

HEALTHWATCH HILLINGDON

England & Wales · Charity number 1152553

Details

Status Registered

Legal form Charitable company

Company number [08445068](#)

Registered 2013-06-21

Register [View on the Charity Commission register](#)

Contact

Address 26 Bourn Avenue
Uxbridge
Middlesex
UB8 3AR

Phone 07966261325

Email lisa@healthwatchhillingdon.onmicrosoft.com

Activities

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

Activities: Gather the views and experiences of the public and users of health and social care services. Make people's views known to health and care service providers and decision-makers, to positively influence the future of health and care services.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- **Area of benefit:** HILLINGDON
- Hillingdon

Finances

Period end	Income	Expenditure	Assets	Employees
2025-07-31	£231,736	£400,655	-	-
2024-03-31	£244,171	£217,787	-	-
2023-03-31	£243,179	£195,198	-	-
2022-03-31	£133,000	£145,292	-	-
2021-03-31	£185,290	£152,612	-	-

Trustees

Name	Role	Appointed
Lynn Hill	Chair	2018-03-27
Anthony Ellis		2024-12-09
Jyoti Choudrie		2019-07-09
Laura Dabbs		2020-12-16
Rashmi Varma		2014-06-27

Accounts

HEALTHWATCH HILLINGDON
(company limited by guarantee)

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE 16-MONTH PERIOD ENDED 31 JULY 2025

REGISTERED COMPANY NUMBER: 08445068 (England and Wales)

REGISTERED CHARITY NUMBER: 1152553

HEALTHWATCH HILLINGDON
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FOR THE YEAR 16-MONTH PERIOD ENDED 31 JULY 2025

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HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE 16-MONTH PERIOD ENDED 31 JULY 2025

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08445068 (England and Wales)

Registered Charity number

1152553

Registered office

26 Bourn Avenue
Uxbridge
Middlesex
UB8 3AR

Trustees and directors

L Hill
A Ellis (Appointed 9 December 2024)
J Choudrie
L Dabbs
B Mathur (Resigned 19 May 2025)
K Ollivierre (Resigned 21 April 2025)
I Sulevani (Appointed 8 December 2024)
R Varma

Company Secretary

Lisa Taylor

Managing Director

Lisa Taylor

Accountants

Azets Audit Services
Gladstone House
77-79 High Street
Egham
Surrey
TW20 9HY

Bankers

HSBC Bank plc
PO Box 41
28 High Street
Uxbridge
UB8 1BY

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE 16-MONTH PERIOD ENDED 31 JULY 2025

The trustees who are also directors of the charitable company for the purposes of the Companies Act 2006, present their report with the financial statements of the charitable company for the 16-month period ended 31 July 2025. The trustees have adopted the provisions of 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 2019).

This report also constitutes a directors' report under company law.

CONSTITUTION

The charity is a charitable company limited by guarantee and was incorporated on 14 March 2013. It is also a registered charity and became registered with the Charity Commission on 21 June 2013.

The charity trades under the name Healthwatch Hillingdon.

OBJECTIVES AND ACTIVITIES

Our vision

Healthwatch Hillingdon aims to become the influential and effective voice of the public. We want to give adults, young people, children and communities a greater say in - and the power to challenge - how health and social care services are run in the London Borough of Hillingdon.

Objectives and aims for the public benefit

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- (a) providing information and advice to the general public about local health and social care services;
- (b) making the views and experiences of members of the general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities and;
- (d) providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities

In setting these objectives, the trustees have had due regard to public benefit guidance published by the Charity Commission, in accordance with their duty under section 17 of the Charities Act 2011.

Going Concern

Following the transfer of its primary funding contract to a new provider on 1 August 2025, the charity has ceased operations. The trustees are now taking steps to wind up the charity. As a result, the charity is no longer a going concern. The trustees have assessed the costs required to close the charity and have accrued them into these financial statements.

ACHIEVEMENTS AND PERFORMANCE

Healthwatch Hillingdon (HwH) is delighted to be able to report that we have continued to build on our excellent progress in helping to achieve real improvements in local health and social care services.

