Healthwatch Richmond

England & Wales · Charity number 1152333

Details

Other names	RICHMOND HEALTH VOICES
Status	Registered
Legal form	Charitable company
Company number	08382351
Registered	2013-06-07
Register	View on the Charity Commission register

Contact

Address	Healthwatch Richmond 82 Hampton Road Twickenham TW2 5QS
Phone	02080995335
Email	info@healthwatchrichmond.co.uk
Website	www.healthwatchrichmond.co.uk

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, SCRUTINIZING, REVIEWING AND MONITORING LOCAL HEALTH AND CARE SERVICES AND FACILITIES.

Activities: We run Healtwatch Richmond, the consumer champion for health and social care in the Richmond upon Thames. We do this by:- Providing information and advice- Engaging the community to hear their views and experiences and make these known to NHS and social care providers- Enabling local people to have a say in NHS and social care services by providing information, training and support.

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Classification

- **How:** Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Other Charitable Activities
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- **Area of benefit:** LONDON
- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£205,209	£223,643	-	-
2024-03-31	£173,466	£164,030	-	-
2023-03-31	£226,746	£169,136	-	-
2022-03-31	£174,091	£160,570	-	-
2021-03-31	£151,816	£150,143	-	-

Trustees

Name	Role	Appointed
Alan McNab		2022-11-24
Anne Marimuthu		2018-04-14
Annette Arnold		2024-04-17
Anthony Carraro		2025-02-17
Bonita Green		2025-12-01
James Hunt		2019-11-12
Lynda Crellin		2022-04-14
Paul Hainsworth		2025-02-20
Philip Bunnell		2023-03-10
THOMAS DUGALD GEOFFREY Millar		2019-11-21

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Healthwatch Richmond

England & Wales - Charity number 1152333

Accounts

HEALTHWATCH RICHMOND LTD COMPANY LIMITED BY GUARANTEE NO. 8382351 AND REGISTERED CHARITY NO. 1152333

TRUSTEES REPORT AND FINANCIAL STATEMENTS
1ST APRIL 2024 - 31ST MARCH 2025

CONTENTS

REPORT OF THE TRUSTEES OF HEALTHWATCH RICHMOND LTD....3

REFERENCE AND ADMINISTRATIVE DETAILS....3

STRUCTURE, GOVERNANCE AND MANAGEMENT....4

PUBLIC BENEFIT....6

ACHIEVEMENTS FROM 2024-2025....7

PLANS, CHALLENGES AND OPPORTUNITIES FOR 2025/26....9

FINANCIAL REVIEW....11

STATEMENT OF TRUSTEES' RESPONSIBILITIES....13

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH RICHMOND (COMPANY LIMITED BY GUARANTEE NO. 8382351) FOR THE YEAR ENDED 31 MARCH 2025....14

REPORT OF THE TRUSTEES OF HEALTHWATCH RICHMOND LTD

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements for the accounting period ended 31st March 2025. The Trustees have adopted the provisions of the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006 in preparing the annual report and financial statements of the charity.

REFERENCE AND ADMINISTRATIVE DETAILS

TRUSTEES/DIRECTORS OF THE CHARITY & COMPANY

Simon Boddis	(Chair)
Sian Rees	(Audit Committee Chair)
Anne Marimuthu	(Treasurer)
James Hunt	
Dugald Millar	
Lynda Crellin	
Alan McNab	
Joseph Hill	(Resigned March 2025)
Philip Bunnell	
Annette Arnold	(Appointed April 2024)
Anthony Carraro	(Appointed February 2025)
Paul Hainsworth	(Appointed February 2025)

CHIEF OFFICER

Michael Derry

ACCOUNTANT

Community Action Sutton, Granfers Centre, 73-79 Oakhill Road, Sutton, SM1 3AA

INDEPENDENT EXAMINER

Mr Paul Ross, FCA

BANKERS

Current Account: Unity Trust Bank plc: Four Brindleyplace, Birmingham, B1 2JB
Deposit Accounts: Scottish Widows, PO Box 883, LEEDS, LS1 9TY
United Trust Bank, One Ropemaker Street, London EC2Y 9AW
Cambridge & Counties, Charnwood Court, 5B New Walk, Leicester, LE1 6TE

REGISTERED OFFICE

82 Hampton Road, Twickenham, TW2 5QS
COMPANY NUMBER: 8382351, CHARITY NUMBER: 1152333
Previously registered as Richmond Health Voices until November 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

Healthwatch Richmond LTD is a company limited by guarantee governed by Articles of Association that were signed on 30th January 2013. It was registered with the Charity Commission on 7th June 2013 and changed its name to Healthwatch Richmond LTD at its AGM on November 26th 2020. Its membership is open to persons aged over 18 and corporate bodies who support the organisation's aims and objects.

LOCAL HEALTHWATCH

Healthwatch Richmond LTD's delivers the Local Healthwatch function for Richmond. Local Healthwatch organisations are set up by the Health and Social Care Act 2012 as a statutory service commissioned by local authorities. The aim of Local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their area and to help people to find the information they need to access services via a signposting service.

ORGANISATIONAL STRUCTURE

Trustees of Healthwatch Richmond LTD are also the Company Directors. The organisation is managed on a day to day basis by a Chief Officer who reports to the Board.

Trustees oversee the work of the organisation via the Board of Trustees which meets at least quarterly. The Board agreed the work plan, budget and the policies and procedures of the organisation. Trustees also support the organisation in a practical sense by participating in the organisation's work. This may include sitting on the decision-making bodies of key stakeholders, contributing to our reports, engaging with Board task groups and sub-committees and volunteering with the organisation.

The Board was supported by the Audit Committee:

THE AUDIT COMMITTEE comprises of Trustees with appropriate expertise in finance, data management and policy. It meets at least 4 times a year to recommend a budget, advise on the production of Annual Accounts, oversee financial resources and review the management of risks.

For good governance, the Audit Committee meet with the Accountant without the Chief Officer present at least once during the year.

The Chief Officer attends all Board meetings and sub-committees at the discretion of the Board or invitation of the sub-committee's Chair and is a member of Board task groups. The Chief Officer is not present during meetings between Trustees and the Accountant and at Board meetings where decisions about his remuneration or performance are discussed.

TRUSTEE RECRUITMENT

The organisation selects Trustees through open recruitment of up to 12 Trustees with vacancies publicised through our communications and marketing materials as well as our attendance at community events. Consideration is given to ensuring an equal and fair process with the aim of creating a Board that is reflective of the community we serve. New Trustees and committee members are interviewed by a selection panel who make recommendations about appointments to the Board. Appointments are made by vote of the Board.

From time to time, we may co-opt non-trustee members as members of the Board to fill vacancies where we feel this is appropriate and expedient or where we require specific skills or expertise.

As part of our continuing development a demographics and skills audit of Trustees is conducted regularly. This ensures that we have the skills we need on the board and enables us to demonstrate that we reflect the community that we serve. We also undertake a stakeholder and public satisfaction survey to inform our continuing development.

TRUSTEE INDUCTION AND TRAINING

New Trustees are provided with a copy of the Articles of Association, introduced to staff and given information outlining their roles, responsibilities and obligations under company and charity law. To support them in their role, Trustees are invited to participate in training. Most new Trustees will have a 1-1 meeting with the Chief Officer shortly after they take up the role to answer any questions they have about the organisation and how it works, the Trustee role, and provide access to further information and training, including the comprehensive, free programme offered by Richmond CVS.

Trustees are supported in their roles by the officers of the Board and the Chief Officer and are encouraged to attend our wider volunteer training and support. As part of our continuing development, all policies are reviewed regularly, and a hypothetical training exercise on risk management was conducted.

CONFLICTS OF INTEREST

All Trustees must make a Declaration of Interests before joining the Board. All meetings begin with declarations of new interests or interests competing or conflicting with items on the agenda to ensure that interests are actively managed. One Trustee stood down due to conflicts of interest.

RISK MANAGEMENT

As a minimum our risk management is reviewed once a year by the Chief Officer who reports to the Audit Committee on identified risks at least annually. The Audit Committee report on risks at least annually to the Board. In practice however risks were continuously reviewed due to significant changes in year.

Where risks were identified, measures were put in place to ensure that they were effectively managed, mitigated or controlled. Contracting and political risks were significant risks during the year with the announcement to wind up local and national Healthwatch being announced shortly after the year ended. The timeline for this is uncertain but will not occur until after the end of financial year 2025/26. Despite this dynamic and challenging risk environment, the Board of Healthwatch Richmond LTD is satisfied that risks are effectively identified and managed with appropriate, sufficient and effective measures in place.

A Critical Incident Policy and Business Continuity Plan exists, has been tested and is under regular review.

CLOSURE OF HEALTHWATCH

The publication of the NHS 10 Year Plan and the accompanying Dash Review have confirmed that the legislation that set up Local Healthwatch (our main contract, not Healthwatch Richmond LTD) will come to an end during this parliament. No timelines are given for this but we understand that the legislative changes required for this, which have not yet been tabled, will require some time to pass and to come into effect. We understand that the Healthwatch role will be transferred to the ICB and to the Local Authority who may wish to commission these functions from us in the future if they are permitted to do so.

This political decision presents existential risks to the future of independent patient and public involvement. The uncertainty that it creates presents considerable organisational risk to ourselves. Whilst this risk crystallised following the reporting period, it was a known risk that we were tracking in year and took steps to secure the retention of our workforce and to reduce the risks arising from this swiftly in the new financial year. As a result, we feel confident that we can continue for at least the next 12 months.

OBJECTIVES OF THE CHARITY

Healthwatch Richmond LTD is a registered charity with objects for the advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- Providing information and advice about health and social care
- Making the views and experiences of the public known to health and social care providers
- Enabling local people to have a say in the development and delivery of health and social care services by providing information, training and support
- Providing training and development of skills for volunteers and the wider community in scrutinizing, reviewing and monitoring local health care services.

These objects are aligned with the statutory basis of Local Healthwatch but allow Healthwatch Richmond LTD to undertake closely related activity outside of the statutory role. The Board reviews proposed activities both in pursuit of the statutory role and closely related work outside of our main Healthwatch contract, and decides which to pursue based on consideration of how well they help us to further our charitable objects and their fit with our strategy, risk and available resources.

PUBLIC BENEFIT

Our activities are open to anyone with an interest in health and social care in Richmond and we actively engaged with the community to promote our work over the year. Over 4,100 people engaged with us directly through our projects, outreach, events or signposting work during the year.

Our research work highlighted the plight of residents in Hampton after the closure of pharmacy services. We secured improvements to the remaining pharmacies and successfully fought to restore services for the community. We've also successfully fought for further investment into NHS dentistry in Richmond, identifying and addressing for the first time the inequalities in funding. Whilst this is just a start, it is a first step in addressing long term chronic underfunding for our residents

Our signposting work provides vital support to people struggling to access NHS and social care by helping them to find support, care, or the information they need to make decisions about their care.

Our other public benefits are listed in our achievements

ACHIEVEMENTS FROM 2024-2025

We've supported more than 4,100 people to have their say and get information about their care.

SECURING A NEW PHARMACY FOR HAMPTON

In late 2023, two pharmacies closed in Hampton. We undertook an urgent review that identified huge challenges for Hampton residents. We continued working on this problem and a new pharmacy opened in 2025, restoring vital services for residents. Based on the evidence in our report, local stakeholders made administrative changes to allow a new pharmacy to open in the area. An application to open a new pharmacy was made in late 2023/24. However, despite the overwhelming evidence of local support and urgent need, the London-wide team that decides pharmacy applications (Market Entry Team) declined the application.

We put considerable pressure on the Market Entry Team, using our powers to request information and make recommendations and were supported by Munira Wilson MP who raised concerns in Parliament.

Ultimately, 12 months after the original pharmacy closures, permission was granted for a new pharmacy to open. We were delighted to attend the grand opening of the new Hampton Pharmacy on April 12th 2025.

"Thank you for your help in getting the application approved and your continued support. We are really looking forward to serving the community in any way we can." – **The Hampton Pharmacy**

NHS DENTISTRY

We have been campaigning for improvements in NHS Dentistry since late 2020 when it first became clear that the pandemic had led to a crisis in an already overstretched service. Our research and signposting work provided us with copious evidence of unmet need however this fell on deaf ears and no changes were made to improve access.

As a result of our campaigning, a South West London Dentistry Day was held. At that event, we presented evidence that Richmond had the lowest level of per capita funding in London by a substantial margin, and that this caused the huge levels of concern that we encountered during data collection. Whilst this held decision makers to account publically, it did not yield any changes to funding levels.

We presented the same information to the London General Assembly Health Committee and gave an interview on national news.

The ICB has finally confirmed that it will invest underspend from across South West London in previous years into Richmond to address this stark funding and access inequality.

GP PRACTICE REVIEW

We worked with GP practices in Richmond to collect patient experience of contacting practices, appointment booking, remote consultations and additional roles. We collected 2,700 usable responses to our survey from March - June 2024. We received many positive accounts of how GP practices are going above and beyond to serve their patients

As well as informing improvements at local practices, our work was of national importance in informing the policy around Physicians Associates. It was directly quoted by Healthwatch England's response to a General Medical Council consultation on the regulation of these roles, informed the Royal College of General

Practitioners' new scope of practice for Physician Associates and was quoted in the DHSC commissioned Independent Review of Physician Associates

OTHER IMPACT

Space in this report does not allow for a full impact report. Other examples of our work in brief include:

- Helping around people to find support or help by:
    - Distributing 60,000 copies of our printed guide that led to people accessing support, information or services around 7,000 times
    - Visiting 38 community sessions for disadvantaged people and speaking to almost 1,000 people
    - Helping 155 people who contacted us by phone or email
- Our communications are both extensive and effective. People saw our digital communications around 233,200 times and engaged with our content 18,500 times.
- An assessment of the Emergency Department and Urgent Treatment Centre at West Middlesex University Hospital which led to a detailed improvement action plan.
- Our work informed the new contract for Kingston Hospital meal service.
- At the end of the financial year the Southwest Integrated Care Board commissioned us to look at community nursing to inform the recommissioning of community nursing in Richmond.

PLANS, CHALLENGES AND OPPORTUNITIES FOR 2025/26

LOSING INDEPENDENT PATIENT VOICE HARMS US ALL

Since our last report, the new Government has published the NHS 10-Year Plan which includes their decision to merge Healthwatch functions into ICBs and Local Authorities. Despite recognising the value of patient feedback, the plan overlooks the crucial value that independence and leads to the surprising decision to end not just Healthwatch but all support for independent patient voice.

Whilst this was a risk that we had considered, it was not one that we could influence. The role is set in legislation that requires Local Authorities to contract a Healthwatch provider. Whilst there is no indication of when these changes will occur or of what will happen when they do, this will take some time. Whilst the timeline for changing primary legislation is unclear, it is unlikely that any change could come into effect before the end of March 2027.

For over 50 years, there has been an independent, local patient voice body, curbing the worst impacts of cuts, ensuring that decisions considered patient needs and championing quality. The body delivering this work has changed from time to time, but its independence has been seen as a core and valued part of patient voice by the NHS, and more recently social care, system. It is this independence that led to the opening of a much needed new pharmacy, additional investment into Dentistry and a great many other vital improvements in care. As well as managing the risk to our organisation, we have an opportunity to fight for our community to have a strong voice and influence into the future both through working with local stakeholders and nationally with the Healthwatch network.

WORKING WITH OTHER ORGANISATIONS

We spoke last year about the importance of our relationships as the keys to our future success. To understand and improve on our relationships we ran a Stakeholder satisfaction survey. We will use the findings to inform both our work and to influence the planning for what follows us.

WITHIN RICHMOND

We recently collaborated with Richmond Council for Voluntary Service (RCVS) to deliver improved strategic coordination of patient and public involvement across the NHS and social care. This was achieved by mobilising a subcontract that sits outside of the Healthwatch Contract over the past year. The end of Healthwatch presents risks to this subcontract and so we are seeking to novate it to the Council so that this work can continue without any disruption from the changes that we face.

WITHIN SOUTH WEST LONDON

Our collaboration with the five other Healthwatch to influence decisions made about services at South West London ICS level will continue for2025/26 as the contractual support for this was agreed before the decision to abolish Healthwatch was published.

The 58% staffing cuts that SWL ICB are undergoing over the coming year present some real challenges to engaging with them as well as some opportunities to demonstrate our effectiveness by assisting them.

NATIONALLY

Despite demonstrating that we can give our residents a strong voice on the national stage, the political direction suggests that influencing national policy will become more challenging. Indeed, we are informed that our national body is in the process of winding down. To counteract that, we are involved in an informal network of peers that is working to advocate for the future of patient voice.

OUR WORK PLANS FOR 2025/2026

Over the next year, we will continue to deliver our project work as effectively and continuously as we can. Because of the long term nature of our work planning, we will need to give some thought to how we manage the community engagement work that informs our work plans. At some point, this will be work that we undertake to inform not our plans, but the plans of the ICB and Local Authority who will pick up this work after us.

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 work plan for 2025/26 was drafted based on community needs and experiences with input from stakeholders. We are particularly aware that we, and our colleagues, will need to respond to emerging needs arising from the new political direction and that our priorities may change considerably.

