

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

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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 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 26<sup>th</sup> 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.

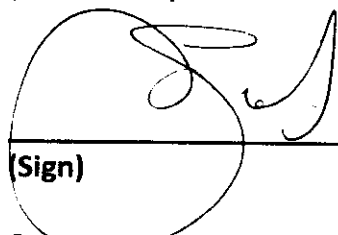
The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements 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:

SIAN ELISABETH REES

(Print name)



(Sign)

- Trustee

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

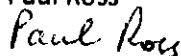
My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or 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



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

	<u>Notes</u>	<u>Restricted funds</u> £	<u>Unrestricted funds</u> £	<b><u>Total 2024</u></b> £	<b><u>Total 2023</u></b> £
<b>Income from:</b>					
Charitable activities	2		169,670	<b>169,670</b>	226,622
Investments		-	3,796	<b>3,796</b>	124
<b>Total</b>		-	173,466	<b>173,466</b>	226,746
<b>Expenditure on:</b>					
Charitable activities:					
Healthwatch Richmond	3		163,235	<b>163,235</b>	168,490
Other costs	4	-	795	<b>795</b>	646
<b>Total</b>		-	164,030	<b>164,030</b>	169,136
<b>Net income/(expenditure)</b>		-	9,436	<b>9,436</b>	57,610
<b>Transfers between funds</b>		-	-	-	-
<b>Net movement in funds</b>		-	9,436	<b>9,436</b>	57,610
<b>Reconciliation of funds:</b>					
Total funds brought forward		5,469	165,561	<b>171,030</b>	113,420
<b>Total funds carried forward</b>		<u>5,469</u>	<u>174,997</u>	<b><u>180,466</u></b>	<u>171,030</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 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
<b>Fixed assets</b>			
<b>Current assets</b>			
Debtors	6	54,644	41,870
Cash at bank and in hand		191,222	178,845
		<b>245,866</b>	<b>220,715</b>
<b>Creditors:</b> amounts falling due within one year	7	<b>(65,400)</b>	<b>(49,685)</b>
<b>Net current assets</b>		<b>180,466</b>	<b>171,030</b>
<b>Total assets less current liabilities</b>		<b>180,466</b>	<b>171,030</b>
<b>Funds</b>			
Unrestricted funds	8	174,997	165,561
Restricted funds	9	5,469	5,469
<b>Total funds carried forward</b>		<b>180,466</b>	<b>171,030</b>

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)



(Sign)

- Trustee

Company Registration No: 08382351

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

# HEALTHWATCH RICHMOND LTD

## NOTES TO ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2024

### **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 LTD

## NOTES TO ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2024

### 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 £
<b>Grants</b>					
	London Borough of Richmond	-	146,500	<b>146,500</b>	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	<b>4,000</b>	-
	SWLSTGMHT	-	-	-	3,000
<b>Services</b>	Others	-	19,170	<b>19,170</b>	9,050
		-	169,670	<b>169,670</b>	226,622

# HEALTHWATCH RICHMOND LTD

NOTES TO ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2024

## 3 Expenditure on charitable activities - Healthwatch Richmond

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

## 4 Expenditure on Other Costs

	Restricted funds £	Unrestricted funds £	<b>2024</b> £	<b>2023</b> £
Independent Examiners fees	-	600	<b>600</b>	600
Trustees expenses	-	195	<b>195</b>	46
	-	795	<b>795</b>	646

## 5 Employee information

### Analysis of staff costs:

	<b>2024</b> £	<b>2023</b> £
Wages and salaries	<b>124,603</b>	117,073
Social security costs	<b>6,195</b>	6,276
Employer's Contribution to defined contribution pension schemes	<b>5,334</b>	4,802
	<b>136,132</b>	128,151

### Average head counts for the year was:

	<b>2024</b> No.	<b>2023</b> No.
Operational Staff	<b>5</b>	<b>4</b>

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

# HEALTHWATCH RICHMOND LTD

## NOTES TO ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2024

### 6 Debtors

	<b><u>2024</u></b>	<b><u>2023</u></b>
	<b>£</b>	<b>£</b>
Other debtors	<b>54,267</b>	41,500
Prepayments	<b>377</b>	370
	<hr/>	<hr/>
	<b>54,644</b>	41,870
	<hr/>	<hr/>

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

	<b><u>2024</u></b>	<b><u>2023</u></b>
	<b>£</b>	<b>£</b>
Trade creditors	<b>2,816</b>	235
Pension liability	<b>1,047</b>	460
Accrued expenses	<b>2,020</b>	2,020
Deferred income	<b>59,517</b>	46,970
	<hr/>	<hr/>
	<b>65,400</b>	49,685
	<hr/>	<hr/>

# HEALTHWATCH RICHMOND LTD

## NOTES TO ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2024

<b>8</b>	<b>Unrestricted funds</b>	<u>At 1st</u> <u>April 2023</u>	<u>Incoming</u> <u>resources</u>	<u>Outgoing</u> <u>resources</u>	<u>At 31st</u> <u>March 2024</u>
		£	£	£	£
	General	165,561	173,466	164,030	<b>174,997</b>
		<hr/>	<hr/>	<hr/>	<hr/>
		165,561	173,466	164,030	<b>174,997</b>
		<hr/>	<hr/>	<hr/>	<hr/>
	<b>RESTATED</b>				
	<b>Unrestricted funds - previous year</b>	<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	70,858	226,746	132,043	<b>165,561</b>
		<hr/>	<hr/>	<hr/>	<hr/>
		70,858	226,746	132,043	<b>165,561</b>
		<hr/>	<hr/>	<hr/>	<hr/>
<b>9</b>	<b>Restricted funds</b>	<u>At 1st</u> <u>April 2023</u>	<u>Incoming</u> <u>resources</u>	<u>Outgoing</u> <u>resources</u>	<u>At 31st</u> <u>March 2024</u>
		£	£	£	£
		5,469	-	-	<b>5,469</b>
		<hr/>	<hr/>	<hr/>	<hr/>
	<b>RESTATED</b>				
	<b>Restricted funds - previous year</b>	<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>
		£	£	£	£
		42,562	-	37,093	<b>5,469</b>
		<hr/>	<hr/>	<hr/>	<hr/>
<b>10</b>	<b>Net assets split between funds</b>		<u>Unrestricted</u> <u>funds</u>	<u>Restricted</u> <u>funds</u>	<u>Total</u>
			£	£	£
	Cash and bank and in hand		185,753	5,469	<b>191,222</b>
	Other current assets		54,644	-	<b>54,644</b>
	Current liabilities		(65,400)	(0)	<b>(65,400)</b>
			<hr/>	<hr/>	<hr/>
			174,997	5,469	<b>180,466</b>
			<hr/>	<hr/>	<hr/>
	<b>Net assets split between funds - previous year</b>		<u>Unrestricted</u> <u>funds</u>	<u>Restricted</u> <u>funds</u>	<u>Total</u>
	<b>RESTATED</b>		£	£	£
	Cash and bank and in hand		173,376	5,469	<b>178,845</b>
	Other current assets		41,870	-	<b>41,870</b>
	Current liabilities		(49,685)	(0)	<b>(49,685)</b>
			<hr/>	<hr/>	<hr/>
			165,561	5,469	<b>171,030</b>
			<hr/>	<hr/>	<hr/>

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).

# HEALTHWATCH RICHMOND LTD

## NOTES TO ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2024

### 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:	<b><u>2024</u></b> £	<b><u>2023</u></b> £
Within one year	<b><u>4,516</u></b>	<b><u>4,196</u></b>

### 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).