We can highlight several areas where the organisations that run our local health and care services have acted upon our representations and made improvements to services. Demonstrating that, as in previous years, we have ensured that the public and users of Hillingdon's health and social care services have a strong voice and are influencing change.

Over the course of the period, Healthwatch Hillingdon heard from over 200 residents who shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care. 145 people came to us for clear advice and information about topics such as booking appointments, access to services, and administration (including records, letters, and test results). We published 2 reports about the experiences of patients and improvements people would like to see to health and social care services – specifically a review of Children and Young People's Mental Health Services, and Access to Primary Care.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE 16-MONTH PERIOD ENDED 31 JULY 2025

Achievements and performance (continued)

Throughout the period, we were able to support residents through our advice and signposting service by assisting in booking Phlebotomy appointments – and following feedback from interaction with patients, we were able to streamline the pathway for blood test bookings in acute settings. We completed and shared the findings from our Central & North West London Mental Health Inpatients review, our volunteers participated in the Hillingdon Hospital Trust PLACE assessments. In the summer, we focused on gathering the experiences and feedback of residents related to access to primary care, coordinating with our Integrated Care Partnership to ensure representation for seldom-heard and high-risk groups. In the autumn and winter, our volunteers led a project to assess the efficacy of the Pharmacy First scheme, and the 2-year project focusing on Mental Health provision for Children and Young People neared its end, with regular updates and sharing of learnings with commissioners and providers – the report has since been published.

In November of 2024, Healthwatch Hillingdon was informed by its commissioner, The London Borough of Hillingdon, that the Healthwatch Hillingdon contract would be amended for the following year (2025-26), with significant changes to the service specification and a reduction of funding. As such, this necessitated a tender process, requiring the incumbent provider, and any prospective providers to submit bids for the contract. Following a full board meeting of the Healthwatch Hillingdon Trustees and Managing Director, the decision was made not to place a bid for the contract, as the revised terms and funding envelope were deemed unsustainable for the contract length (5 years, with 3 years potential extension). Due to an unsuccessful round of bids, the contract was awarded to a new provider in June of 2025, requiring our current contract to be extended to July 2025. The handover process was completed in August 2025. The trustees are now organising an orderly wind up of the charity's affairs.

Our work for 2024-25 is detailed in our Annual Report which was published on 27th October 2025 and can be downloaded at: <https://healthwatchhillingdon.org.uk/report/2025-10-27/annual-report-2024-25>

FINANCIAL REVIEW

The Statement of Financial Activities is described on page 7.

Financial Support

During the period, Healthwatch Hillingdon ("the charity") benefitted from the generous support of the London Borough of Hillingdon ("The Borough"). During the period to 31 July 2025 the charity received £230,667 (Year to March 2024: £158,000) of grant funding from the Borough. These funds are restricted for use in the following category:

- The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship

The charity has only basic financial instruments, being debtors, cash, creditors and accruals.

Public Benefit Reporting

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

Reserves policy

The charitable company is funded with an expectation to spend all public funds which are received. The Trustees have not set a reserves policy for future operations as the charity ceased operations on 31st July 2025. All remaining funds were applied to meet contractual obligations, staff redundancies, and other closure costs.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE 16-MONTH PERIOD ENDED 31 JULY 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charitable company is controlled by its governing document, the memorandum and articles of association, adopted on 14 March 2013 and as amended by a special resolution registered at Companies House on 21 May 2013.

Since April 2019 a Trustee has been appointed to oversee the budget setting and monitoring processes. He meets regularly with the lead officer to ensure that the agreed systems are adhered to.

The service provided under the Healthwatch Hillingdon contract was governed by a funding agreement with London Borough of Hillingdon, with a commencement date of 1 April 2013.

Recruitment and appointment of trustees

The Chair and the Board of Trustees are selected for appointment on merit, through a fair and open recruitment process.

Board members act as Directors and Trustees of Healthwatch Hillingdon under the Companies Act 2006 and Charities Act 2011. Their tenure is for an initial term of 3 years and members can be re-appointed to serve a further 3-year term, to a maximum of 9 years' service.

Applications are invited from people that live or work in Hillingdon, who can demonstrate a good knowledge of the borough and/or experience in areas of health or social care. We welcome applications from all suitably qualified persons regardless of their ethnicity, race, gender, disability, religion/belief, sexual orientation or age.