OUR PRIORITIES FOR THE NEXT YEAR ARE:

- Carers and Young Carers Charter –working with London Borough of Richmond upon Thames and other voluntary sector partners to replace the Carers and Young Carers Strategy 2020-2025.
- Community Nursing – we are working with Kingston and Richmond NHS Foundation Trust to review community nursing and inform the recommissioning of community services more broadly.
- Adult Mental Health – we are working with South West London St George's Mental Health Trust to complete our review of their transformation.
- West Middlesex University Hospital In-Patient Care Enter and Views.
- Kingston Hospital Emergency Department Enter and Views.
- Enter and View visits to selected GP Practices.
- Visits to Holybourne Hospital with Healthwatch Wandsworth.
- Exploring patients experiences of:
    - cancer care
    - elective care
    - hospital discharge.

FINANCIAL REVIEW

RESERVES POLICY

To ensure business continuity, to cover the possible costs of wind-up of the organisation, Healthwatch Richmond LTD has set a reserves policy that requires a balance of not less than 3 and not more than 6 months of operating costs plus wind up costs. This allows the charity to continue to deliver a service, manage variations in its income and, if necessary to meet its liabilities should it need to wind up.

For simplicity, this is set at:

3-6 months operating costs:	£42,250-£85,000
Wind up costs:	£40,750
Total reserves:	**£83,000-£125,500**

EXPENDABLE ENDOWMENT FUND AND INVESTMENT POLICY

In addition to our reserve, we hold an Expendable Endowment Fund of up to £129,500 to generate returns that are spent on service delivery.

PRINCIPAL FUNDING SOURCES

We secured the Healthwatch Richmond contract from the London Borough of Richmond upon Thames (LBRuT) via a competitive tender. The contract runs for 3 years (with options to extend twice for an additional year) from April 2024 and is worth £131,000 per annum followed by CPI linked increases from March 2025. This is a £15,500 per annum reduction to our income compared to previous years.

In addition to the Healthwatch Contract, we secured the Community Involvement Service from LBRuT as Lot 2 of the same tendering exercise. This has equal terms to the Healthwatch contract and is worth £41,188. We have subcontracted Richmond CVS to deliver this contract for us and transfer the associated funds in full.

As mentioned previously, the legislation requiring the Healthwatch contract is expected to change and we are therefore seeking to separate the two elements of this contract and to novate the Community Involvement Service Contract to the London Borough of Richmond upon Thames.

ADDITIONAL INCOME WAS RECEIVED IN THIS FINANCIAL YEAR:

- £12,000 from London Borough of Richmond upon Thames for a commissioned reviews of Modern Day Services and as a contribution to our Signposting Directory
- £7,585 from SWL ICS for a commissioned review of Community Nursing and to support our work at SWL level
- £7,357 came from interest
- £3,979 was released from funds previously restricted by SWL ICB who asked us to apply these to the Signposting Directory
- £2,000 – from Healthwatch England for commissioned work supporting data collection around Primary Care

- £100 came from bank payments

EXPENDITURE OF FUNDS IN 2024-2025

As is clear from the Accounts, we planned a modest deficit this year to enable us to hold staffing levels despite a reduction in our Healthwatch Contractual Income and expend additional resources on our operational activity. This supported the delivery of both more work towards our Healthwatch Contract and the above additional activity. Staff costs have been subject to considerable inflationary pressures arising in part from London Living Wage, wage growth and Employers National Insurance Contributions.

Our subcontract to Richmond CVS is our next largest cost at £41,188. This discharges our duties under the Community Involvement Contract. There is no consideration for our management of this contract which we undertake through a steering group and contract management in partnership with the commissioner.

The direct operational costs of our work vary in relation to the needs of our project work, for example email campaigns are low cost whereas the design and distribution of 60,000 signposting directories has a considerable cost. This also includes operational overheads necessary to undertake our work such as IT, communication and marketing, office costs, financial costs, banking services, regulatory compliance costs, and insurance related to our activity.

Governance costs, which include the costs of holding Board meetings, running the charity, and making statutory filings accounted for £600 of total expenditure. These costs remain low because our governance meetings do not incur any costs.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charitable Company and of the result for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- have due regard to public benefit guidance published by the Commission as required by section 17(5) of the Charities Act 2011;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

So far as each of the Trustees is aware at the time the report is approved, there is no relevant audit information of which the charitable company's auditors are unaware; and the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by the Trustees on **(Date)** ……
and signed on their behalf by:

_____
(Print name)

_____ **- Acting Chair**
(Sign)

Company Registration No: 08382351

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH RICHMOND LTD FOR THE YEAR ENDED 31 MARCH 2025 (COMPANY LIMITED BY GUARANTEE NO. 8382351)

I report on the accounts of the company for the year ended 31 March 2025, which are set out on pages 15 to 21.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The charity's Trustees consider that an audit is not required for this period under Part 16 of the 2006 Act and that an independent examination is needed. The charity's gross income did not exceed £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the Charities Act 2011;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011; and

to state whether particular matters have come to my attention.

BASIS OF INDEPENDENT EXAMINER'S REPORT

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out below.

INDEPENDENT EXAMINER'S STATEMENT

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP FRS102)

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

NAME: Mr Paul Ross

RELEVANT PROFESSIONAL QUALIFICATION OR BODY: The Institute of Chartered Accountants in England and Wales

ADDRESS: 18 Woodcock Dell Avenue, Kenton, Harrow, Middx, HA3 0NS

DATE:

Statement of financial activities for the year ended 31 March 2025

		2025			2024
	Note	Restricted funds £	Unrestricted funds £	Total this year £	Total last year £
Income and endowments from:					
Charitable Activities	2	-	197,852	**197,852**	169,670
Investment income		-	7,357	**7,357**	3,796
Total income		**-**	**205,209**	**205,209**	173,466
Expenditure on:					
Charitable Activities	3	3,979	219,064	**223,043**	163,235
Others	4	-	600	**600**	795
Total expenditure		**3,979**	**219,664**	**223,643**	164,030
Net movement in funds		**(3,979)**	**(14,455)**	**(18,434)**	9,436
Total funds brought forward		**5,469**	**174,997**	**180,466**	171,030
Total funds carried forward		**1,490**	**160,542**	**162,032**	180,466

The statement of financial activities includes all gains and losses in the year. All incoming resources expended derive from continuing activities.

The notes on pages 12 to 17 form part of these financial statements.

Balance sheet as at 31 March 2025

	Note	2025 £	2024 £
Current assets			
Debtors	6	**44,723**	54,644
Cash at bank and in hand		**170,410**	191,222
		215,133	245,866
Creditors			
Amounts falling due within one year	7	**53,101**	65,400
Net current assets		**162,032**	180,466
Total net assets		**162,032**	180,466
Funds			
Unrestricted funds	8	**160,542**	174,997
Restricted funds	9	**1,490**	5,469
Total funds		**162,032**	180,466

These accounts have been prepared in accordance with the provisions available to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and with the Financial Reporting Standard 102.

For the financial year ended 31st March 2025 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The notes on pages 17 to 21 form part of these financial statements.

Approved by the Trustees on 2025 and signed on their behalf by:

- Acting Chair

Notes to the accounts

1. Accounting policies

The principal accounting policies are set out below. The accounting policies have been adopted consistently throughout the year.

a. Basis of accounting

b.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.
Healthwatch Richmond meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

c. Going Concern

The Trustees have considered a period of more than 12 months from the signing of these financial statements and are of the view that funding is sufficient for the Charity to continue its operations until at least this time. The Trustees therefore feel the Charity is a going concern and as such the financial statements have been prepared on this basis.

d. Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and the amount can be measured reliably.

e. Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Expenditure is classified under the following activity headings:
- Cost of raising funds: Costs relating to tendering for grants.
- Expenditure on charitable activities: Costs incurred in undertaking activities to further the purposes of the charity and related support costs.
- Other expenditure: Any costs not included in other headings, including governance costs.

f. Fund structure

The funds held by the charity are either:

- Unrestricted funds are funds which can be used in accordance with the charitable objectives at the discretion of the trustees.

- Restricted funds are funds which are used in accordance with the specific restrictions imposed by the donor.

Notes to the accounts (continued)

g. Tangible fixed assets and depreciation

Depreciation is provided on cost in equal annual instalments over the estimated useful lives of the assets. The rates of depreciation are as follows:

Computer equipment - 33.33% on cost
Office furniture - 33.33% on cost

h. Debtors
Trade and Other Debtors are recognised at their settlement value. Prepayments are valued at the amount calculated as being prepaid.

i. Creditors
Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured reliably. Creditors are recognised at their settlement value.

j. Financial Instruments
The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

k. Taxation
The charity is exempt from corporation tax on its charitable activities.

l. Pension
The charity makes contributions into a defined contribution pension scheme on behalf of its employees. Contributions are recognised as expenditure when the charity incurs an obligation to pay these contributions.

2. Income from Charitable activities

	Restricted Funds	**Unrestricted Funds**	**Total 2025**	Total 2024
	£	£	**£**	£
Grants				
LBRuT – Core Contract	-	131,000	**131,000**	146,500
LBRuT – RCVS Contract		41,188	**41,188**	-
LBRuT - Other		12,000	**12,000**	-
SWL ICS Income	-	11,564	**11,564**	4,000
Others	-	2,100	**2,100**	19,170
Total	**-**	**197,852**	**197,852**	169,670

3. Expenditure on charitable activities - Healthwatch Richmond

	Restricted Funds	Unrestricted Funds	**Total 2025**	Total 2024
	£	£	**£**	£
Staff costs	-	142,003	**142,003**	136,132
Operational costs	3,979	35,873	**39,852**	27,103
RCVS Contract payment	-	41,188	**41,188**	-
Total	**3,979**	**219,064**	**223,043**	163,235

4. Expenditure on other costs

	Restricted	**Unrestricted**	**Total**	Total
	£	£	**£**	£
Independent Examiners fees	-	600	**600**	600
Trustees expenses	-	-	**-**	195
Total	**-**	**600**	**600**	795

5. Employee information

	2025	2024
Analysis of staff costs	**£**	£
Wages and salaries	**129,923**	124,603
Social security costs	**6,665**	6,195
Pension contributions	**5,415**	5,334
Total	**142,003**	136,132

The Charity operated a money purchase occupational pension scheme. This is open to all employees.

	2025	2024
Head counts for the year was:	**No.**	No.
Operational staff	**5**	5

No employees received benefits (excluding employer pension schemes) of more than £60,000 (2024 - none).

6. Debtors

	Total	Total
	£	£
Other debtors	**44,338**	54,266
Prepayments	**385**	378

Total	**44,723**	54,644

7. Creditors: amounts falling due within one year

	Total	Total
	£	£
Trade creditors	**-**	2,815
Pension liability	**1,175**	1,047
Accrued expenses	**2,096**	2,021
Deferred income	**49,830**	59,517
Total	**53,101**	65,400

8. Movement in funds

	At 1st April 2024	**Incoming resources**	**Outgoing resources**	**At 31st March 2025**
	£	**£**	**£**	**£**
Unrestricted funds – current year				
General funds	**174,997**	**205,209**	**219,664**	**160,542**

	At 1st April 2023	Incoming resources	Outgoing resources	At 31st March 2024
	£	£	£	£
Unrestricted funds – previous year				
General funds	165,561	173,466	164,030	174,997

9. Restricted funds

	At 1st April 2024	**Incoming resources**	**Outgoing resources**	**At 31st March 2025**
	£	**£**	**£**	**£**
Restricted funds – current year	**5,469**	**-**	**3,979**	**1,490**

	At 1st April 2023	Incoming resources	Outgoing resources	At 31st March 2024
	£	**£**	**£**	**£**
Restricted funds – previous year	5,469	-	-	5,469

Name of Fund **Description, nature and purposes of the fund**

Restricted Funds This fund consists of grant income received by Healthwatch Richmond and expenditure incurred to fulfil grant conditions and allowable under the grant terms.

10. Net assets split between funds

	Unrestricted	Restricted	Total
	£	£	£
Debtors	**44,723**	**-**	**44,723**
Cash at bank and in hand	**168,920**	**1,490**	**170,410**
Creditors	**(53,101)**	**-**	**(53,101)**
	160,542	**1,490**	**162,032**

Net assets split between funds – previous year

	Unrestricted	Restricted	Total
	£	£	£
Debtors	54,644	-	**54,644**
Cash at bank and in hand	185,753	5,469	**191,222**
Creditors	(65,400)	-	**(65,400)**
	174,997	**5,469**	**180,466**

11. Commitments under operating leases

At 31st March 2025, the Company had annual commitments under non-cancellable operating leases as set out below:

	2025	2024
Operating leases which	£	£
Within one year	**4,516**	4,516

12. Related party transactions

No trustees or persons connected with them received any emoluments in their role as Trustees (2024 - nil).

Healthwatch Richmond

England & Wales - Charity number 1152333

Accounts

healthwatch
Richmond upon
Thames

HEALTHWATCH RICHMOND LTD COMPANY LIMITED BY GUARANTEE NO. 8382351 AND REGISTERED CHARITY NO. 1152333

TRUSTEES REPORT AND FINANCIAL STATEMENTS
1ST APRIL 2023 - 31ST MARCH 2024

healthwatch
Richmond upon
Thames

CONTENTS

REPORT OF THE TRUSTEES OF HEALTHWATCH RICHMOND LTD 3
REFERENCE AND ADMINISTRATIVE DETAILS 3
STRUCTURE, GOVERNANCE AND MANAGEMENT 4
PUBLIC BENEFIT 6
ACHIEVEMENTS FROM 2023-2024 7
Plans, Challenges and Opportunities for 2024/25 10
FINANCIAL REVIEW 12
STATEMENT OF TRUSTEES' RESPONSIBILITIES 15
Independent examiner's report 16
Statement of financial activities 17
Balance Sheet for the year ended 31st March 2024 18
Notes to Accounts for the year ended 31st March 2024 19

REPORT OF THE TRUSTEES OF HEALTHWATCH RICHMOND LTD

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements for the accounting period ended 31st March 2024. The Trustees have adopted the provisions of the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006 in preparing the annual report and financial statements of the charity.

REFERENCE AND ADMINISTRATIVE DETAILS

TRUSTEES/DIRECTORS OF THE CHARITY & COMPANY

Simon Boddis	(Appointed November 2022, Chair)
Sian Rees	(Audit Committee Chair)
Anne Marimuthu	(Treasurer)
Holly Cameron	(resigned October 2023)
James Hunt	
Emma Maun	(resigned December 2023)
Dugald Millar	
Lynda Crellin	
Alan McNab	
Joseph Hill	
Philip Bunnell	
John Anderson	(resigned April 2023)

CHIEF OFFICER

Michael Derry

ACCOUNTANT

Community Action Sutton, Granfers Centre, 73-79 Oakhill Road, Sutton, SM1 3AA

INDEPENDENT EXAMINER

Mr Paul Ross, FCA

BANKERS

Current Account: Unity Trust Bank plc: Four Brindleyplace, Birmingham, B1 2JB
Deposit Account: Scottish Widows, PO Box 883, LEEDS, LS1 9TY
United Trust Bank, One Ropemaker Street, London EC2Y 9AW
Cambridge & Counties, Charnwood Court, 5B New Walk, Leicester, LE1 6TE

REGISTERED OFFICE

82 Hampton Road, Twickenham, TW2 5QS
COMPANY NUMBER: 8382351, CHARITY NUMBER: 1152333
Previously registered as Richmond Health Voices until November 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

Healthwatch Richmond LTD is a company limited by guarantee governed by Articles of Association that were signed on 30th January 2013. It was registered with the Charity Commission on 7th June 2013 and changed its name to Healthwatch Richmond LTD at its AGM on November 26th 2020. Its membership is open to persons aged over 18 and corporate bodies who support the organisation's aims and objects.

LOCAL HEALTHWATCH

Healthwatch Richmond LTD's delivers the Local Healthwatch function for Richmond. Local Healthwatch organisations are a statutory service commissioned by local councils as part of the Health and Social Care Act 2012. The aim of Local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality and to help people to provide a Signposting service, helping people with the information they need to access services.

ORGANISATIONAL STRUCTURE

Trustees of Healthwatch Richmond LTD are also the Company Directors. They oversee the work of the organisation through the Board of Trustees (which meets at least 4 times a year).

Trustees participate in the organisation's work through sitting on the decision-making bodies of key stakeholders, contributing to our reports, engaging with Board task groups and sub-committees and volunteering with the organisation.

The Board was supported by the Audit Committee:

THE AUDIT COMMITTEE Trustees with appropriate expertise meet at least 4 times a year to recommend a budget, advise on the production of Annual Accounts, oversee financial resources and review the management of risks.

For good governance, the Audit Committee met with the Accountant without the Chief Officer present once during the year.

Day to day management of the organisation is undertaken by the Chief Officer who is appointed by the Board. He attends all Board meetings and sub-committees at the discretion of the Board or invitation of the sub-committee's Chair and is a member of Board task groups.

The Chief Officer was not present during a meeting between Trustees and the Accountant and at a Board meeting where remuneration was agreed.

TRUSTEE RECRUITMENT

Trustees are recruited through open recruitment with vacancies publicised through our communications and marketing. Particular consideration is given to ensuring an equal and fair process with the aim of creating a Board that is reflective of the community we serve. New Trustees and committee members are interviewed by a selection panel who make recommendations about appointments to the Board. Appointments are made by vote of the Board.

From time to time, we may co-opt non-trustee members as members of the Board to fill vacancies where we feel this is appropriate and expedient or where we require specific skills or expertise.

