

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

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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 that 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:

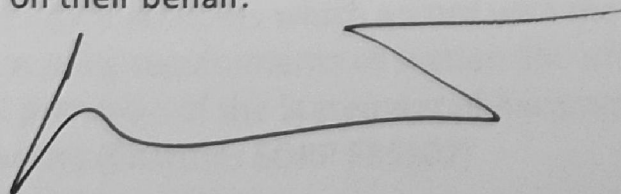
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- have due regard to public benefit guidance published by the Commission as required by section 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:



Simon Boddys

14/12/23

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

	<u>Notes</u>	<u>Restricted funds</u> £	<u>Unrestricted funds</u> £	<u>Total 2023</u> £	<u>Total 2022</u> £
Income from:					
Charitable activities	2	215,593	11,029	226,622	174,001
Investments		-	124	124	90
Total		<u>215,593</u>	<u>11,153</u>	<u>226,746</u>	<u>174,091</u>
Expenditure on:					
Charitable activities:					
Healthwatch Richmond	3	168,490	-	168,490	162,070
Other costs	4	-	646	646	(1,500)
Total		<u>168,490</u>	<u>646</u>	<u>169,136</u>	<u>160,570</u>
Net income/(expenditure)		47,103	10,507	57,610	13,521
Transfers between funds		-	-	-	-
Net movement in funds		<u>47,103</u>	<u>10,507</u>	<u>57,610</u>	<u>13,521</u>
Reconciliation of funds:					
Total funds brought forward		42,562	70,858	113,420	99,899
Total funds carried forward		<u>89,665</u>	<u>81,365</u>	<u>171,030</u>	<u>113,420</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 17 to 21 form part of these financial statements.

HEALTHWATCH RICHMOND LTD

BALANCE SHEET FOR THE YEAR ENDED 31ST MARCH 2023

	<u>Notes</u>	<u>2023</u> £	<u>2022</u> £
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

Company Registration No: 08382351

Simon Boddie (chair)

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

HEALTHWATCH RICHMOND LTD

NOTES TO ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2023

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:

of raising funds: Costs relating to tendering for grants.

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.

-- Cost

- - Expenditure

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 LTD

NOTES TO ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2023

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

HEALTHWATCH RICHMOND LTD

NOTES TO ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2023

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
	<u>168,490</u>	<u>-</u>	<u>168,490</u>	<u>162,070</u>

4 Expenditure on Other Costs

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

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
	<u>128,151</u>	<u>-</u>

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).

HEALTHWATCH RICHMOND LTD

NOTES TO ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2023

6 Debtors

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

7 Creditors: amounts falling due within one year

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

8. Unrestricted Funds

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

Unrestricted funds - previous year

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

Restricted funds

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

Restricted funds - previous year

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

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.

HEALTHWATCH RICHMOND LTD

NOTES TO ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2023

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)
	<u>81,365</u>	<u>89,665</u>	<u>171,030</u>

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)
	<u>70,858</u>	<u>42,562</u>	<u>113,420</u>

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:	<u>2023</u> £	<u>2022</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 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).