Applications are evaluated by a selection panel and applicants that meet the requirements are invited to meet the selection panel through an informal process. The appointment of successful candidates is approved and ratified by the Board at the Public Board Meeting.

Trustee induction and training

A formal induction programme for new Trustees has been formulated that ensures all new Trustees receive various documents detailing the legal obligations of Trustees, alongside the Articles of Association, key policy and governance documents and details of the organisational structure.

Training is given to Trustees to enable them to carry out their role on the Board and additional training is provided where Trustees become involved in other Healthwatch activities. An assessment of training needs is carried out by the Chairman of Trustees during annual review meetings held individually with Trustees.

Remuneration of Key Management Personnel

The Board of Trustees, and the Managing Director (Company Secretary) are in charge of directing and controlling, running and operating the charity on a day-to-day basis, and therefore, make up the key management personnel of the charity.

All Trustees give of their time freely and no Trustees received remuneration. Details of Trustees' expenses are disclosed in note 5 to the accounts. The pay of the Managing Director is reviewed annually. In view of the nature of the charity, the Trustees benchmark pay levels against other Healthwatch and voluntary sector organisations of a similar size within our region.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE 16-MONTH PERIOD ENDED 31 JULY 2025

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also directors of Healthwatch Hillingdon for the purposes of company law) are responsible for preparing the Trustees' 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 incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

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

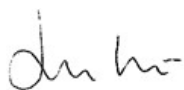
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the 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 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.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

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

This report for 2025 was approved by the trustees on 19 March 2026 and signed on their behalf by:



.....
L Hill
Trustee

REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES OF HEALTHWATCH HILLINGDON

I report to the charity trustees on my examination of the accounts of Healthwatch Hillingdon for the 16-month period ended 31 July 2025 which are set out on pages 7 to 14.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I draw attention to the Going Concern section of note 1 to the financial statements, which states that the financial statements have been prepared on basis other than going concern. Following the transfer of funding to a new provider, the trustees are in the process of winding up the charity.

I have no further concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....
Katy Shearman FCA

Date:

Azets Audit Services
Gladstone House
77-79 High Street
Egham
Surrey
TW20 9HY

HEALTHWATCH HILLINGDON
STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE 16-MONTH PERIOD ENDED 31 JULY 2025

				Period ended 31 July 2025	Year ended 31 March 2024
	Notes	Unrestricted funds	Restricted funds	Total funds	Total funds
		Discontinued Operations			
		£	£	£	£
INCOME					
Charitable Activities	2	-	231,736	231,736	244,171
Total income		-	231,736	231,736	244,171
EXPENDITURE					
Charitable activities	3	85,344	315,311	400,655	217,787
Total expenditure		85,344	315,311	400,655	217,787
Net (expenditure)/income		(85,344)	(83,575)	(168,919)	26,384
Reconciliation of funds:					
Total funds brought forward		85,638	83,575	169,213	142,829
Total funds carried forward		294	-	294	169,213

There were no gains or losses for the year other than those recognised in the statement of financial activities.

The notes form part of these financial statements

HEALTHWATCH HILLINGDON

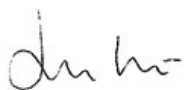
BALANCE SHEET AT 31 JULY 2025

	Notes	Unrestricted funds	Restricted funds	31 July 2025 Total Funds	31 March 2024 Total Funds
		£	£	£	£
CURRENT ASSETS					
Cash at bank and in hand		70,725	-	70,725	182,883
		70,725	-	70,725	182,883
CREDITORS					
Amounts falling due within one year	6	70,431	-	70,431	13,670
NET CURRENT ASSETS		294	-	294	169,213
TOTAL ASSETS LESS CURRENT LIABILITIES		294	-	294	169,213
NET ASSETS		294	-	294	169,213
FUNDS	8				
Unrestricted funds				294	85,638
Restricted funds				-	83,575
TOTAL FUNDS				294	169,213

For the period ended 31 July 2025, the company was entitled to exemption from audit under section 477 of the Companies Act relating to small companies.