As part of our continuing development a demographics and skills audit of Trustees is conducted annually. This will ensure that we have the skills we need on the board and enable us to demonstrate that we reflect the community that we serve.

TRUSTEE INDUCTION AND TRAINING

New Trustees are provided with a copy of the Articles of Association, introduced to staff and given information outlining their roles, responsibilities and obligations under company and charity law. To support them in their role, Trustees are invited to participate in training.

Training opportunities are regularly shared by correspondence. Trustees are supported in their roles by the officers of the Board and the Chief Officer and are encouraged to attend our wider volunteer training and support. As part of our continuing development, all policies will be reviewed in the coming year, a policy handbook produced and Trustees will be trained on using key policies and procedures.

CONFLICTS OF INTEREST

All Trustees sign the Declaration of Interests before joining the Board. All meetings begin with declarations of new interests or interests competing or conflicting with items on the agenda to ensure that interests are actively managed.

RISK MANAGEMENT

As a minimum our risk management is reviewed once a year by the Chief Officer who reports to the Audit Committee on identified risks at least annually but also when there are significant changes in risk profile. The Audit Committee report on risks at least annually to the Board.

Because of the dynamic environment that we operate in, the risk management policy and risk register were kept under continuous review during this period. Where risks are identified, measures are put in place to ensure that they are effectively managed. Additional digital security measures were put in place during the year. We have identified future financial risks as a result of reduced income and are actively taking actions to mitigate these.

We maintain a Critical Incident Policy and Business Continuity Plan. This was tested by the pandemic and found to be robust and is kept under regular review. A Board workshop took place during the year to ensure our preparedness in the event of the Chief Officer being absent during a critical incident.

The Board of Healthwatch Richmond LTD is satisfied that the measures in place are adequate and appropriate to enable effective operations as well as the identification and management of risks facing the charity.

OBJECTIVES OF THE CHARITY

Healthwatch Richmond is a registered charity with objects for the advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- Providing information and advice about health and social care
- Making the views and experiences of the public known to health and social care providers
- Enabling local people to have a say in the development and delivery of health and social care services by providing information, training and support
- Providing training and development of skills for volunteers and the wider community in scrutinizing, reviewing and monitoring local health care services.

These objects are aligned with the statutory basis of Local Healthwatch but allow Healthwatch Richmond LTD to undertake closely related activity outside of the statutory role. The Board reviews proposed activities both in pursuit of the statutory role and closely related work outside of our main Healthwatch contract, and decides which to pursue based on consideration of how well they help us to further our charitable objects and their fit with our strategy, risk and available resources.

PUBLIC BENEFIT

Our activities are open to anyone with an interest in health and social care in Richmond and we actively engaged with the community to promote our work over the year. Over 1,400 people engaged with us directly through our projects, outreach, events or signposting work during the year.

Our research work led to improvements in mental health crisis care and highlighted the plight of residents in Hampton after the closure of pharmacy services. We secured improvements to the remaining pharmacies in the surrounding areas to mitigate the losses and are fighting to restore services for the community.

Our signposting work provides vital support to people struggling to access NHS and social care by helping them to find support, care, or the information they need to make decisions about their care.

Our other public benefits are listed in our achievements

ACHIEVEMENTS FROM 2023-2024

CHILDREN'S CANCER CARE

The national specification for children's cancer care requires Principal Treatment Centres to be on the same site as a children's intensive care unit and other specialist services. Our current provider, the Royal Marsden Hospital, does not have these services therefore NHS England sought new providers that could meet these requirements. Having reviewed all the consultation material, we were left with no option but to issue a formal response that it failed the legal tests for consultations. Our work was referenced heavily in Parliamentary Debate, which ended in a request for the decision to be called in for review.

"[Healthwatch Richmond] concluded that the consultation design "fails the legal test" for consultation and appears to have no prospect of altering the decision to award the new service to the Evelina. [this] consultation has not been transparent and fair. I urge the Secretary of State to call this in and have it looked at again. The voices of children, parents, clinicians and patient groups must be heard, I do not believe that they are." **Munira Wilson MP, Hansard, 13.03.2024**

NHS DENTISTRY

From April 2023 to March 2024, over 10% of the patient experiences that we recorded were about accessing dentists in Richmond. For much of the year, there were no dentists within an hour's travel of Richmond that could see a new NHS patient within 6 months. We collaborated with the other Healthwatch in South West London to request basic dentistry commissioning data from the South West London Integrated Care Board (ICB). Despite multiple attempts, we were unable to obtain even basic data.

NHS South West London (SWL) agreed that the situation was unacceptable and that they needed to take action. However, we learnt that the ICB had not in fact taken any action. Whilst disappointing, we now have clarity over where accountability lies and we will take appropriate actions during 2024/25 to hold SWL ICB to account.

HAMPTON PHARMACY CLOSURES

Two Boots pharmacies closed in Hampton in autumn 2023, which has led to local residents not being able to access essential pharmacy services. An application to open a new pharmacy on the site has been rejected. Healthwatch Richmond collected data from over 700 Hampton residents and published a survey about the pharmacy closures and its detrimental impact.

"Healthwatch Richmond did a really interesting piece of work recently that focused on the permanent closures of two Boots stores in a local area, which put huge pressure on a third branch... Closures across the country are causing huge issues, and they disproportionately affect people who struggle to get to their local pharmacy." - **Head of Policy, Public Affairs & Research, Healthwatch England**

MP for Twickenham, Munira Wilson, who has supported us in campaigning for a resolution to the intolerable situation from the start, has spoken in Parliament on pharmacy provision in Hampton on the 26th July Adjournment debate. Following her statement, **Andrew Gwynne, Under-Secretary for the Department of Health and Social Care**, addressed the situation:

"I instructed officials to ask her ICB to consider her concerns again. I hear that she has had a reply that was not particularly helpful. Again, I hope that her ICB is watching this debate, and listening to her case and to me as the Minister saying from the Dispatch Box that we take these issues seriously."

We asked decision makers for assurance that new applications will be resolved expediently to see the needs of our community in Hampton met as soon as possible. Unfortunately, their response failed to answer our questions - breaching their statutory duty to respond to a Healthwatch. We secured the support and intervention of Munira Wilson MP and the Minister, however the commissioner declined to take any action to ensure that future applications did not face similar avoidable delay.

MIND JOURNEY RECOVERY HUBS (CRISIS CAFE)

We were commissioned to review Richmond Borough Mind's 'Journey Recovery Hub' to inform the business case for recommissioning and to identify any improvements that should be made. Journey Recovery Hubs, also known as Crisis Cafés, provide out of hours support to people in or approaching a mental health crisis. This service aims to help to de-escalate problems, provide support and help people to manage their mental health issues.

IMPACT: As a result of our work, the service was recommissioned for 2 years and will be considered for roll out across South West London.

"The report was very helpful in enabling us to demonstrate the usefulness of the Crisis Café and it has been awarded a 2-year contract to continue. It helped to focus on the cost to the NHS if this service is not available and highlights that local people can access a crisis service for support without having to be referred – which is a key selling point. The plan is for the rest of the boroughs to review their crisis café and have a SWL approach to the model." **Senior Transformation Manager Mental Health, NHS South West London**

KEW MEDICAL PRACTICE ENTER & VIEW

During July and August 2023, we conducted two Enter and View visits to Kew Medical Practice. The Care Quality Commission had last inspected the practice in 2016 and so we decided to conduct a review to assure Kew residents of the general quality of the service. Without this work, the practice would not have been inspected by the CQC for more than 8 years leaving a significant gap in assurance.

IMPACT: Our rapid action in visiting the practice provided evidence that bridged this gap. This enabled the regulators and commissioner to take assurance that there were no major concerns that should trigger future action.

PHLEBOTOMY

In October 2023, Kingston Hospital commissioned us to engage patients around its pilot which made hospital requested blood tests available outside of the hospital. 190 Richmond residents shared their views and experiences with us.

IMPACT: Thanks to this report we hope to see increased phlebotomy services at GP Practices, increased awareness of phlebotomy services at GP Practices and improvements to online booking services.

SEND FUTURES

In summer 2023, we collected the experiences of 103 Richmond upon Thames parent carers of the support and services provided to children with Special Educational Needs and Disabilities (SEND) and their families. We also asked 21 professionals working in the borough about their experiences of working and supporting children with SEND in the borough. While recognising successes and positive outcomes, there are the systemic challenges that have been experienced by service users, parent carers and professionals.

IMPACT: Our recommendations, drawn from the experiences of our community, were included in plans to reduce wait times for autism and ADHD diagnosis and improve the quality of information in Education, Health and Care Plans.

TRANSFORMING ADULT MENTAL HEALTH SERVICES

South West London & St George's NHS Mental Health Trust (SWLSTG) are transforming their services to make improvements to how they operate. We are conducting a three phase review of the Transformation of Adult Mental Health services.

- Phase 1: This review took place in March 2023. We contacted 200 patients by email, text and phone calls to collect their experiences. These results form a baseline against which improvements will be measured.
- Phase 2: This review took place across November - December 2023. We contacted 400 patients by email, text and phone calls to collect their experiences.
- Phase 3: This review will take place in autumn 2024 and identify the impact of the transformation. As well as enabling us to evidence how changes to care impact patients, our work has informed the roll-out of the transformation programme as it develops.

PLANS, CHALLENGES AND OPPORTUNITIES FOR 2024/25

MEETING THE CHALLENGES OF THE FUTURE

Last year we spoke about the need to meet the challenges of the next 10 years of Healthwatch. We've already described how we have created the conditions that make 10 years a timeframe for planning. The largest future challenges we face come from our operational environment.

CENTRALISATION

There has been a drive within policy towards centralisation across South West London, and away from a borough focussed approach. Whilst this presents opportunities for us to work across a larger footprint, our primary focus is at borough level. Richmond is our identity. We must work hard to retain this, demonstrate the impact of our work, understand and champion the interests of our community in Richmond and demonstrate the value of working at a Richmond level. Pressures across NHS and Social Care mean that it is increasingly difficult for organisations to make changes based on our findings and, therefore for us to create impact.

Centralisation does not help this as decision makers are further removed from, and less accountable to, our community. Where we identify issues, financial and workforce challenges present real limitations on what can be done to improve care. Continuing to work closely with partners will be key to our future impact.

WORKING WITH OTHER ORGANISATIONS

Given our environment, our partnerships will be keys to unlock our future success.

WITHIN RICHMOND

After winning the new Healthwatch Contract and securing our financial future, we're working to set up a sub-contract with our colleagues at Richmond Council for Voluntary Service (RCVS). Whilst we have had a strong, long-term working relationship, this new contractual relationship will bring improvements to:

- Strategic coordination of our work across the Local Authority, the NHS and Healthwatch
- Co-production across the borough and opportunities for people in decision making
- Collaboration between Healthwatch, NHS, Local Authority and the voluntary sector.

WITHIN SOUTH WEST LONDON

We collaborate with five other Healthwatch to ensure the experiences of people in Richmond influence decisions made about services at South West London ICS level. To do this we have a small shared staff resource hosted by our colleagues in Sutton. With the support of this team, we have embedded learnings from over 1000 residents into the ICS' strategies and priorities. There is more to do however as we work together to tackle Dentistry and other issues that work across South West London.

OUR WORK PLANS FOR 2024/25

GENERAL PRACTICE

There have been many changes in general practice over the last 5 years. There is an increased push towards online booking methods and contact routes. Remote or virtual consultations have continued in the post-pandemic world. The Additional Roles Reimbursement Scheme, which increased the number of pharmacists, physiotherapists, Physician Associates, mental health link workers and social prescribers in practices, has been expanded since its introduction in 2019. We will review how these changes have affected Richmond residents and general practices by conducting a thorough review of patient and staff

experience. We will make meaningful recommendations about what systems work for both patients and practices in Richmond and how services can be improved.

DAY CENTRES

After the pandemic, the use of day services has changed with clients presenting higher levels of needs and fewer people attending. We will conduct Enter and View visits to understand the experiences of clients and carers to inform the Council's future provision.

TRANSFORMING ADULT MENTAL HEALTH CARE

We will complete phase 3 of our review of the Adult Mental Health Transformation and report on the impact that the process has had on patient care and experience.

HEALTHY LIVING - RICHMOND MOVES

Following our review of what would help residents to eat more healthily, stay more active, stop smoking, and reduce their alcohol intake, Richmond Council is putting in place local resources and information to help people live more healthily. Whilst this is in itself a huge impact, we will support the communications of this over 2024/25 to ensure that as many people as possible benefit from these opportunities. We're also helping other areas to learn from Richmond's approach by supporting our Public Health partners to present our work and the impact at industry events where wider Healthwatch and Council professionals will benefit from our advice and to access our data collection tools.

KINGSTON HOSPITAL INPATIENT NUTRITION

Following up on our pre-pandemic review, we'll be returning to Kingston Hospital to review the improvements that they have made to meal provision. We'll also gain assurance on the overall standard of care and identify any areas that require further activity.

VOLUNTEER RECRUITMENT

During 2024 we will refresh our volunteering offer, including volunteers in our Enter & View and engagement activities, working with Universities to develop volunteer placements and identifying new and rewarding ways for people to contribute and gain skills.

We're also developing possible work in the following areas which may take place in the coming year:

- Carers' Strategy
- West Middlesex A&E/Urgent Treatment Centres
- Child and Adolescent Mental Health Services
- Continuing Health Care
- Obesity
- Social prescribing
- Procedures of Limited Clinical Effectiveness

FINANCIAL REVIEW

FINANCIAL PLANNING

To meet the challenges of our future financial environment, our Audit Committee concluded a programme of reviewing our financial arrangements in 2023. This led us to:

- review the Reserves Policy with a view to enabling continuation of business rather than just safe wind up
- establish an Expendable Endowment Fund and Investment Policy to maximise returns on the charity's assets and enable us to maintain our reserves position long term
- review the treatment of contractual income within our accounts

RESERVES POLICY

Healthwatch Richmond LTD's policy was reviewed in-year.

To ensure business continuity, to cover the possible costs of wind-up of the organisation, Healthwatch Richmond has set a reserves policy that requires a balance of not less than 3 and not more than 6 months of operating costs plus wind up costs.

This allows the charity to continue to deliver a service and manage variations in its income anticipated during a financially uncertain period and, if necessary to meet its liabilities should it need to wind up.

For simplicity, unless there are material changes to our income this should be set at:

3-6 months operating costs:	£42,250-£85,000
Wind up costs:	£40,750
Total reserves:	**£83,000-£125,500**

EXPENDABLE ENDOWMENT FUND AND INVESTMENT POLICY

The Board agreed to set up an Expendable Endowment Fund of up to £129,500 to generate returns that would be spent on service delivery.

Taken together with the reserves, this creates an investment pot of up to £255,000, equivalent to 3 times the FSCS limits. These funds are held in high interest savings accounts distributed across lenders to maximise returns from interest whilst ensuring that the charitable funds are protected by the FSCS. The income from this will be invested into service delivery, enabling us to maintain both our financial position and our level of service delivery long-term despite reduced income from 2024/2025.

TREATMENT OF CONTRACTUAL INCOME WITHIN OUR ACCOUNTS

During the year we reviewed the treatment of Restricted and Unrestricted funds arising from contractual income.

Our 2013 contract included ambiguous wording that was reasonably viewed at the time as implying a "restriction" on Healthwatch Contractual Income. This led us to account for Healthwatch and related contractual income as "restricted" under 5.40 of The Charities Statement of Recommended Practice (SORP)" (FRS 102).

As part of our financial review, the Board reviewed the wording of all subsequent contracts in March 2023 against The Charities Statement of Recommended Practice (SORP) (FRS 102). The review concluded that we should correctly recognise this income as Unrestricted from the 1st April 2023 in line with 5.39 of The

Charities Statement of Recommended Practice (SORP) (FRS 102). This was agreed by the Board and has been reflected in these accounts by restating the 2022-2023 for Notes 8 & 9 to reflect the reality of our restricted and unrestricted reserves and provide correct starting balances for the 2023-2024 accounts. The previously published Balance Sheet figures for 2022-2023 have not been restated as they reflected our understanding at the time and provide consistent figures for comparison.

PRINCIPAL FUNDING SOURCES

Our principal income is a contract with the London Borough of Richmond upon Thames (LBRuT) worth £146,000 per annum was extended to March 2024.

A competitive tender took place for a new contract starting April 2024 with a 10% reduction to income from April 2024 followed by CPI linked increases from March 2025. We are delighted to report that we have secured this funding and that, with the above mentioned financial arrangements, we expect to remain financially sustainable despite this reduction at a time of considerable inflationary pressures.

Additional income was received in this financial year:

- £15,170 from SWL ICB for commissioned reviews of Crisis Cafés and Phlebotomy services
- £4,000 from SWL ICS to support our work at a South West London Level
- £3,796 Interest generated from the investment of our Expendable Endowment Fund and Reserves

EXPENDITURE OF FUNDS IN 2022-2023

Our staff team is our largest expense and their work supports the delivery of all of our work and is subject to considerable inflationary pressures. Office costs are our next largest cost.

Our direct operational costs of our work are variable and related to the needs of our operational work. They include costs such as IT, communication and marketing, office costs, financial costs, banking services and regulatory compliance costs, and the cost of insurance related to our activity.

