| At 31 March 2021         | 10,161                                       | 10,161     |
| <b>Depreciation</b>      |                                              |            |
| At 1 April 2020          | 9,711                                        | 9,711      |
| Charge for the year      | 450                                          | 450        |
| At 31 March 2021         | 10,161                                       | 10,161     |
| <b>Carrying amount</b>   |                                              |            |
| At 31 March 2021         | -                                            | -          |

#### 5 Debtors

|             | 2021<br>£ | 2020<br>£ |
|-------------|-----------|-----------|
| Prepayments | 856       | 1,088     |
|             | 856       | 1,088     |

#### 6 Creditors

##### Creditors: amounts falling due within one year

|                            | 2021<br>£ | 2020<br>£ |
|----------------------------|-----------|-----------|
| <b>Due within one year</b> |           |           |
| Trade creditors            | -         | 49        |
| Other creditors            | 820       | 617       |
|                            | 820       | 666       |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2021

|                                                  | 2021<br>£             | 2020<br>£           |
|--------------------------------------------------|-----------------------|---------------------|
| Turnover (analysed below)                        | <u>36,850</u>         | <u>47,100</u>       |
| Gross profit (%)                                 | 100%                  | 100%                |
| <b>Administrative expenses</b>                   |                       |                     |
| Employment costs (analysed below)                | (31,643)              | (27,317)            |
| Establishment costs (analysed below)             | (3,403)               | (3,364)             |
| General administrative expenses (analysed below) | (5,605)               | (7,867)             |
| Depreciation costs (analysed below)              | <u>(450)</u>          | <u>(517)</u>        |
|                                                  | <u>(41,101)</u>       | <u>(39,065)</u>     |
| Operating (loss)/profit                          | <u>(4,251)</u>        | <u>8,035</u>        |
| (Loss)/profit before tax                         | <u><u>(4,251)</u></u> | <u><u>8,035</u></u> |

This page does not form part of the statutory financial statements.

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2021

|                                             | 2021<br>£ | 2020<br>£ |
|---------------------------------------------|-----------|-----------|
| <b>Turnover</b>                             |           |           |
| Grants and subsidies                        | 36,850    | 47,100    |
| <b>Employment costs</b>                     |           |           |
| Wages and salaries (excluding directors)    | (30,721)  | (26,762)  |
| Staff pensions (Defined contribution)       | (922)     | (555)     |
|                                             | (31,643)  | (27,317)  |
| <b>Establishment costs</b>                  |           |           |
| Rent and rates                              | (3,120)   | (3,120)   |
| Light, heat and power                       | (283)     | (244)     |
|                                             | (3,403)   | (3,364)   |
| <b>General administrative expenses</b>      |           |           |
| Telephone and fax                           | (729)     | (515)     |
| Repairs and maintenance                     | (285)     | -         |
| Printing, postage and stationery            | (1,141)   | (685)     |
| Sundry expenses                             | (630)     | (183)     |
| Travel and subsistence                      | -         | (2,002)   |
| Rail, air and taxi fares                    | -         | (2,036)   |
| Advertising                                 | (778)     | (625)     |
| Accountancy fees                            | (845)     | (780)     |
| Professional indemnity insurance            | (674)     | (596)     |
| Legal and professional fees                 | (523)     | (445)     |
|                                             | (5,605)   | (7,867)   |
| <b>Depreciation costs</b>                   |           |           |
| Depreciation of plant and machinery (owned) | (450)     | (517)     |

Registration number: 08321886

# Healthwatch Isles of Scilly

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2021

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

# **Healthwatch Isles of Scilly**

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# **Healthwatch Isles of Scilly**

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Mr C Douglas  
Jane Hurd  
Paul Charnock  
Mr Stephen Philip Manning  
Penelope Penn-Howard

**Registered office**

Unit 1  
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St Marys  
Isles of Scilly  
TR21 0LN

**Accountants**

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

## **Healthwatch Isles of Scilly**

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Jane Hurd

Paul Charnock

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Penelope Penn-Howard

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Approved by the Board on ..... and signed on its behalf by:

.....  
Mr Stephen Philip Manning  
Director

**Accountants' Report to the Board of Directors on the Preparation of the Unaudited  
Statutory Accounts of  
Healthwatch Isles of Scilly  
for the Year Ended 31 March 2021**

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It is your duty to ensure that Healthwatch Isles of Scilly has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and loss of Healthwatch Isles of Scilly. You consider that Healthwatch Isles of Scilly is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the accounts of Healthwatch Isles of Scilly. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory accounts.

