

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)

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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

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

"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

"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

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		<u>151,650</u>	<u>166</u>	<u>151,816</u>	<u>165,371</u>
Expenditure on:					
Charitable activities:					
Healthwatch Richmond	3	149,543	-	149,543	158,022
Other costs	4	-	600	600	1,120
Total		<u>149,543</u>	<u>600</u>	<u>150,143</u>	<u>159,142</u>
Net income/(expenditure)		2,107	(434)	1,673	6,229
Transfers between funds		-	-	-	-
Net movement in funds		<u>2,107</u>	<u>(434)</u>	<u>1,673</u>	<u>6,229</u>
Reconciliation of funds:					
Total funds brought forward		39,474	58,752	98,226	91,997
Total funds carried forward		<u>41,581</u>	<u>58,318</u>	<u>99,899</u>	<u>98,226</u>

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 March 2021 and signed on their behalf by:

Print Name: JOHN ANDERSON

Date: 25/11/21

Signed: John Anderson

HEALTHWATCH RICHMOND

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

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.

HEALTHWATCH RICHMOND

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

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	
	<u>151,650</u>	<u>166</u>	<u>151,816</u>	<u>165,334</u>

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

HEALTHWATCH RICHMOND

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

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
	<u>149,543</u>	<u>-</u>	<u>149,543</u>	<u>158,022</u>

4 Expenditure on Other Costs

	Restricted funds	Unrestricted funds	2021	2020
	£	£	£	£
Independent Examiners fees	-	600	600	550
Trustees expenses	-	-	-	570
	<u>-</u>	<u>600</u>	<u>600</u>	<u>1,120</u>

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
	<u>108,625</u>	<u>117,632</u>

Average head counts for the year was:	2021	2020
	No.	No.
Operational Staff	<u>4</u>	<u>4</u>

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

HEALTHWATCH RICHMOND

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

6 Debtors

	<u>2021</u>	<u>2020</u>
	£	£
Grant receipts outstanding	-	6,000
Prepayments	385	186
	<u>385</u>	<u>6,186</u>

7 Creditors: amounts falling due within one year

	<u>2021</u>	<u>2020</u>
	£	£
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
	<u>50,334</u>	<u>56,485</u>

HEALTHWATCH RICHMOND

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

8 Unrestricted funds

	At 1st April 2020 £	Incoming resources £	Outgoing resources £	At 31st March 2021 £
General	58,752	166	600	58,318
	<u>58,752</u>	<u>166</u>	<u>600</u>	<u>58,318</u>

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
	<u>54,501</u>	<u>5,371</u>	<u>1,120</u>	<u>58,752</u>

9 Restricted funds

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

Restricted funds - previous year

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

Name of Fund

Restricted Funds

Description, nature and purposes of the fund

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)
	<u>58,318</u>	<u>41,581</u>	<u>99,899</u>

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)
	<u>58,752</u>	<u>39,474</u>	<u>98,226</u>

HEALTHWATCH RICHMOND

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

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:	<u>2021</u>	<u>2020</u>
	£	£
Within one year	<u>4,196</u>	<u>4,196</u>

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).