Governance costs, which include the costs of holding Board meetings, running the charity, and making statutory filings accounted for £795 of total expenditure. They remain below our historic costs in this area because our governance meetings, although mainly now in person, do not currently incur any costs beyond our existing office costs.

The main items of variation from our budget were:

- lower than expected costs for consultancy costs associated with the 2023/24 tender
- no signposting directory costs because the, later than expected, tendering exercise led to this being pushed into the following year.

These lower costs combined with higher than budgeted income led us to post a modest surplus instead of the budgeted deficit.

BANKING

Funds held by Healthwatch Richmond LTD are split between a current account and deposit accounts held with separate financial institutions to minimise financial risk. As a result of our financial review, we opened accounts with 2 new banks to maximise the financial both the returns and protection of our Reserves and Expendable Endowment Fund.

CURRENT ACCOUNT:

Not less than £36,500 will be held in instantly accessible funds to manage quarterly expenditure. Funds in excess of this at the end of a quarter shall be invested in a linked instant access savings account up to a combined total of £85,000.

MEDIUM-TERM SAVINGS ACCOUNT:

Up to £85,000 will be held in a high-interest notice or fixed-term account of not more than 180 days, providing the highest rate of interest

SHORT-TERM SAVINGS ACCOUNT:

The remainder, up to £85,000 will be held in an account of not more than 60 days' notice.

These financial arrangements will remain under review by the Chief Officer and the Audit Committee and overseen by the Board.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charitable Company and of the result for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- have due regard to public benefit guidance published by the Commission as required by section 17(5) of the Charities Act 2011;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

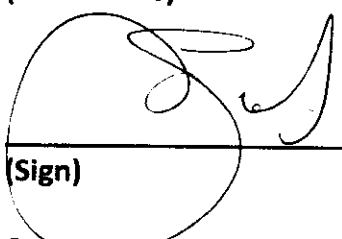
The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

So far as each of the Trustees is aware at the time the report is approved, there is no relevant audit information of which the charitable company's auditors are unaware; and the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by the Trustees on **(Date)** 28 November 2024
and signed on their behalf by:

SIÂN ELISABETH REES

(Print name)



- Trustee

(Sign)

Company Registration No: 08382351

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH RICHMOND (COMPANY LIMITED BY GUARANTEE NO. 8382351) FOR THE YEAR ENDED 31 MARCH 2024

I report on the accounts of the company for the year ended 31 March 2024, which are set out on pages 17-24.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The charity's Trustees consider that an audit is not required for this period under Part 16 of the 2006 Act and that an independent examination is needed. The charity's gross income did not exceed £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the Charities Act 2011;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011; and

to state whether particular matters have come to my attention.

BASIS OF INDEPENDENT EXAMINER'S REPORT

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out below.

INDEPENDENT EXAMINER'S STATEMENT

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP FRS102)

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

NAME: Mr Paul Ross

Paul Ross

RELEVANT PROFESSIONAL QUALIFICATION OR BODY: The Institute of Chartered Accountants in England and Wales

ADDRESS: 18 Woodcock Dell Avenue, Kenton, Harrow, Middx, HA3 0NS

DATE: 03/12/2024

HEALTHWATCH RICHMOND LTD

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2024

	Notes	Restricted funds £	Unrestricted funds £	**Total 2024 £**	Total 2023 £
Income from:					
Charitable activities	2		169,670	**169,670**	226,622
Investments		-	3,796	**3,796**	124
Total		-	173,466	**173,466**	226,746
Expenditure on:					
Charitable activities:					
Healthwatch Richmond	3		163,235	**163,235**	168,490
Other costs	4	-	795	**795**	646
Total		-	164,030	**164,030**	169,136
Net income/(expenditure)		-	9,436	**9,436**	57,610
Transfers between funds		-	-	**-**	-
Net movement in funds		-	9,436	**9,436**	57,610
Reconciliation of funds:					
Total funds brought forward		5,469	165,561	**171,030**	113,420
Total funds carried forward		5,469	174,997	**180,466**	171,030

The statement of financial activities includes all gains and losses in the year. All incoming resources expended derive from continuing activities.

The notes on pages 19 to 24 form part of these financial statements.

HEALTHWATCH RICHMOND LTD

BALANCE SHEET FOR THE YEAR ENDED 31ST MARCH 2024

	Notes	2024 £	2023 £ As Restated
Fixed assets			
Current assets			
Debtors	6	**54,644**	41,870
Cash at bank and in hand		**191,222**	178,845
		245,866	220,715
Creditors: amounts falling due within one year	7	**(65,400)**	(49,685)
Net current assets		**180,466**	171,030
Total assets less current liabilities		**180,466**	**171,030**
Funds			
Unrestricted funds	8	**174,997**	165,561
Restricted funds	9	**5,469**	5,469
Total funds carried forward		**180,466**	**171,030**

These accounts have been prepared in accordance with the provisions available to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and with the Financial Reporting Standard 102.

For the financial year ended 31st March 2024 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

Approved by the Trustees on **(Date)** 28 November 2024
and signed on their behalf by:

SIAN ELISABETH REES

(Print name)

- Trustee

(Sign)

Company Registration No: 08382351

The notes on pages 19 to 24 form part of these financial statements.

1 Accounting policies

The principal accounting policies are set out below. The accounting policies have been adopted consistently throughout the year.

a) Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

b) Going Concern

The Trustees have considered a period of more than 12 months from the signing of these financial statements and are of the view that funding is sufficient for the Charity to continue its operations until at least this time. The Trustees therefore feel the Charity is a going concern and as such the financial statements have been prepared on this basis.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and the amount can be measured reliably.

d) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Expenditure is classified under the following activity headings:

- Cost of raising funds: Costs relating to tendering for grants.
- Expenditure on charitable activities: Costs incurred in undertaking activities to further the purposes of the charity and related support costs.
- Other expenditure: Any costs not included in other headings, including governance costs.

e) Fund structure

The funds held by the charity are either:

- Unrestricted funds are funds which can be used in accordance with the charitable objectives at the discretion of the trustees
- Restricted funds are funds which are used in accordance with the specific restrictions imposed by the donor.

1 Accounting policies (continued)

f) Tangible fixed assets and depreciation

Depreciation is provided on cost in equal annual instalments over the estimated useful lives of the assets. The rates of depreciation are as follows:

Computer equipment - 33.33% on cost
Office furniture - 33.33% on cost

g) Debtors

Trade and Other Debtors are recognised at their settlement value. Prepayments are valued at the amount calculated as being prepaid.

h) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured reliably. Creditors are recognised at their settlement value.

i) Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. . Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

j) Taxation

The charity is exempt from corporation tax on its charitable activities.

k) Pensions

The charity makes contributions into a defined contribution pension scheme on behalf of its employees. Contributions are recognised as expenditure when the charity incurs an obligation to pay these contributions.

2 Income from Charitable activities

		Restricted funds £	Unrestricted funds £	**2024 £**	2023 £
Grants					
	London Borough of Richmond	-	146,500	**146,500**	146,000
	RCCG Covid 19 Engagement Fund	-			633
	Healthwatch England	-	-	**-**	979
	BHM 2023	-	-	**-**	1,760
	Public Health Income	-		**-**	65,200
	SWL ICS Income	-	4,000	**4,000**	-
	SWLSTGMHT	-	-	**-**	3,000
Services	Others	-	19,170	**19,170**	9,050
		-	169,670	**169,670**	226,622

3 Expenditure on charitable activities - Healthwatch Richmond

	Restricted funds	Unrestricted funds	**2024**	2023
	£	£	**£**	£
Staff costs		136,132	**136,132**	128,151
Operational costs		27,103	**27,103**	40,339
Depreciation	-	-	**-**	-
	-	163,235	**163,235**	168,490

4 Expenditure on Other Costs

	Restricted funds	Unrestricted funds	**2024**	2023
			£	£
Independent Examiners fees	-	600	**600**	600
Trustees expenses	-	195	**195**	46
	-	795	**795**	646

5 Employee information

Analysis of staff costs:	**2024**	2023
	£	£
Wages and salaries	**124,603**	117,073
Social security costs	**6,195**	6,276
Employer's Contribution to defined contribution pension schemes	**5,334**	4,802
	136,132	128,151

Average head counts for the year was:	**2024**	2023
	No.	No.
Operational Staff	**5**	**4**

No employees received benefits (excluding employer pension schemes) of more than £60,000 (2023 - none).

6 Debtors

	2024 £	2023 £
Other debtors	**54,267**	41,500
Prepayments	**377**	370
	54,644	41,870

7 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	**2,816**	235
Pension liability	**1,047**	460
Accrued expenses	**2,020**	2,020
Deferred income	**59,517**	46,970
	65,400	49,685

8 Unrestricted funds

	At 1st April 2023 £	Incoming resources £	Outgoing resources £	At 31st March 2024 £
General	165,561	173,466	164,030	**174,997**
	165,561	173,466	164,030	**174,997**

RESTATED
Unrestricted funds - previous year

	At 1st April 2022 £	Incoming resources £	Outgoing resources £	At 31st March 2023 £
General	70,858	226,746	132,043	**165,561**
	70,858	226,746	132,043	**165,561**

9 Restricted funds

	At 1st April 2023 £	Incoming resources £	Outgoing resources £	At 31st March 2024 £
	5,469	-	-	**5,469**

RESTATED
Restricted funds - previous year

	At 1st April 2022 £	Incoming resources £	Outgoing resources £	At 31st March 2023 £
	42,562	-	37,093	**5,469**

10 Net assets split between funds

	Unrestricted funds £	Restricted funds £	Total £
Cash and bank and in hand	185,753	5,469	**191,222**
Other current assets	54,644	-	**54,644**
Current liabilities	(65,400)	(0)	**(65,400)**
	174,997	5,469	**180,466**

Net assets split between funds - previous year RESTATED

	Unrestricted funds £	Restricted funds £	Total £
Cash and bank and in hand	173,376	5,469	**178,845**
Other current assets	41,870	-	**41,870**
Current liabilities	(49,685)	(0)	**(49,685)**
	165,561	5,469	**171,030**

Funds arising from contractual income is being treated as part of the unrestricted fund with effect from 1 April 2023 onwards. The corresponding figures included in the accounts for the year to 31 March 2023 have been restated accordingly (see Financial review Treatment of Contractual Actual Income Within Our Accounts Page 12).

11 Commitments under operating leases

At 31st March 2024, the Company had annual commitments under non-cancellable operating leases as set out below:

Operating leases which expire:	**2024** £	2023 £
Within one year	**4,516**	4,196

12 Limited liability

Healthwatch Richmond is a company limited by guarantee. The Articles of Association limit the liability of each of the members on winding up to £1.

13 Related party transactions

No trustees or persons connected with them received any emoluments in their role as Trustees (2023 - nil).

Healthwatch Richmond

England & Wales - Charity number 1152333

Accounts

healthwatch
Richmond upon
Thames

HEALTHWATCH RICHMOND LTD COMPANY LIMITED BY GUARANTEE NO. 8382351 AND REGISTERED CHARITY NO. 1152333

TRUSTEES REPORT AND FINANCIAL STATEMENTS 1ST APRIL 2022 - 31ST MARCH 2023

healthwatch
Richmond upon
Thames

CONTENTS

REPORT OF THE TRUSTEES OF HEALTHWATCH RICHMOND LTD 3

REFERENCE AND ADMINISTRATIVE DETAILS 3

STRUCTURE, GOVERNANCE AND MANAGEMENT 4

GOVERNING DOCUMENT 4

ORGANISATIONAL STRUCTURE 4

TRUSTEES 4

RISK MANAGEMENT 5

OBJECTIVES OF THE CHARITY 5

PUBLIC BENEFIT 6

ACHIEVEMENTS FROM 2022-2023 7

Plans, Challenges and Opportunities for 2023/24 9

FINANCIAL REVIEW 11

STATEMENT OF TRUSTEES' RESPONSIBILITIES 13

Independent examiner's report 14

Statement of financial activities (including income and expenditure account) for the year ended 31st March 2023 15

Balance Sheet for the year ended 31st March 2023 16

Notes to Accounts for the year ended 31st March 2023 17

REPORT OF THE TRUSTEES OF HEALTHWATCH RICHMOND LTD

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements for the accounting period ended 31st March 2023. The Trustees have adopted the provisions of the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006 in preparing the annual report and financial statements of the charity.

REFERENCE AND ADMINISTRATIVE DETAILS

TRUSTEES/DIRECTORS OF THE CHARITY & COMPANY

Simon Boddis	(Appointed November 2022, Chair from February 2023)
Sian Rees	(Audit Committee Chair)
Anne Marimuthu	(Treasurer)
Holly Cameron	
James Hunt	
Emma Maun	
Dugald Millar	
Lynda Crellin	
Alan McNab	(Appointed November 2022)
Joseph Hill	(Appointed March 2023)
Philip Bunnell	(Appointed March 2023)
Julie Risley	(to November 2022)
Robin Jowit OBE	(to November 2022)
Rishi Chopra	(to January 2023)
John Wright	(to March 2023)
John Anderson	(Chair to February 2023, resigned April 2023)

CHIEF OFFICER

Michael Derry

ACCOUNTANT

Community Action Sutton, Granfers Centre, 73-79 Oakhill Road, Sutton, SM1 3AA

INDEPENDENT EXAMINER

Mr Paul Ross, FCA

BANKERS

Current Account: Unity Trust Bank plc: Four Brindleyplace, Birmingham, B1 2JB
Deposit Account: Scottish Widows, PO Box 883, LEEDS, LS1 9TY

REGISTERED OFFICE

82 Hampton Road, Twickenham, TW2 5QS
COMPANY NUMBER: 8382351, CHARITY NUMBER: 1152333
Previously registered as Richmond Health Voices until November 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

Healthwatch Richmond LTD is a company limited by guarantee governed by Articles of Association that were signed on 30th January 2013. It was registered with the Charity Commission on 7th June 2013 and changed its name to Healthwatch Richmond LTD at its AGM on November 26th 2020. Its membership is open to persons aged over 18 and corporate bodies who support the organisation's aims and objects.

LOCAL HEALTHWATCH

Healthwatch Richmond LTD's delivers the Local Healthwatch function for Richmond. Local Healthwatch organisations are a statutory service commissioned by local councils as part of the Health and Social Care Act 2012. The aim of Local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality and to help people to provide a Signposting service, helping people with the information they need to access services.

ORGANISATIONAL STRUCTURE

Healthwatch Richmond LTD is governed by a Board of Trustees who are also the Company Directors. The Board of Trustees meets at least 4 times a year and has up to 12 Trustees. As well as overseeing the work of the organisation, Trustees also actively participate in the organisation's work through sitting on the decision-making bodies of key stakeholders, contributing to our reports and engaging with Board task groups and sub-committees.

The Board was supported by the Audit Committee:

THE AUDIT COMMITTEE is composed of Trustees with appropriate expertise who advise the Board on good financial, resource and risk management. It meets a minimum of 4 times a year to recommend a budget, advise on the production of Annual Accounts, oversee financial resources and review the management of risks. For good governance, the Audit Committee met with the Accountant without the Chief Officer present once during the year.

Day to day management of the organisation is undertaken by the Chief Officer who is appointed by the Board. He attends all Board meetings and sub-committees at the discretion of the Board or invitation of the sub-committee's Chair and is a member of Board task groups. The Chief Officer was not present during a meeting between Trustees and the Accountant and at a Board meeting where remuneration was agreed.

TRUSTEES

Trustees are recruited through open recruitment with vacancies publicised through our communications and marketing. Particular consideration is given to ensuring an equal and fair process with the aim of creating a Board that is reflective of the community we serve. New Trustees and committee members are interviewed by a selection panel who make recommendations about appointments to the Board. Appointments are made by vote of the Board.

From time to time, we may co-opt non-trustee members as members of the Board to fill vacancies where we feel this is appropriate and expedient or where we require specific skills or expertise.

As part of our continuing development a demographics and skills audit of Trustees and Staff will be conducted in 2023/24. This will ensure that we have the skills we need on the board and enable us to demonstrate that we reflect the community that we serve.

TRUSTEE INDUCTION AND TRAINING

New Trustees are provided with a copy of the Articles of Association, introduced to staff and given information outlining their roles, responsibilities and obligations under company and charity law. To support them in their role, Trustees are invited to participate in training. All Trustees sign the Declaration of Interests before joining the Board. All meetings begin with declarations of new interests or interests competing or conflicting with items on the agenda to ensure that interests are actively managed. Training opportunities are regularly shared by correspondence. Trustees are supported in their roles by the officers of the Board and the Chief Officer and are encouraged to attend our wider volunteer training and support. As part of our continuing development, all policies will be reviewed in the coming year, a policy handbook produced and Trustees will be training on using key policies and procedures.

RISK MANAGEMENT

As a minimum our risk management is reviewed once a year by the Chief Officer who reports to the Audit Committee on identified risks at least annually but also when there are significant changes in risk profile. The Audit Committee report on risks at least annually to the Board.

Because of the dynamic environment that we operate in, the risk management policy and risk register were kept under continuous review during this period. Where risks are identified, measures are put in place to ensure that they were effectively managed. Additional digital security measures were put in place during the year. We have identified future financial risks as a result of reduced income and are actively taking actions to mitigate these.

We maintain a Critical Incident Policy and Business Continuity Plan. This was tested by the pandemic and found to be robust and is kept under regular review. A workshop will take place with the Board to ensure our preparedness in the event of the Chief Officer being absent during a critical Incident.