.....

Mrs Rachel Keeley  
Accountant  
Carriacou  
Pilots Retreat  
St. Mary's  
Isles of Scilly  
TR21 0PB

Date:.....

## Healthwatch Isles of Scilly

### Profit and Loss Account for the Year Ended 31 March 2021

|                                      | Note | 2021<br>£             | 2020<br>£           |
|--------------------------------------|------|-----------------------|---------------------|
| Turnover                             |      | <u>36,850</u>         | <u>47,100</u>       |
| Gross profit                         |      | 36,850                | 47,100              |
| Administrative expenses              |      | <u>(41,101)</u>       | <u>(39,065)</u>     |
| Operating (loss)/profit              |      | <u>(4,251)</u>        | <u>8,035</u>        |
| (Loss)/profit before tax             | 3    | <u>(4,251)</u>        | <u>8,035</u>        |
| (Loss)/profit for the financial year |      | <u><u>(4,251)</u></u> | <u><u>8,035</u></u> |

The above results were derived from continuing operations.

The company has no recognised gains or losses for the year other than the results above.

**Healthwatch Isles of Scilly**  
**(Registration number: 08321886)**  
**Balance Sheet as at 31 March 2021**

|                                                       | Note | 2021<br>£            | 2020<br>£            |
|-------------------------------------------------------|------|----------------------|----------------------|
| <b>Current assets</b>                                 |      |                      |                      |
| Debtors                                               | 5    | 856                  | 1,088                |
| Cash at bank and in hand                              |      | <u>12,477</u>        | <u>16,342</u>        |
|                                                       |      | 13,333               | 17,430               |
| <b>Creditors:</b> Amounts falling due within one year | 6    | <u>(820)</u>         | <u>(666)</u>         |
| <b>Net assets</b>                                     |      | <u><u>12,513</u></u> | <u><u>16,764</u></u> |
| <b>Capital and reserves</b>                           |      |                      |                      |
| Profit and loss account                               |      | <u>12,513</u>        | <u>16,764</u>        |
| Shareholders' funds                                   |      | <u><u>12,513</u></u> | <u><u>16,764</u></u> |

For the financial year ending 31 March 2021 the company 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 company 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 financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

These financial statements have been delivered in accordance with the provisions applicable to companies subject to the small companies regime and the option not to file the Profit and Loss Account has been taken.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....

Mr Stephen Philip Manning  
Director

# Healthwatch Isles of Scilly

## Notes to the Unaudited Financial Statements for the Year Ended 31 March 2021

### 1 General information

The company is a private company limited by share capital, incorporated in England and Wales.

The address of its registered office is:

Unit 1  
Gleaner House  
Porthcressa  
St Marys  
Isles of Scilly  
TR21 0LN

### 2 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

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A - 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

#### Basis of preparation

These financial statements have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

#### Revenue recognition

Turnover comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts.

The company recognises revenue when:

The amount of revenue can be reliably measured;

it is probable that future economic benefits will flow to the entity;

and specific criteria have been met for each of the company's activities.

#### Tangible assets

Tangible assets are stated in the balance sheet at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

The cost of tangible assets includes directly attributable incremental costs incurred in their acquisition and installation.

#### Depreciation

The Depreciation policy is to write off all capital expenses in the year they occurred.

| Asset class        | Depreciation method and rate |
|--------------------|------------------------------|
| Computer equipment | 100% in year                 |
| Office equipment   | 100% in year                 |

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2021

#### 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 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 company will not be able to collect all amounts due according to the original terms of the receivables.

#### 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 company 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.