The Board of Healthwatch Richmond LTD is satisfied that the measures in place are adequate and appropriate to enable effective operations as well as the identification and management of risks facing the charity.

OBJECTIVES OF THE CHARITY

Healthwatch Richmond is a registered charity with objects for the advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- Providing information and advice about health and social care
- Making the views and experiences of the public known to health and social care providers
- Enabling local people to have a say in the development and delivery of health and social care services by providing information, training and support
- Providing training and development of skills for volunteers and the wider community in scrutinizing, reviewing and monitoring local health care services.

These objects are aligned with the statutory basis of Local Healthwatch but allow Healthwatch Richmond LTD to undertake closely related activity outside of the statutory role. The Board reviews proposed activities both in pursuit of the statutory role and closely related work outside of our main

Healthwatch contract, and decides which to pursue based on consideration of how well they help us to further our charitable objects and their fit with our strategy, risk and available resources.

PUBLIC BENEFIT

Our activities are open to anyone with an interest in health and social care in Richmond and we actively engaged with the community to promote our work over the year. Over 2,500 people engaged with us directly through our projects, outreach, events or signposting work during the year.

Our campaigning work again led to significant improvements to how the public can identify NHS dentists who can offer them an appointment, and to evidence of the scale of the crisis, some 93.5 million units of dental activity, being published for the first time. Other improvements resulting from our work include better access to the ambulance service for Londoners, improvements across health and council services that will help people to live healthier lives and material improvement for the care of those giving birth in our local hospitals.

ACHIEVEMENTS FROM 2022-2023

Healthy Living - 815 people's experiences detailing their needs, influences, barriers and solutions around healthy eating, staying active, smoking, alcohol and how these can be improved. . Our report has already informed Richmond and South West London-wide plans, the Council's leisure services strategy and Richmond's Health & Wellbeing Strategy - all of which will lead to improvements in support for our community and eventually to improved health.

"I would like to thank and applaud you and your team for working so well with us and producing this beautiful, insightful and very useful piece of work. I acknowledge the time and dedication that Healthwatch have put into it and the steer and expertise brought to getting the residents' voice... it was well received with compliments" Public Health Richmond

London Ambulance Service: Experiences from Richmond - 266 people's experiences of urgent and emergency care, their satisfaction and confidence in the service as well as what worked well and what could improve. This led to improvements across the London Ambulance Service and the wider NHS in South West London including an increase in the number of senior clinicians working in 111 and 999 so that more people can be dealt with on the phone or by video call.

"Some reports of reduced confidence in urgent and emergency care services, which was attributed to people's experiences of care, particularly waiting times, and the view that the NHS needed to invest in more staff. There were some concerns around staff not having the time to listen to people about their symptoms and clearly informs meaningful plans for improved urgent and emergency care." - NHS South West London, Developing our NHS Joint Forward Plan

Adult Mental Health Services - 41 people shared their experiences during the initial part of a year-long review of the transformation of Mental Health care that will enable us to both steer how things improve for patients and to measure the improvement that the transformation programme creates.

Dentistry - People can now find dentists taking on NHS patients as a direct response to our specific requests and extensive campaigning. This amazing result was not achieved by us alone. We're incredibly grateful for the support of our MPs who have raised this on our behalf in Parliament, from journalists who have covered our work extensively, and from the whole Healthwatch network who have collaborated with us on national reports and meetings with senior figures at NHS England and the Department of Health & Social Care.

Helping people find information – Our Signposting Service helps people to find answers to their questions about NHS or social care. It has helped hundreds of people to find a dentist saving more than £200k in private fees and considerable pain. We also helped hundreds of people to resolve their concerns or challenges with accessing NHS care.

"Thank you ever so much for everything and some. I don't think we would have even got this far if it wasn't for you. We as a family are truly indebted." Signposting Service user

Maternity care - our work during the pandemic led to a long-term programme of improvements. These have now been completed and we're able to recognise the improvements that the Hospital has made and the work that it has done to:

- Ensure better postnatal care at night time through improving staff training, support and ward rounds to offer support

- Develop a culture that celebrates kindness and compassion by using staff and patient feedback, kindness messages of the week and protected time so that staff are well looked after themselves and able to provide good care
- Improve the ward environment for patients by reducing noise and unnecessary light during rest periods.

WORKING WITH OTHER ORGANISATIONS

Last year we reported that we would see a shift from working in Richmond with Clinical Commissioning Groups to working across South West London (SWL) with an Integrated Care System (ICS).

Our work with the emerging system has put us, and the patient voice that we provide, at the heart of the way that the new system works. Through creating strong relationships with the new system we've developed trust in our work. This led to Healthwatch patient experience reports being central to the new systems planning and its Joint Forward Plan. The influence of our work on informing this document is too extensive to list but is summed up well by South West London Integrated Care Board.

"I am grateful to Healthwatch for sharing with us your comprehensive insight reports from local communities over the past 18 months... We received over 200 submissions which we have reviewed and themed by care setting. I particularly wanted to thank the six Healthwatch organisations [for] the volume, depth and insight contained in your work has been invaluable to us, and these are reflected in each section." **Deputy Chief Executive/Director of Transformation and People, NHS South West London**

This speaks to the impact of the work done by ourselves and colleagues across South West London at "Place" (our borough) in shaping the priorities of the system. It also shows how by working together we have developed a strong role for Healthwatch across South West London and the value of the Healthwatch Executive Officer that works as our voice to the new system across SWL. Our involvement in wider meetings has enabled us to have an impact on issues outside of our reports and recommendations. For example:

• At the patient experience committee at Kingston Hospital, we fed back problems that we'd heard about with non-emergency patient transport from our signposting work to the hospital. Whilst we'd resolved the issues for individuals through our signposting support, raising this through our meetings with the hospital ultimately led to changes in how patient transport to the hospital is run. This included a clinician rather than an administrator reviewing patients' eligibility for the service where this was in question and ultimately led to fairer access for patients to this vital service.

• A strategy identified alcohol as a key priority for young people however, our evidence showed that risky behaviour (including alcohol) was a more urgent challenge. Our relationships enabled us to ensure that the priority better reflected this need and that therefore, resources were targeted at the most significant risks for young people.

PLANS, CHALLENGES AND OPPORTUNITIES FOR 2023/24

MEETING THE CHALLENGES OF THE FUTURE

High inflation remains with us and we've taken steps to reduce the inflationary pressure of our costs. These steps include tight financial controls, working hard to achieve the best prices for services, increasing our income and maximising the returns that we get on the funds that we hold in reserve. We are aware of financial challenges across the health and care system and our wider community and the significant impact that has.

We have taken steps to consider these, including asking about the financial status of respondents within our research, focussing on the areas that can help health and care providers to maximise the value that people get from the services that they need, and focussing on how quality and outcomes can be improved without additional overall cost to the system.

Digital development remains important too. Our systems proved robust during the pandemic and are working well as we adopt a hybrid model to work. We continue to keep an eye on new developments in technology, considering the risks and opportunities that they present and ensuring that any new technology or use meets our strict data governance requirements. This has enabled us to use text messages, and digital communications more effectively and in the future may help us undertake our wider activity.

DEVELOPING AN ORGANISATION FIT FOR THE NEXT 10 YEARS

Over the first 10 years of Healthwatch we have been working continually to innovate and improve our work. We've pioneered the use of Signposting Directories hat help our community to access care and support within Richmond, run large community events in person and online, had the highest-performing communications in the network (222,430 visitors to our website since 2013), led the call for improvements to NHS Dentistry at a national level and are a key participant in the national network. We are rightly proud of our performance and our contributions to Richmond and the Healthwatch network. This is the result of our continual improvement.

In that tradition, we have reviewed our performance against the Healthwatch Quality Framework this year and developed a strategic plan to ensure that we develop our organisation to be even more effective over the coming years.

OUR WORK PLANS FOR 2023/24

We're working with stakeholders to undertake projects in the following areas:

- Adult Community Mental Health transformation (the completion of the work begun in 2022/23).
- SEND Futures - a review of the experiences of parent carers, young people and professionals to inform the future development health, care and support for people with Special Educational Needs and Disabilities to inform meaningful improvements to the services
- Phlebotomy Pilot - a review of the experiences of people using a new service to see if phlebotomy can be delivered effectively closer to home.
- Crisis care - a review of patient, provider and stakeholders experiences of this service to inform the future specification of this service, enabling the system to make better use of its funds by helping people to get the support they need earlier so that they can avoid a mental health crisis leading to improved outcomes and experience and reducing the need for emergency and inpatient care.

- Primary Care - a review of the new roles in GP practices, the new ways of accessing them, the impact that these have on patients and practices, and how the value from these can be maximised for both patients and practices. This will also include developments in personalisation in Primary care.
- Residential care - a review of care homes that have not recently received CQC inspections or quality assurance involvement. This should provide some assurance of how things are running within homes as well as giving them feedback to improve care for residents and secure more positive CQC ratings.

We're also developing possible work in the following areas which may take place in the coming year:

- Cancer Pathways - exploring the inequalities of access and experience in our cancer pathways.
- Secondary care - re-engaging with our acute trusts to collect experiences from their patients and staff to provide a picture of post-pandemic care. Through this, we will identify and celebrate the areas of strength and also identify any areas of weakness in service provision

FINANCIAL REVIEW

RESERVES POLICY

Healthwatch Richmond LTD's policy requires that a balance of not less than 3 nor more than 6 months of operating costs is held as reserves to manage cash flow, ensure business continuity and to cover the possible costs of wind-up of the organisation.

Our forward projections identified medium and long term risks to remaining within our reserves policy due to: an expected reduction of income in 2023/24, as reported in our previous years' Annual Report; and ongoing inflationary pressures.

To mitigate these risks, we had budgeted a surplus in 2022/23 as a way of accumulating sufficient funds to enable us to remain within our Reserves Policy over the longer term. Changes to the reasonable expectations over our contractual position 2023/24, that were reported in our last Annual Accounts, required us to delay recruitment decisions which led to a larger than planned surplus in year.

FINANCIAL PLANNING

To meet the challenges of our future financial environment, our Audit Committee began a programme of reviewing our financial arrangements which will conclude in the coming financial year and will include reviews of:

- our financial projections and the implications of these
- the most appropriate treatment of contractual income within our accounts
- maximising returns on the charity's assets to support our ability to maintain our reserves position long term.

Initial work on these issues began in this financial year and will conclude in the following financial year.

PRINCIPAL FUNDING SOURCES

Our principal income is a contract with the London Borough of Richmond upon Thames (LBRuT) worth £146,000 per annum which has been extended to March 2024. We anticipate a competitive tender will take place in year for a new contract starting April 2024. This new contract will be with a 10% reduction to income from April 2024 followed by CPI linked increases from March 2025.

Additional income was received in this financial year:

- £62,500 from Public Health Richmond as contractual income with respect to our Healthy Living in Richmond Review
- £3,000 from South West London and St Georges Mental Health Trust as part of a multiyear review of their services
- £5,000 from The London Ambulance Service who commissioned us to undertake a review of Urgent and Emergency Services
- £1,050 from the London Borough of Richmond upon Thames for our work on safeguarding navigation
- £3,000 from the South West London ICB (via Community Action Sutton) to support our work across South West London.

EXPENDITURE OF FUNDS IN 2022-2023

Our staff team are our largest expense and their work supports the delivery of all of our work. We had budgeted for a substantially increased staffing establishment and related costs to enable us to undertake additionally commissioned work. Whilst we held an increased establishment for most of the year, uncertainty late in Quarter 3 of 2022/23 about our contractual position for 2023/24 led to delays in recruitment and ultimately to staff costs being substantially below budget. In spite of this, all our work was delivered on time and to a high standard

The direct operational costs of our work are variable and related to the needs of our operational work. They include costs such as IT, communication and marketing, office costs, financial costs, banking services and regulatory compliance costs, and the cost of insurance related to our activity. Our costs in this area have increased over recent years as we have been able to return to face to face activity after pandemic restrictions and the associated costs of this. We also undertook substantial communications activity including print, digital and distribution costs aligned to our operational projects.

Governance costs, which include the costs of holding Board meetings, running the charity, and making statutory filings accounted for £646 of our total expenditure. They remain below our historic costs in this area because our governance meetings, although mainly now in person, do not currently incur any costs.

BANKING

Funds held by Healthwatch Richmond LTD are split between a current account and deposit account held with separate financial institutions to minimise financial risk. Our financial arrangements are always under review and as a result of that we are taking actions, that will be realised in the next financial year, to maximise the financial returns and protection of our assets.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charitable Company and of the result for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- have due regard to public benefit guidance published by the Commission as required by section 17(5) of the Charities Act 2011;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

So far as each of the Trustees is aware at the time the report is approved, there is no relevant audit information of which the charitable company's auditors are unaware; and the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by the Board on:

And signed on their behalf:

14/12/23

Simon Boddis

Chair of the Board of Trustees

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH RICHMOND (COMPANY LIMITED BY GUARANTEE NO. 8382351) FOR THE YEAR ENDED 31 MARCH 2023

I report on the accounts of the company for the year ended 31 March 2023, which are set out on pages 15 to 21.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The charity's Trustees consider that an audit is not required for this period under Part 16 of the 2006 Act and that an independent examination is needed. The charity's gross income did not exceed £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the Charities Act 2011;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011; and

to state whether particular matters have come to my attention.

BASIS OF INDEPENDENT EXAMINER'S REPORT

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out below.

INDEPENDENT EXAMINER'S STATEMENT

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP FRS102)

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

NAME: Mr Paul Ross Paul Ross

RELEVANT PROFESSIONAL QUALIFICATION OR BODY: The Institute of Chartered Accountants in England and Wales

ADDRESS: 18 Woodcock Dell Avenue, Kenton, Harrow, Middx, HA3 0NS

DATE: 18/12/2023

HEALTHWATCH RICHMOND LTD

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2023

	Notes	Restricted funds £	Unrestricted funds £	**Total 2023 £**	Total 2022 £
Income from:					
Charitable activities	2	215,593	11,029	**226,622**	174,001
Investments		-	124	**124**	90
Total		215,593	11,153	**226,746**	174,091
Expenditure on:					
Charitable activities:					
Healthwatch Richmond	3	168,490	-	**168,490**	162,070
Other costs	4	-	646	**646**	(1,500)
Total		168,490	646	**169,136**	160,570
Net income/(expenditure)		47,103	10,507	**57,610**	13,521
Transfers between funds		-	-	-	-
Net movement in funds		47,103	10,507	**57,610**	13,521
Reconciliation of funds:					
Total funds brought forward		42,562	70,858	**113,420**	99,899
Total funds carried forward		89,665	81,365	**171,030**	113,420

The statement of financial activities includes all gains and losses in the year. All incoming resources expended derive from continuing activities.

The notes on pages 17 to 21 form part of these financial statements.

HEALTHWATCH RICHMOND LTD

BALANCE SHEET FOR THE YEAR ENDED 31ST MARCH 2023

	Notes	2023 £	2022 £
Fixed assets			
Current assets			
Debtors	6	**41,870**	11,887
Cash at bank and in hand		**178,845**	224,399
Total Current Assets		**220,715**	236,286
Creditors: amounts falling due within one year	7	**(49,685)**	(122,866)
Net current assets		**171,030**	113,420
Total assets less current liabilities		**171,030**	**113,420**
Funds			
Unrestricted funds	8	**81,365**	70,858
Restricted funds	9	**89,665**	42,562
Total funds carried forward		**171,030**	**113,420**

These accounts have been prepared in accordance with the provisions available to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and with the Financial Reporting Standard 102.

For the financial year ended 31st March 2023 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

Approved by the Trustees on 14/12/23 and signed on their behalf by:

.....

Trustee

Simon Boddis (chair)

Company Registration No: 08382351

The notes on pages 17 to 21 form part of these financial statements.

1 Accounting policies

The principal accounting policies are set out below. The accounting policies have been adopted consistently throughout the year.

a) Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

b) Going Concern

The Trustees have considered a period of more than 12 months from the signing of these financial statements and are of the view that funding is sufficient for the Charity to continue its operations until at least this time. The Trustees therefore feel the Charity is a going concern and as such the financial statements have been prepared on this basis.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and the amount can be measured reliably.

d) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Expenditure is classified under the following activity headings: -- Cost
of raising funds: Costs relating to tendering for grants. - - Expenditure
on charitable activities: Costs incurred in undertaking activities to further the purposes of the charity and related support costs.
- Other expenditure: Any costs not included in other headings, including governance costs.

e) Fund structure

The funds held by the charity are either:
- Unrestricted funds are funds which can be used in accordance with the charitable objectives at the discretion of the trustees
- Restricted funds are funds which are used in accordance with the specific restrictions imposed by the donor.

1 Accounting policies (continued)

f) Tangible fixed assets and depreciation

Depreciation is provided on cost in equal annual instalments over the estimated useful lives of the assets. The rates of depreciation are as follows:

Computer equipment - 33.33% on cost
Office furniture - 33.33% on cost

g) Debtors

Trade and Other Debtors are recognised at their settlement value.
Prepayments are valued at the amount calculated as being prepaid.

h) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured reliably. Creditors are recognised at their settlement value.

i) Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

j) Taxation

The charity is exempt from corporation tax on its charitable activities.

k) Pensions

The charity makes contributions into a defined contribution pension scheme on behalf of its employees. Contributions are recognised as expenditure when the charity incurs an obligation to pay these contributions.

2 Income from Charitable activities

	Restricted funds £	Unrestricted funds £	**2023 £**	2022 £
Grants				
London Borough of Richmond	146,000	-	**146,000**	146,000
RCCG Covid 19 Engagement Fund	633	-	**633**	11,051
Healthwatch England	-	979	**979**	2,000
BHM 2023	1,760	-	**1,760**	-
Public Health Income	65,200	-	**65,200**	-
LBRuT - signposting directory	-	-	**-**	9,000
RCCG - signposting directory	-	-		4,500
SWLSTGMHT	2,000	1,000	**3,000**	(2,000)
Others		9,050	**9,050**	3,450
Total	215,593	11,029	**226,622**	174,001

3 Expenditure on charitable activities – Healthwatch Richmond

	Restricted funds £	Unrestricted funds £	**2023 £**	2022 £
Staff costs	128,151	-	**128,151**	119,880
Operational costs	40,339	-	**40,339**	42,190
	168,490	-	**168,490**	162,070

4 Expenditure on Other Costs

	Restricted funds £	Unrestricted funds £	**2023 £**	2022 £
Independent Examiners fees	-	600	**600**	600
Trustees expenses	-	46	**46**	(2,100)
	-	646		(1,500)

5 Employee information

Analysis of staff costs:

	2023 £	2022 £
Wages and salaries	**117,073**	109,631
Social security costs	**6,276**	5,710
Employer's Contribution to defined contribution pension schemes	**4,802**	4,539
	128,151	

Average head counts for the year was:

	2023 No.	2022 No.
Operational Staff	**4**	**4**

No employees received benefits (excluding employer pension schemes) of more than £60,000 (2022 - none).

6 Debtors

	2023	2022
	£	£
Other debtors	41,500	(2,000)
Accrued income	-	13,500
Prepayments	370	387
	41,870	11,887

7 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	235	220
Pension liability	460	551
Accrued expenses	2,020	17,794
Deferred income	46,970	104,301
	49,685	122,866

8. Unrestricted Funds

	At 1st April 2022	Incoming resources	Outgoing resources	At 31st March 2023
	£	£	£	£
General	70,858	11,153	646	**81,365**

Unrestricted funds - previous year

	At 1st April 2021	Incoming resources	Outgoing resources	At 31st March 2022
	£	£	£	£
General	58,318	11,040	(1,500)	**70,858**

Restricted funds

	At 1st April 2022	Incoming resources	Outgoing resources	At 31st March 2023
	£	£	£	£
	42,562	215,593	168,490	**89,665**

Restricted funds - previous year

	At 1st April 2021	Incoming resources	Outgoing resources	At 31st March 2022
	£	£	£	£
	41,581	163,051	162,070	**42,562**

Name of Fund	Description, nature and purposes of the fund
Restricted Funds	This fund consists of grant income received by Healthwatch Richmond LTD and expenditure incurred to fulfil grant conditions and allowable under the grant terms.

10 Net assets split between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Tangible fixed assets	-	-	-
Cash and bank and in hand	84,080	94,765	**178,845**
Other current assets	-	41,870	**41,870**
Current liabilities	(2,715)	(46,970)	**(49,685)**
	81,365	89,665	**171,030**

Net assets split between funds - previous year

	Unrestricted funds	Restricted funds	Total
	£	£	£
Cash and bank and in hand	73,656	150,743	**224,399**
Other current assets	-	11,887	**11,887**
Current liabilities	(2,798)	(120,068)	**(122,866)**
	70,858	42,562	**113,420**

11 Commitments under operating leases

At 31st March 2023, the Company had annual commitments under non-cancellable operating leases as set out below:

Operating leases which expire:	**2023**	2022
	£	£
Within one year	**4,196**	4,196

12 Limited liability

Healthwatch Richmond is a company limited by guarantee. The Articles of Association limit the Liability of each of the member on winding up to £1.

13 Related party transactions

No trustees or persons connected with them received any emoluments in their role as Trustees (2022 - nil).

Healthwatch Richmond

England & Wales - Charity number 1152333

Accounts

healthwatch
Richmond upon
Thames

HEALTHWATCH RICHMOND LTD
COMPANY LIMITED BY GUARANTEE NO. 8382351
AND REGISTERED CHARITY NO. 1152333

TRUSTEES REPORT AND FINANCIAL STATEMENTS
1ST APRIL 2021 - 31ST MARCH 2022

THURSDAY
ABJFLG1S
A08 22/12/2022 #9
COMPANIES HOUSE

healthwatch
Richmond upon
Thames

CONTENTS

REPORT OF THE TRUSTEES OF HEALTHWATCH RICHMOND LTD....3

REFERENCE AND ADMINISTRATIVE DETAILS....3

STRUCTURE, GOVERNANCE AND MANAGEMENT....4

PUBLIC BENEFIT....6

ACHIEVEMENTS FROM 2020-2021....6

PLANS, CHALLENGES AND OPPORTUNITIES FOR 2021/22....8

FINANCIAL REVIEW....9

STATEMENT OF TRUSTEES' RESPONSIBILITIES....10

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH RICHMOND LTD (COMPANY LIMITED BY GUARANTEE NO. 8382351) FOR THE YEAR ENDED 31 MARCH 2022....11

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2022 12

BALANCE SHEET FOR THE YEAR ENDED 31ST MARCH 2022 13

NOTES TO ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2022 14

REPORT OF THE TRUSTEES OF HEALTHWATCH RICHMOND LTD

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements for the accounting period ended 31st March 2022. The Trustees have adopted the provisions of the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006 in preparing the annual report and financial statements of the charity.

REFERENCE AND ADMINISTRATIVE DETAILS

TRUSTEES/DIRECTORS OF THE CHARITY & COMPANY

John Anderson	(Chair)
Julie Risley	(Healthwatch Operational Committee Chair)
Sian Rees	(Audit Committee Chair)
Anne Marimuthu	(Treasurer)
Holly Cameron	
James Hunt	
Robin Jowit OBE	
Emma Maun	
Dugald Millar	
John Wright	
Rishi Chopra	(from January 2022)
Lynda Crellin	(from April 2022)

CHIEF OFFICER

Michael Derry

ACCOUNTANT

Community Action Sutton, Granfers Centre, 73-79 Oakhill Road, Sutton, SM1 3AA

INDEPENDENT EXAMINER

Mr Paul Ross, FCA

BANKERS

Current Account: Unity Trust Bank plc: Four Brindleyplace, Birmingham, B1 2JB
Deposit Account: Scottish Widows, PO Box 883, LEEDS, LS1 9TY

REGISTERED OFFICE

82 Hampton Road, Twickenham, TW2 5QS

COMPANY NUMBER: 8382351
CHARITY NUMBER: 1152333
REGISTERED AS RICHMOND HEALTH VOICES UNTIL NOVEMBER 2020
REGISTERED AS HEALTHWATCH RICHMOND LTD FROM NOVEMBER 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

Healthwatch Richmond LTD is a company limited by guarantee governed by Articles of Association that were signed on 30th January 2013. It was registered with the Charity Commission on 7th June 2013 and changed its name to Healthwatch Richmond LTD at its AGM on November 26th 2020. Its membership is open to persons aged over 18 and corporate bodies who support the organisation's aims and objects.

ORGANISATIONAL STRUCTURE

As a registered charity and company, Healthwatch Richmond LTD is governed by a Board of Trustees who are also the Company Directors. The Board of Trustees has up to 12 Trustees and meets at least 4 times a year. As well as overseeing the work of the organisation, Trustees are also active in the organisation's work through sitting on the decision-making bodies of key stakeholders.

The Board was supported by the Audit Committee:

THE AUDIT COMMITTEE is composed of Trustees with appropriate expertise who advise the Board on good financial, resource and risk management. It meets a minimum of 4 times a year to recommend a budget, advise on the production of Annual Accounts, oversee financial resources and review the management of risks. The Audit Committee may meet with the Accountant without the Chief Officer present.

HEALTHWATCH OPERATIONAL COMMITTEE. The Board also held an operational sub-group that advised on the delivery of the statutory Healthwatch functions and delivery of the related contract. This was dissolved, its non-Trustee members adopted as Trustees and its functions absorbed into the Board during the year.

Day to day management of the organisation is undertaken by the Chief Officer who is appointed by the Board. He attends all Board meetings and sub-committees at the discretion of the Board or invitation of the sub-committee's Chair and is a member of Board task groups.

TRUSTEES

Trustees are recruited through open recruitment with vacancies publicised through our communications and marketing. Particular consideration is given to ensuring an equal and fair process with the aim of creating a Board that is reflective of the community we serve. New Trustees and committee members are interviewed by a selection panel who make recommendations about appointments to the Board. Appointments are made by vote of the Board.

From time to time, we may co-opt non-trustee members as Trustees to the Board to fill vacancies where we feel this is appropriate and expedient or where we require specific skills or expertise.

TRUSTEE INDUCTION AND TRAINING

New Trustees are provided with a copy of the Articles of Association, introduced to staff and given information outlining their roles, responsibilities and obligations under company and charity law. To support them in their role, Trustees are invited to participate in training. All Trustees sign the Declaration of Interests before joining the Board and potential competing interests are actively managed. Training opportunities are regularly shared by correspondence. Trustees are supported in their roles by the officers of the Board and the Chief Officer and are encouraged to attend our wider volunteer training and support.

RISK MANAGEMENT

The risk management policy was reviewed in-year and adapted to give a better view of the impact of risks. The Risk Register is kept under review by the Chief Officer who reports to the Audit Committee on identified risks at least annually but also when there are significant changes in risk profile. Where risks are identified, measures are put in place to ensure that they are managed.

The Audit Committee reports on risks at least annually to the Board. Due to significant changes to risks over the past year, the risk Register was reviewed on a quarterly basis.

We maintain a Critical Incident Policy and Business Continuity Plan which was enacted prior to this reporting period and has enabled us to maintain our operations and effectiveness throughout the pandemic.

The Board of Healthwatch Richmond LTD is satisfied that the measures in place are adequate and appropriate to enable effective operations as well as the identification and management of risks facing the charity.

OBJECTIVES OF THE CHARITY

Healthwatch Richmond LTD is a registered charity with objects for the advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- Providing information and advice about health and social care
- Making the views and experiences of the public known to health and social care providers
- Enabling local people to have a say in the development and delivery of health and social care services by providing information, training and support
- Providing training and development of skills for volunteers and the wider community in scrutinizing, reviewing and monitoring local health care services.

These objects are aligned with the statutory basis of Local Healthwatch but allow Healthwatch Richmond LTD to undertake related activity outside of the statutory role. The Board reviews proposed activities both in pursuit of the statutory role and closely related work outside of our main Healthwatch contract, and decides which to pursue based on consideration of how well they help us to further our charitable objects and their fit with our strategy, risk and available resources.

PUBLIC BENEFIT

Our activities are open to anyone with an interest in health and social care in Richmond and we actively engaged over 100,000 over the year. 97,000 people visited our website, 59,471 people took actions related to their health as a result of our communications and around 2,000 people engaged with us directly through our projects, outreach, events or signposting work.

Our research and campaigning work lead to significant improvements in NHS care. Our work in NHS dentistry made a major contribution to raising the profile of the crisis in dentistry and ultimately was a significant factor in securing £50 million of additional funding for dentistry nationwide. Our signposting work saved local people an estimated £182,300 vs the cost of private care. In addition, we made major contributions to improving Long Covid services and Adult Social care.

ACHIEVEMENTS FROM 2020-2021

OUR YEAR IN FIGURES

Over the past year we have reached more people than ever before:

- 87,000 Guides to NHS, Care & Support were distributed to homes across Richmond
- 96,936 people visited our website (up by 23% on last year and the highest in the Healthwatch Network)
- 60,000 actions were taken by people as a result of our information, services and support
- 2,000 people engaged through our projects, outreach & events

HIGHLIGHTS FROM OUR WORK

We collected and reported experiences in real time from the community throughout the pandemic. This helped us to identify and quickly respond to emerging issues and to ensure that patient experience drove the pandemic response.

The impact of our work is reliant on staff in commissioner and provider organisations trusting the findings of our work and using them to make improvements. We are grateful to NHS & local authority colleagues for making significant improvements as a result of our work. It is important to note that improvements do not necessarily mean things were not good enough before and can often be about changing from providing good to providing outstanding services.

Some of the improvements that people will experience as a result of our work include:

- Long Covid support better meets patient needs as a result of our research and these outcomes are being rolled out across South West London as a result of our partnership with other Healthwatch.
  "The report provides data and insights which the Richmond Post Covid Steering Group will use to inform the ongoing development of the Long Covid Services. We look forward to working closely with Healthwatch Richmond in this area."

  Dr Annette Pautz, Richmond Post Covid Steering Group

- Adult Social Care Commissioning budgets will be better used as a result of our research into care at home and personal budgets.

- Public Health have commissioned us to help ensure that the best use is made of their prevention resources and that wider services reduce ill-health, inequality and demand on Social Care in 2022/23.
- Driving improvements in NHS Dentistry. Following our review of public experiences in 2020, we have campaigned for improved access. Ultimately NHS England provided an additional £50 million investment to improve capacity. Whilst this is clearly insufficient given the scale of the challenge, it would not have been achieved without our influence.

"The insight from Healthwatch Richmond and the wider network has been a vital part of making the £50 million investment in NHS Dentistry happen." ***Healthwatch England***

"I pay tribute to Healthwatch Richmond's lobbying for bringing us to the point where we have the information to hand and can put pressure on NHS England and on Ministers. I thank Mike Derry for his work. The £50 million for NHS dentistry will offer just 350,000 appointments. Nine million children missed dental appointments in the year following the 1st lockdown." ***Munira Wilson, MP for Twickenham***

SIGNPOSTING

We helped 377 people to access vital care and support via our signposting line (10% down from last year). Whilst the number of people contacting us is slightly lower, more people that ever found the support they needed in other ways including:

- 250+ people accessed support including vaccinations through our community events
- 87,000 guides to NHS Care & Support were distributed (same as last year)
- 96,900 people found information through our website (23% up on last year) of which almost 60,000 people took an action including:
    - 3,000 people booked or accessed Covid-19 vaccines through our website and communications
    - 4,150 people who found information about NHS Dentistry and 1,650 people who clicked links to access dentistry or information.

"I was in financial distress after my dentist appointment, and did not know if I could do anything about it. Without you, we wouldn't have known where to turn, so thank you very much for all your help and advice so far. " ***A local resident***

WORKING WITH OTHER ORGANISATIONS

The structure of the NHS is changing from what were typically borough based NHS organisations, to an Integrated Care System that covers South West London and includes NHS bodies and Local Authorities. This is a substantial change that sees a shift away from commissioning and towards collaboration as well as the need to engage with the system at borough, cross borough and South West London levels.

We have seats on the key Richmond focussed bodies and have agreed a collaborative arrangement to work with Healthwatch colleagues across South West London to coordinate our voice at a system wide level.

PLANS, CHALLENGES AND OPPORTUNITIES FOR 2021/22

STAKEHOLDERS

The shift in focus from Richmond to South West London will lead to changing demands on our time and changes in the relationships that we need to maintain to exert influence. This is very much a developing situation with guidance about how the new system will operate still emerging, new organisations starting up and changes in personnel across many of our stakeholders.

We have already adapted to this by joining relevant high level boards, agreeing an arrangement with colleagues across South West London and positioning ourselves as a key source of intelligence, expertise and a link to the community. As the new system emerges and matures, we will need to continue to adapt and be ready to change our approach to meet the developing demands of this change.

ECONOMIC

The future is uncertain with high inflation and its effects on our prices, our income and on the community that we serve directly. We are anticipating a reduction in our core contract and material inflationary pressures. We have diversified our income, taking on additional commissioned work now to build up significant reserves to enable us to manage what may be a period of relative financial difficulty over the coming years.

We have also begun to collect data about the financial status of our community to enable us to speak with authority in this area and ensure that the needs of our community are understood and met. Consideration will also need to be given to the viability of financial investment as a way of mitigating the impact of inflation.

SOCIAL

The way that people engage with organisations has changed as a result of the pandemic. This is evident in the changing patterns of people calling us (377, 10% down from last year), seeking support online (96.9k people, 23% up from last year) and engaging with us through outreach activities (600 people, 5% down, despite 42 Engagement sessions, an increase of 62% from last year).

We will adapt to this by offering more remote engagement opportunities, offering more online, paper and video opportunities. This may require a different approach to face to face engagement as well as investment in technology. Whilst this change has a demonstrable impact at the present time, it is unclear whether it is a temporary or long term change. We will keep our practices under constant review to ensure that we remain at the cutting edge of effectiveness and innovation.

FINANCIAL REVIEW

RESERVES POLICY

Healthwatch Richmond LTD's policy requires that a balance of not less than 3 nor more than 6 months of operating costs is held as reserves to manage cash flow, ensure business continuity and to cover the possible costs of wind-up of the organisation.

We had budgeted for a deficit in 2021/22. However, 10% higher than expected income as a result of unexpected additional commissioned activity led to a modest surplus at year end.

Whilst this leaves us ahead of budget for the year end, this will enable us to manage what we anticipate to be future costs and lower income over the medium term.