#### Defined contribution pension obligation

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised as employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

### 3 Loss/profit before tax

Arrived at after charging/(crediting)

|                      | 2021 | 2020 |
|----------------------|------|------|
|                      | £    | £    |
| Depreciation expense | 450  | 517  |

## Healthwatch Isles of Scilly

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2021

#### 4 Tangible assets

|                          | Furniture,<br>fittings and<br>equipment<br>£ | Total<br>£ |
|--------------------------|----------------------------------------------|------------|
| <b>Cost or valuation</b> |                                              |            |
| At 1 April 2020          | 9,711                                        | 9,711      |
| Additions                | 450                                          | 450        |
| At 31 March 2021         | 10,161                                       | 10,161     |
| <b>Depreciation</b>      |                                              |            |
| At 1 April 2020          | 9,711                                        | 9,711      |
| Charge for the year      | 450                                          | 450        |
| At 31 March 2021         | 10,161                                       | 10,161     |
| <b>Carrying amount</b>   |                                              |            |
| At 31 March 2021         | -                                            | -          |

#### 5 Debtors

|             | 2021<br>£ | 2020<br>£ |
|-------------|-----------|-----------|
| Prepayments | 856       | 1,088     |
|             | 856       | 1,088     |

#### 6 Creditors

##### Creditors: amounts falling due within one year

|                            | 2021<br>£ | 2020<br>£ |
|----------------------------|-----------|-----------|
| <b>Due within one year</b> |           |           |
| Trade creditors            | -         | 49        |
| Other creditors            | 820       | 617       |
|                            | 820       | 666       |

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2021

|                                                  | 2021<br>£             | 2020<br>£           |
|--------------------------------------------------|-----------------------|---------------------|
| Turnover (analysed below)                        | <u>36,850</u>         | <u>47,100</u>       |
| Gross profit (%)                                 | 100%                  | 100%                |
| <b>Administrative expenses</b>                   |                       |                     |
| Employment costs (analysed below)                | (31,643)              | (27,317)            |
| Establishment costs (analysed below)             | (3,403)               | (3,364)             |
| General administrative expenses (analysed below) | (5,605)               | (7,867)             |
| Depreciation costs (analysed below)              | <u>(450)</u>          | <u>(517)</u>        |
|                                                  | <u>(41,101)</u>       | <u>(39,065)</u>     |
| Operating (loss)/profit                          | <u>(4,251)</u>        | <u>8,035</u>        |
| (Loss)/profit before tax                         | <u><u>(4,251)</u></u> | <u><u>8,035</u></u> |

This page does not form part of the statutory financial statements.

## Healthwatch Isles of Scilly

### Detailed Profit and Loss Account for the Year Ended 31 March 2021

|                                             | 2021<br>£ | 2020<br>£ |
|---------------------------------------------|-----------|-----------|
| <b>Turnover</b>                             |           |           |
| Grants and subsidies                        | 36,850    | 47,100    |
| <b>Employment costs</b>                     |           |           |
| Wages and salaries (excluding directors)    | (30,721)  | (26,762)  |
| Staff pensions (Defined contribution)       | (922)     | (555)     |
|                                             | (31,643)  | (27,317)  |
| <b>Establishment costs</b>                  |           |           |
| Rent and rates                              | (3,120)   | (3,120)   |
| Light, heat and power                       | (283)     | (244)     |
|                                             | (3,403)   | (3,364)   |
| <b>General administrative expenses</b>      |           |           |
| Telephone and fax                           | (729)     | (515)     |
| Repairs and maintenance                     | (285)     | -         |
| Printing, postage and stationery            | (1,141)   | (685)     |
| Sundry expenses                             | (630)     | (183)     |
| Travel and subsistence                      | -         | (2,002)   |
| Rail, air and taxi fares                    | -         | (2,036)   |
| Advertising                                 | (778)     | (625)     |
| Accountancy fees                            | (845)     | (780)     |
| Professional indemnity insurance            | (674)     | (596)     |
| Legal and professional fees                 | (523)     | (445)     |
|                                             | (5,605)   | (7,867)   |
| <b>Depreciation costs</b>                   |           |           |
| Depreciation of plant and machinery (owned) | (450)     | (517)     |