PRINCIPAL FUNDING SOURCES

Our principal income is a contract with the London Borough of Richmond upon Thames (LBRuT) worth £146,000 per annum which has been extended to March 2023. We anticipate a 10% reduction to this income from 2023 and then CPI linked increases from March 2023.

Additional material income was received from Richmond CCG to support additional Community engagement related to Covid-19 (£11,051), from Richmond CCG and the London Borough of Richmond upon Thames to support the production of the Guide to NHS Care and Support (£13,500).

EXPENDITURE OF FUNDS IN 2021-2022

Our small staff team is essential to the delivery of our success and their payroll costs are our largest single cost. This has remained stable for the period but includes a short void period followed by an increase of establishment by 1.0 Full Time Equivalent post which should see costs increase into 2022/23.

Our direct operational costs are usually our next largest area of expenditure and consist of many small items relating to the delivery of projects, communication and marketing, office rent and costs, financial, banking services and regulatory compliance costs, and the cost of insurance related to our activity. Our costs associated with face to face activity (travel, room hire, meeting costs and print) remain below budget but are recovering and those related to remote engagement (computer, IT, advertising and online services) are increasing.

Governance costs, which include the costs of holding Board meetings, running the charity, and making statutory filings, accounted for £600 of our total expenditure. A surplus is shown because a contingent liability (£2,100) that had been on the balance sheet expired due to time elapsed. Whilst Governance was always a minor cost, remote working and our revised structure reduced these substantially.

BANKING

Funds held by Healthwatch Richmond LTD are split between a current account and deposit account held with separate financial institutions to minimise financial risk. We keep options for improving financial returns under review.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charitable Company and of the result for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- have due regard to public benefit guidance published by the Commission as required by section 17(5) of the Charities Act 2011;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

So far as each of the Trustees is aware at the time the report is approved, there is no relevant audit information of which the charitable company's auditors are unaware; and the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by the Board on: 20/12/22

And signed on their behalf:



John Anderson

Chair of the Board of Trustees

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH RICHMOND LTD (COMPANY LIMITED BY GUARANTEE NO. 8382351) FOR THE YEAR ENDED 31 MARCH 2022

I report on the accounts of the company for the year ended 31 March 2022, which are set out on pages 12 to 19.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The charity's Trustees consider that an audit is not required for this period under Part 16 of the 2006 Act and that an independent examination is needed. The charity's gross income did not exceed £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the Charities Act 2011;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011; and

to state whether particular matters have come to my attention.

BASIS OF INDEPENDENT EXAMINER'S REPORT

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out below.

INDEPENDENT EXAMINER'S STATEMENT

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP FRS102)

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

NAME: Mr Paul Ross Paul Ross

RELEVANT PROFESSIONAL QUALIFICATION OR BODY: The Institute of Chartered Accountants in England and Wales

ADDRESS: 18 Woodcock Dell Avenue, Kenton, Harrow, Middx, HA3 0NS

DATE: 19/12/2022

HEALTHWATCH RICHMOND LTD

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	Restricted funds £	Unrestricted funds £	**Total 2022 £**	Total 2021 £
Income from:					
Charitable activities	2	163,051	10,950	**174,001**	151,816
Investments		-	90	**90**	-
Total		163,051	11,040	**174,091**	151,816
Expenditure on:					
Charitable activities:					
Healthwatch Richmond	3	162,070	-	**162,070**	149,543
Other costs	4	-	(1,500)	**(1,500)**	600
Total		162,070	(1,500)	**160,570**	150,143
Net income/(expenditure)		981	12,540	**13,521**	1,673
Transfers between funds		-	-	**-**	-
Net movement in funds		981	12,540	**13,521**	1,673
Reconciliation of funds:					
Total funds brought forward		41,581	58,318	**99,899**	98,226
Total funds carried forward		42,562	70,858	**113,420**	99,899

The statement of financial activities includes all gains and losses in the year. All incoming resources expended derive from continuing activities.

The notes and accounts on pages 12 to 18 form part of these financial statements.

HEALTHWATCH RICHMOND LTD

BALANCE SHEET FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	2022 £	2021 £
Fixed assets			
Current assets			
Debtors	6	**11,887**	385
Cash at bank and in hand		**224,399**	149,848
		236,286	150,233
Creditors: amounts falling due within one year	7	**(122,866)**	(50,334)
Net current assets		**113,420**	99,899
Total assets less current liabilities		**113,420**	**99,899**
Funds			
Unrestricted funds	8	**70,858**	58,318
Restricted funds	9	**42,562**	41,581
Total funds carried forward		**113,420**	**99,899**

These accounts have been prepared in accordance with the provisions available to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and with the Financial Reporting Standard 102.

For the financial year ended 31st March 2022 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

Approved by the Trustees on and signed on their behalf by:

Print Name: JOHN ANDERSON

Date: 20/12/22

Signed: John Anderson

1 Accounting policies

The principal accounting policies are set out below. The accounting policies have been adopted consistently throughout the year.

a) Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Richmond Health Voices meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Going Concern

The Trustees have considered a period of more than 12 months from the signing of these financial statements and are of the view that funding is sufficient for the Charity to continue its operations until at least this time. The Trustees therefore feel the Charity is a going concern and as such the financial statements have been prepared on this basis.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and the amount can be measured reliably.

d) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Expenditure is classified under the following activity headings:

- Cost of raising funds: Costs relating to tendering for grants.
- Expenditure on charitable activities: Costs incurred in undertaking activities to further the purposes of the charity and related support costs.
- Other expenditure: Any costs not included in other headings, including governance costs.

e) Fund structure

The funds held by the charity are
either:

- Unrestricted funds are funds which can be used in accordance with the charitable objectives at
the discretion of the trustees
- Restricted funds are funds which are used in accordance with the specific restrictions imposed by the donor.

1 Accounting policies (continued)

f) Tangible fixed assets and depreciation

Depreciation is provided on cost in equal annual instalments over the estimated useful lives of the assets. The rates of depreciation are as follows:

Computer equipment - 33.33% on cost
Office furniture - 33.33% on cost

g) Debtors

Trade and Other Debtors are recognised at their settlement value. Prepayments are valued at the amount calculated as being prepaid.

h) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured reliably. Creditors are recognised at their settlement value.

i) Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

j) Taxation

The charity is exempt from corporation tax on its charitable activities.

k) Pensions

The charity makes contributions into a defined contribution pension scheme on behalf of its employees. Contributions are recognised as expenditure when the charity incurs an obligation to pay these contributions.

2 Income from Charitable activities

	Restricted funds £	Unrestricted funds £	**2022 £**	2021 £
Grants				
London Borough of Richmond	146,000	-	**146,000**	146,000
RCCG Covid 19 Engagement Fund	3,551	7,500	**11,051**	
Healthwatch England	2,000		**2,000**	
RCVS Covid 19 DBS income	-		**-**	350
LBRuT Other - Signposting Directory	9,000		**9,000**	-
RCCG - Signposting Directory	4,500		**4,500**	
SWLSTGMHT	(2,000)		**(2,000)**	2,000
Others		3,450	**3,450**	3,466
	163,051	10,950	**174,001**	151,816

3 Expenditure on charitable activities - Healthwatch Richmond

	Restricted funds £	Unrestricted funds £	**2022 £**	2021 £
Staff costs	119,880	-	**119,880**	108,625
Operational costs	42,190	-	**42,190**	40,918
Depreciation	-	-	**-**	-
	162,070	-	**162,070**	149,543

4 Expenditure on Other Costs

	Restricted funds	Unrestricted funds	**2022 £**	2021 £
Independent Examiners fees	-	600	**600**	600
Trustees expenses	-	(2,100)	**(2,100)**	-
	-	(1,500)	**(1,500)**	600

Trustee Expenses show as a positive figure because of a write back of unrealised contingent expenditure

5 Employee information

Analysis of staff costs:	**2022 £**	2021 £
Wages and salaries	**109,631**	99,309
Social security costs	**5,711**	4,970
Employer's Contribution to defined contribution pension schemes	**4,539**	4,346
	119,881	108,625

Average head counts for the year was:	**2022 No.**	2021 No.
Operational Staff	**4**	**4**

No employees received benefits (excluding employer pension schemes) of more than £60,000 (2020 - none).

6 Debtors

	2022	2021
	£	£
Grant receipts outstanding		-
Other debtors	**(2,000)**	-
Accrued income	**13,500**	-
Prepayments	**387**	386
	11,887	386

7 Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	**220**	6,343
Pension liability	**551**	435
Accrued expenses	**17,794**	4,396
Deferred income	**104,301**	39,162
	122,866	50,336

8 Unrestricted funds

	At 1st April 2021	Incoming resources	Outgoing resources	At 31st March 2022
	£	£	£	£
General	58,318	11,040	(1,500)	**70,858**
	58,318	11,040	(1,500)	**70,858**

Unrestricted funds - previous year

	At 1st April 2020	Incoming resources	Outgoing resources	At 31st March 2021
	£	£	£	£
General	58,752	166	600	**58,318**
	58,752	166	600	**58,318**

9 **Restricted funds**

	At 1st April 2021 £	Incoming resources £	Outgoing resources £	At 31st March 2022 £
	41,581	163,051	162,070	**42,562**

Restricted funds - previous year

	At 1st April 2020 £	Incoming resources £	Outgoing resources £	At 31st March 2021 £
	39,474	151,650	149,543	**41,581**

Name of Fund	**Description, nature and purposes of the fund**
Restricted Funds	This fund consists of grant income received by Healthwatch Richmond and expenditure incurred to fulfil grant conditions and allowable under the grant terms.

10 **Net assets split between funds**

	Unrestricted funds £	Restricted funds £	Total £
Tangible fixed assets	-	-	-
Cash and bank and in hand	73,656	150,743	**224,399**
Other current assets	-	11,887	**11,887**
Current liabilities	(2,798)	(120,068)	**(122,866)**
	70,858	42,562	**113,420**

Net assets split between funds - previous year

	Unrestricted funds £	Restricted funds £	Total £
Tangible fixed assets	-	-	-
Cash and bank and in hand	60,626	89,222	**149,848**
Other current assets	-	386	**385**
Current liabilities	(2,308)	(48,026)	**(50,334)**
	58,318	41,581	**99,899**

11 **Commitments under operating leases**

At 31st March 2022, the Company had annual commitments under non-cancellable operating leases
as set out below:

Operating leases which expire:	**2022**	2021
	£	£
Within one year	**4,196**	4,196

12 **Limited liability**
Healthwatch Richmond is a company limited by guarantee. The Articles of Association limit the liability of each of the members on winding up to £1.

13 **Related party transactions**
No trustees or persons connected with them received any emoluments in their role as Trustees (2019 - nil).

Healthwatch Richmond

England & Wales - Charity number 1152333

Accounts

healthwatch
Richmond upon
Thames

HEALTHWATCH RICHMOND COMPANY LIMITED BY GUARANTEE NO. 8382351 AND REGISTERED CHARITY NO. 1152333

TRUSTEES REPORT AND FINANCIAL STATEMENTS 1ST APRIL 2020 - 31ST MARCH 2021

(Registered as Richmond Health Voices until 26th November 2020)

healthwatch
Richmond upon
Thames

CONTENTS

REPORT OF THE TRUSTEES OF HEALTHWATCH RICHMOND 3

REFERENCE AND ADMINISTRATIVE DETAILS 3

STRUCTURE, GOVERNANCE AND MANAGEMENT 4

PUBLIC BENEFIT 5

ACHIEVEMENTS FROM 2020-2021 6

PLANS, CHALLENGES AND OPPORTUNITIES FOR 2021/22 8

FINANCIAL REVIEW 9

STATEMENT OF TRUSTEES' RESPONSIBILITIES 10

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH RICHMOND (COMPANY LIMITED BY GUARANTEE NO. 8382351) FOR THE YEAR ENDED 31 MARCH 2021 11

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2021 12

BALANCE SHEET AT 31ST MARCH 2021 13

NOTES TO THE FINANCIAL ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2021 14

REPORT OF THE TRUSTEES OF HEALTHWATCH RICHMOND

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements for the accounting period ended 31st March 2021. The Trustees have adopted the provisions of the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006 in preparing the annual report and financial statements of the charity.

REFERENCE AND ADMINISTRATIVE DETAILS

TRUSTEES/DIRECTORS OF THE CHARITY & COMPANY

John Anderson	(Chair)
Julie Risley	(Healthwatch Operational Committee Chair)
Sian Rees	(Audit Committee Chair)
Anne Marimuthu	(Treasurer)
Holly Cameron	(from November 2020)
James Hunt	
Robin Jowit OBE	
Emma Maun	(from November 2020)
Mary McNulty	(until November 2020)
Dugald Millar	
Kathy Sheldon	(until November 2020)
John Wright	

CHIEF OFFICER

Michael Derry

ACCOUNTANT

Community Action Sutton, Granfers Centre, 73-79 Oakhill Road, Sutton, SM1 3AA

INDEPENDENT EXAMINER

Mr Paul Ross, FCA

BANKERS

Current Account: Unity Trust Bank plc: Four Brindleyplace, Birmingham, B1 2JB
Deposit Account: Scottish Widows, PO Box 883, LEEDS, LS1 9TY

REGISTERED OFFICE

82 Hampton Road, Twickenham, TW2 5QS

COMPANY NUMBER: 8382351
CHARITY NUMBER: 1152333
REGISTERED AS RICHMOND HEALTH VOICES UNTIL NOVEMBER 2020
REGISTERED AS HEALTHWATCH RICHMOND FROM NOVEMBER 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

Healthwatch Richmond is a company limited by guarantee governed by Articles of Association that were signed on 30th January 2013 and amended by written resolution on 29th May 2013. It was registered with the Charity Commission on 7th June 2013 and changed its name from Richmond Health Voices to Healthwatch Richmond by resolution passed at its AGM on November 26th 2020. Its membership is open to persons aged over 18 and corporate bodies who support the organisation's aims and objects.

ORGANISATIONAL STRUCTURE

As a registered charity and a limited company Healthwatch Richmond is governed by a Board of Trustees. The Board of Trustees has up to 12 Trustees and meets at least 4 times a year.

The Board is supported by two sub-committees.

THE AUDIT COMMITTEE supports the Board to ensure good financial, resource and risk management. It meets a minimum of 4 times a year to recommend a budget, advise on the production of Annual Accounts, oversee financial resources and review the management of risks. The Audit Committee may meet with the Accountant without the Chief Officer present.

THE HEALTHWATCH OPERATIONAL COMMITTEE advises on and supports the delivery of the Healthwatch Richmond function of the organisation. It meets at least 6 times a year and receives presentations on key issues, sets the work programme and oversees its delivery. Healthwatch Operational Committee members are also active in the organisations work through sitting on the decision making bodies of key stakeholders.

QUALITY ASSURANCE FRAMEWORK REVIEW: Task groups are formed from time to time to oversee recruitment, training and development of trustees and committee members, review the effectiveness of the organisation's governance against a quality framework and review policies and procedures. As part of this work we completed a review of our performance against the Healthwatch Quality Standards during the period. We performed well against the framework and identified 5 areas for improvement over the coming year.

Day to day management of the organisation is undertaken by the Chief Officer who is appointed by the Board. He attends all Board meetings and sub-committees at the discretion of the Board or invitation of the sub-committee's Chair and is a member of Board task groups.

TRUSTEES

Trustees and non-trustee Committee Members are recruited through open recruitment with vacancies publicised through our communications and marketing. New Trustees and committee members are interviewed by a selection panel who make recommendations about appointment to the Board. Appointments are made by vote of the Board.

From time to time we may co-opt non-trustee members as Trustees to the Board to fill vacancies where we feel this is appropriate and expedient. The same process is used for recruiting non-trustee members to subcommittees of the Board.

TRUSTEE INDUCTION AND TRAINING

New Trustees are provided with a copy of the Articles of Association, introduced to staff and given information outlining their roles, responsibilities and obligations under company and charity law. To support them in their role, Trustees are invited to participate in training. All Trustees sign the Code of Conduct and Declaration of Interests before joining the Board. Training opportunities are regularly shared by correspondence. Trustees are supported in their roles by the officers of the Board and the Chief Officer and are encouraged to attend our wider volunteer training and support.

RISK MANAGEMENT

A risk management policy is in place and a risk assessment is kept under review by the Chief Officer who reports to the Audit Committee on identified risks. Where risks are identified, measures are put in place to ensure that Healthwatch Richmond effectively manages its risks.

The risk assessment is reviewed by the Audit Committee who report on risks annually to the Board. Due to the changing risks, restrictions and circumstances of the pandemic, the risk assessments were kept under constant review during the period.

We maintain a Critical Incident Policy and Business Continuity Plan which was enacted prior to this reporting period and has enabled us to maintain our operations and effectiveness throughout the pandemic.

The Board of Healthwatch Richmond is satisfied that the measures in place are adequate and appropriate to enable effective operations as well as the identification and management of risks facing the charity.

OBJECTIVES OF THE CHARITY

Healthwatch Richmond is a registered charity with objects for the advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- Providing information and advice about health and social care
- Making the views and experiences of the public known to health and social care providers
- Enabling local people to have a say in the development and delivery of health and social care services by providing information, training and support
- Providing training and development of skills for volunteers and the wider community in scrutinizing, reviewing and monitoring local health care services.

These objects are aligned with the statutory basis of Local Healthwatch but allow Healthwatch Richmond to undertake related activity outside of the statutory role. The Board reviews proposed activities and decides which to pursue based on consideration of how well they help us to further our charitable objects and their fit with our strategy, risk and available resources.

PUBLIC BENEFIT

Our activities are open to anyone with an interest in health and social care in Richmond and we actively engaged over 100,000 over the year. 78,000 people visited our website. 48,675 took an action as a result of our communications and over 2,850 people engaged with us directly through our projects, outreach, events or signposting work. We also distributed the Guide to NHS, Care and Support to every home across Richmond. Our work leads to improvements in NHS and social care.

ACHIEVEMENTS FROM 2020-2021

OUR YEAR IN FIGURES

Over the past year we have reached more people than ever before:

- 87,000 Guides to NHS, Care & Support were distributed to homes across Richmond
- 78,000 people visited our website (up from 6,700 last year)
- 66,400 actions to access the information, services and support
- 2,850 people engaged through our projects, outreach & events

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I just wanted to comment on how helpful the NHS and care guide is which just came through the door. It is incredibly reassuring to know there is such a breadth of support and care - and it's so clearly put together in the guide.

HIGHLIGHTS FROM OUR WORK

We collected and reported experiences in real time from the community throughout the pandemic. This helped us to identify and quickly respond to emerging issues and to ensure that patient experience drove the pandemic response.

The impact of our work is reliant on staff in commissioner and provider organisations trusting the findings of our work and using them to make improvements. We are grateful to colleagues for making significant improvements as a result of our work. It is important to note that improvements do not necessarily mean things were not good enough before and can often be about changing from providing good to providing outstanding services.

Some of the improvements that people will experience as a result of our work include:

- Our work was instrumental in **identifying the crisis in dental care and pressing NHS England for improvements**. We've also helped 75 people to access dental care through our signposting service during the period – and many more since
- **Urgent Dental Care Hubs** were set up in response to concerns about the national crisis in dentistry raised by us and the Healthwatch Network
- **Access to medication deliveries for vulnerable people improved** across Richmond and beyond as a result of our work to influence a national pharmacy chain
- **Maternity care significantly improved** as a result of a comprehensive review we undertook
- **People felt safe enough to attend appointments** because the NHS launched a communications campaign explaining how people are kept safe from the virus at appointments in response to patient concerns that we shared
- Vulnerable people were able to access community support during the restrictions as a result of our work to:
    - Set a **Community Hub phone line** providing a direct line linking vulnerable people with support
    - Secured funding for and processed 225 DBS checks for volunteers working with local charities to support our community **ensuring that an extra 450 vulnerable people per week got help with shopping and accessing medicines.**

SIGNPOSTING

We helped 864 people to access vital care and support:

- 414 people who contacted our signposting line (up from 318 last year)
- 450 people had their questions answered through our vaccination events

The impact of our signposting work is best told through the stories of the people that we help and their feedback to us about the help that we gave them:

"In the past fortnight I have spoken to 111, 119, GP, Nurse at Vaccination Centre, Richmond Council, West Mid and the Community Hub. Everyone was very sympathetic but they couldn't help. You provided a clear understanding of our situation and how to proceed. When that didn't work you connected all of these unfathomable dots on our behalf and today I had a call & text confirming a vaccination appointment. Thanks for everything, we appreciate it enormously."

- Parent of a shielding 16+ year old who could not access a vaccine

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"Thank you so much for your valuable time yesterday which was really extra helpful and kind. Based on the information you provided I am able to fly home to be with my children. [Your help] is so appreciated in such extraordinary times."

- A person was able to return home to their family after we helped them to find the legally permitted reasons for traveling

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"Thank you for following it up and for your help. I think your involvement has moved things along apace. Mum had her jab this morning and I got a call from the Practice manager confirming that her records have been updated to show she is Housebound."

- The carer of a vulnerable housebound person who could not access a vaccine

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OUR GUIDE TO RICHMOND'S NHS, CARE AND SUPPORT

We created a concise service directory for Richmond residents with the Council and local NHS. This was distributed to homes across Richmond in April 2020 and April 2021 providing support and information during the height of the coronavirus crisis.

The directory highlights major services and local voluntary organisations, and provides their contact information. This will help people find the right care, information and support when they need it.

I just wanted to comment on how helpful the NHS and care guide is which just came through the door. It is incredibly reassuring to know there is such a breadth of support and care - and it's so clearly put together in the guide.

WORKING WITH OTHER ORGANISATIONS

Separately to the pandemic, 2020 saw the planned merger of the 6 NHS commissioning organisations in South West London. We adapted to work with them both at Richmond and South West London levels and to position ourselves as not just a critical friend but a vital ally in engaging the community.

Whilst we experienced a significant loss of engagement during the year, our work to find strategic ways to ensure meaningful engagement with this emerging structure was successful and has improved our standing with the emerging structures and given us a stronger platform to build from as we adapt to further reorganisations in the NHS over the year to come.

PLANS, CHALLENGES AND OPPORTUNITIES FOR 2021/22

OPERATIONAL

Before the start of 2020/21 it was evident that the Coronavirus pandemic would become the main focus for the year and that we would need to continuously adapt the way we worked and our priorities across the year. We did this very effectively transitioning to remote ways of working with an increased focus on supporting our community, increasing our communications and then returning to more hybrid models and preparing for a return to face to face engagement.

We'll need to retain the skills we developed over the past year, relearn old ones and define new relationships with our volunteers and key stakeholders and find ways to reach community groups that we were unable to engage remotely.

As we noted last year, virtual engagement and communication will provide new opportunities but will not replace face to face communication long term. During 2021/22 we'll return to face to face meetings with the public and with our Trustees and volunteers but we will also need to continue with remote work where it is expedient or desirable. We'll need to keep focussed on understanding the changing risks and on finding ways to manage them that enable us to work safely but also as openly as we can.

Our experience of responding to rapidly changing circumstances over the past year gives us confidence that we will continue to find ways to work effectively and safely over the year to come.

STAKEHOLDERS

Clinical Commissioning Groups, the NHS leaders (which merged across South West London in 2020), will continue to develop during the year before they hand the baton on to Integrated Care Systems (ICS) in 2022. The ICS will bring social care, NHS providers and commissioners together in Richmond and across South West London in a move away from commissioning towards collaboration. These bodies and our relationships with them will need attention as they develop. We have taken the strategic decision that we will place ourselves as not just critical friends but as essential partners who can contribute valuable intelligence from patients and the public to inform decision making.

ECONOMIC

Our income has been flat since our charity was set up in 2013 and we have seen short contract terms which makes planning for the future challenging. We expect another commissioning process in the coming 12-18 months. Whilst our commissioner's financial position is better than expected, there is significant risk from further short contracts, competition and flat or reduced funding.

FINANCIAL REVIEW

RESERVES POLICY

Healthwatch Richmond's policy requires that a balance of not less than 3 nor more than 6 months of operating costs is held as reserves to manage cash flow, ensure business continuity and to cover the possible costs of wind-up of the organisation.

We had budgeted for a deficit in 2020/21 but lower than expected costs resulting from the pandemic led to a small surplus at year end. The key contributing factors to this were:

- a void period in staffing as we revised the role to adapt to the changing demands of the pandemic and sought confirmation of the extension of our contract;
- lower than expected direct operational costs due to the move online.

PRINCIPAL FUNDING SOURCES

Our principal income is a contract with the London Borough of Richmond upon Thames (LBRuT) worth £146,000 per annum which has been extended to March 2022 from 2018. This may be extended further.

We also secured income of £3,650 to cover the direct costs of processing DBS checks for community volunteers.

EXPENDITURE OF FUNDS IN 2020-2021

Our small staff team is essential to the delivery of our success and their payroll costs are our largest single cost. This has remained stable for the period with a slight reduction for the year as a result of a void period between a member of staff leaving and their replacement joining the organisation.

Our direct operational costs are usually our next largest area of expenditure and consist of many small items relating to the delivery of projects, communication and marketing, office costs, financial, banking services and regulatory compliance costs, and the cost of insurance related to our activity. We saw costs associated with face to face activity (travel, room hire, meeting costs and print) reduce over the year and those related to remote working (advertising and online services) increase.

Governance costs, which include the costs of holding Board meetings, running the charity, and making statutory filings, accounted for just £600 of our total expenditure. Whilst Governance was always a minor cost, remote working reduced our costs substantially.

BANKING

Funds held by Healthwatch Richmond are split between a current account and deposit account held with separate financial institutions to minimise financial risk. We keep options for improving financial returns under review.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charitable Company and of the result for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- have due regard to public benefit guidance published by the Commission as required by section 17(5) of the Charities Act 2011;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

So far as each of the Trustees is aware at the time the report is approved, there is no relevant audit information of which the charitable company's auditors are unaware; and the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by the Board on: 25 November 2021

And signed on their behalf:



John Anderson

Chair of the Board of Trustees

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH RICHMOND (COMPANY LIMITED BY GUARANTEE NO. 8382351) FOR THE YEAR ENDED 31 MARCH 2021

I report on the accounts of the company for the year ended 31 March 2021, which are set out on pages 12 to 19.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The charity's Trustees consider that an audit is not required for this period under Part 16 of the 2006 Act and that an independent examination is needed. The charity's gross income did not exceed £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the Charities Act 2011;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011; and

to state whether particular matters have come to my attention.

BASIS OF INDEPENDENT EXAMINER'S REPORT

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out below.

INDEPENDENT EXAMINER'S STATEMENT

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP FRS102)

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

NAME: Mr Paul Ross Paul Ross

RELEVANT PROFESSIONAL QUALIFICATION OR BODY: The Institute of Chartered Accountants in England and Wales

ADDRESS: 18 Woodcock Dell Avenue, Kenton, Harrow, Middx, HA3 0NS

DATE: DD/MM/YYYY 21 December 2021

HEALTHWATCH RICHMOND

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	Restricted funds £	Unrestricted funds £	**Total 2021 £**	Total 2020 £
Income and endowments from:					
Donations and legacies	2	151,650	166	**151,816**	165,334
Investments		-	-	**-**	37
Total		151,650	166	**151,816**	165,371
Expenditure on:					
Charitable activities:					
Healthwatch Richmond	3	149,543	-	**149,543**	158,022
Other costs	4	-	600	**600**	1,120
Total		149,543	600	**150,143**	159,142
Net income/(expenditure)		2,107	(434)	**1,673**	6,229
Transfers between funds		-	-	**-**	-
Net movement in funds		2,107	(434)	**1,673**	6,229
Reconciliation of funds:					
Total funds brought forward		39,474	58,752	**98,226**	91,997
Total funds carried forward		41,581	58,318	**99,899**	98,226

The statement of financial activities includes all gains and losses in the year. All incoming resources expended derive from continuing activities.
The notes on pages 12 to 19 form part of these financial statements.

HEALTHWATCH RICHMOND

BALANCE SHEET AT 31ST MARCH 2021

	Notes	2021 £	2020 £
Fixed assets			
Current assets			
Debtors	6	**385**	6,186
Cash at bank and in hand		**149,848**	148,525
		150,233	154,711
Creditors: amounts falling due within one year	7	**(50,334)**	(56,485)
Net current assets		**99,899**	98,226
Total assets less current liabilities		**99,899**	**98,226**
Funds			
Unrestricted funds	8	**58,318**	58,752
Restricted funds	9	**41,581**	39,474
Total funds carried forward		**99,899**	**98,226**

These accounts have been prepared in accordance with the provisions available to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and with the Financial Reporting Standard 102.

For the financial year ended 31st March 2021 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

Approved by the Trustees on 25 November 2021 and signed on their behalf by:

Print Name: JOHN ANDERSON

Date: 25/11/21

Signed: John Anderson

1 Accounting policies

The principal accounting policies are set out below. The accounting policies have been adopted consistently throughout the year.

a) Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

b) Going Concern

The Trustees have considered a period of more than 12 months from the signing of these financial statements and are of the view that funding is sufficient for the Charity to continue its operations until at least this time. The Trustees therefore feel the Charity is a going concern and as such the financial statements have been prepared on this basis.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and the amount can be measured reliably.

d) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Expenditure is classified under the following activity headings:
- Cost of raising funds: Costs relating to tendering for grants.
- Expenditure on charitable activities: Costs incurred in undertaking activities to further the purposes of the charity and related support costs.
- Other expenditure: Any costs not included in other headings, including governance costs.

e) Fund structure

The funds held by the charity are either:
- Unrestricted funds are funds which can be used in accordance with the charitable objectives at the discretion of the trustees
- Restricted funds are funds which are used in accordance with the specific restrictions imposed by the donor.

1 Accounting policies (continued)

f) Tangible fixed assets and depreciation

Depreciation is provided on cost in equal annual instalments over the estimated useful lives of the assets. The rates of depreciation are as follows and are applied when costs are considered material:

Computer equipment - 33.33% on cost
Office furniture - 33.33% on cost

g) Debtors

Trade and Other Debtors are recognised at their settlement value. Prepayments are valued at the amount calculated as being prepaid.

h) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured reliably. Creditors are recognised at their settlement value.

i) Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

j) Taxation

The charity is exempt from corporation tax on its charitable activities.

k) Pensions

The charity makes contributions into a defined contribution pension scheme on behalf of its employees. Contributions are recognised as expenditure when the charity incurs an obligation to pay these contributions.

2 Income and endowments from donations and legacies

	Restricted funds £	Unrestricted funds £	**2021 £**	2020 £
Grants				
LBRuT	146,000	-	**146,000**	156,000
LBRuT Covid-19 Emergency Fund (DBS Checks)	1,800		**1,800**	
RCVS Covid-19 (DBS checks)	350		**350**	
RPLC Covid-19 (DBS checks)	1,500		**1,500**	9,334
SW London & St Georges Mental Health Trust	2,000		**2,000**	
Others		166	**166**	
	151,650	166	**151,816**	165,334

Note 2 Acronyms: LBRuT – London Borough of Richmond upon Thames, RCVS – Richmond Council for Voluntary Service, RPLC – Richmond Parish Lands Charity.

3 Expenditure on charitable activities - Healthwatch Richmond

	Restricted funds	Unrestricted funds	**2021**	2020
	£	£	**£**	£
Staff costs	108,625	-	**108,625**	117,632
Operational costs	40,918	-	**40,918**	40,168
Depreciation	-	-	**-**	222
	149,543	-	**149,543**	158,022

4 Expenditure on Other Costs

	Restricted funds	Unrestricted funds	**2021**	2020
			£	£
Independent Examiners fees	-	600	**600**	550
Trustees expenses	-	-	**-**	570
	-	600	**600**	1,120

5 Employee information

Analysis of staff costs:	**2021**	2020
	£	£
Wages and salaries	**99,309**	106,387
Social security costs	**4,970**	6,734
Employer's Contribution to defined contribution pension schemes	**4,346**	4,511
	108,625	117,632

Average head counts for the year was:	**2021**	2020
	No.	No.
Operational Staff	**4**	**4**

No employees received benefits (excluding employer pension schemes) of more than £60,000 (2020 - none).

6 Debtors

	2021	2020
	£	£
Grant receipts outstanding	**-**	6,000
Prepayments	**385**	186
	385	6,186

7 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	**6,342**	197
Credit card	**-**	-
Payroll tax and social security	**-**	-
Pension liability	**435**	873
Accrued expenses	**4,395**	18,253
Deferred income	**39,162**	37,162
	50,334	56,485

8 Unrestricted funds

	At 1st April 2020 £	Incoming resources £	Outgoing resources £	At 31st March 2021 £
General	58,752	166	600	**58,318**
	58,752	166	600	**58,318**

Unrestricted funds - previous year

	At 1st April 2019 £	Incoming resources £	Outgoing resources £	At 31st March 2020 £
General	54,501	5,371	1,120	**58,752**
	54,501	5,371	1,120	**58,752**

9 Restricted funds

At 1st April 2020 £	Incoming resources £	Outgoing resources £	At 31st March 2021 £
39,474	151,650	149,543	**41,581**

Restricted funds - previous year

At 1st April 2019 £	Incoming resources £	Outgoing resources £	At 31st March 2020 £
37,496	160,000	158,022	**39,474**

Name of Fund	**Description, nature and purposes of the fund**
Restricted Funds	This fund consists of grant income received by Healthwatch Richmond and expenditure incurred to fulfil grant conditions and allowable under the grant terms.

10 Net assets split between funds

	Unrestricted funds £	Restricted funds £	Total £
Tangible fixed assets	-	-	**-**
Cash and bank and in hand	60,626	89,222	**149,848**
Other current assets	-	385	**385**
Current liabilities	(2,308)	(48,026)	**(50,334)**
	58,318	41,581	**99,899**

Net assets split between funds - previous year

	Unrestricted funds £	Restricted funds £	Total £
Tangible fixed assets	-	-	**-**
Cash and bank and in hand	63,977	84,548	**148,525**
Other current assets	-	6,186	**6,186**
Current liabilities	(5,225)	(51,260)	**(56,485)**
	58,752	39,474	**98,226**

11 Commitments under operating leases

At 31st March 2021, the Company had annual commitments under non-cancellable operating leases as set out below:

Operating leases which expire:	**2021**	2020
	£	£
Within one year	**4,196**	4,196

12 Limited liability

Healthwatch Richmond is a company limited by guarantee. The Articles of Association limit the liability of each of the members on winding up to £1.

13 Related party transactions

No trustees or persons connected with them received any emoluments in their role as Trustees (2019 - nil).