- The members have not required the company to obtain an audit of its accounts for the period in question in accordance with section 476;
- The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved by the Board of Trustees on 19 March 2026 and were signed on its behalf by:



.....
L Hill
Trustee

Company number: 08445068
Charity number: 1152553

The notes form part of these financial statements

HEALTHWATCH HILLINGDON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE 16-MONTH PERIOD ENDED 31 JULY 2025

1. ACCOUNTING POLICIES

General Information

Healthwatch Hillingdon is a private charitable company limited by guarantee, registered in England and Wales. The registered and principal office is disclosed on page 1.

Accounting convention

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 2019), Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006. The financial statements have been prepared under the historic cost convention.

The charitable company meets the definition of a public benefit entity under FRS 102.

The functional and presentational currency of the charitable company is Sterling. This is the currency of the primary economic environment in which the charity operates.

The comparative figures cover a 12 month period to 31 March 2024.

Going concern

Following the end of the charity's principal funding agreement, the charity ceased operations on 31 July 2025. The trustees are taking steps to wind up the charity. As such, the charity is no longer a going concern, and the accounts have been prepared on a basis other than going concern. The costs of winding up the charity have been accrued into these financial statements.

The principal accounting policies for the charitable company are set out below:

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the charitable company is legally entitled to the income, and the amount can be quantified with reasonable accuracy and are recognised in the period to which they relate.

Where income relating to future periods is received in advance, or income relating to past periods is received in arrears, such amounts are held as deferred or accrued income accordingly.

Grant income, whether "capital" or "revenue" grants, is recognised when the charity has entitlement to the funds, any performance conditions are attached to grants have been met, it is probable that the income will be received, and the amount can be measured reliably.

Resources expended

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required, and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accrual basis. All expenses including support costs and governance costs are allocated or apportioned to applicable expenditure headings. Redundancy and severance payments are recognised as a constructive obligation to pay them exists at the period end.

Resources expended comprise:

Costs of charitable activities	Charitable Activities as disclosed in the SOFA are as follows: expenditure on charitable activities and other resources expended.
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HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE 16-MONTH PERIOD ENDED 31 July 2025

1. ACCOUNTING POLICIES (continued)

Resources expended (continued)

The costs of charitable activities include direct expenditure. The accounting treatments for these are as follows:

Charitable activities	The charitable activities flow from the Charity's vision and purpose, which are highlighted in the Trustees' Report
Other resources expended	Represents those items not falling into any other heading.

Taxation

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Fund accounting

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed.

Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created a fund for a specific purpose.

Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with an original maturity date of three months or less.

Cash Flow Statement

The charitable company is exempt from presenting a cash flow statement, as it qualifies as a small charity under the SORP.

Creditors and Provisions

Creditors and provisions are recognised when 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 to settle the past obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their transaction price after allowing for any trade discounts due unless the arrangement constituted a financing transaction in which case the transaction is measured at present value of future payments discounted at the prevailing market rate of interest. Other financial liabilities are initially measured fair value net of their transaction costs. They are subsequently measured at amortised cost using the effective interest rate method.

Judgements and estimates

The preparation of the financial statements requires trustees to make judgements, estimates and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered relevant. Actual results may differ from these estimates.

Operating leases and commitments

All amounts paid for goods and services under operating leases are recognised as expenditure over the life of the lease and are included within expenditure in the period to which they relate.

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE 16-MONTH PERIOD ENDED 31 JULY 2025

2. CHARITABLE ACTIVITIES

	Unrestricted £	Restricted £	16 m period 2025 Total £	Year 2024 Total £
L B Hillingdon – Healthwatch project grant	-	210,667	210,667	158,000
Other grants receivable	-	20,000	20,000	86,171
Other restricted income	-	1,069	1,069	-
	<u>-</u>	<u>231,736</u>	<u>231,736</u>	<u>244,171</u>

Local government grants are received as part of the contract with London Borough of Hillingdon for the delivery of Healthwatch services within the borough.

In 2024 all income was recognised as restricted funds.

3. TOTAL RESOURCES EXPENDED

	Unrestricted £	Restricted £	16 m period 2025 Total £	Year 2024 Total £
Charitable activities				
Staff costs (note 4)	79,227	255,354	334,581	176,572
Volunteer expenses	-	1,026	1,026	76
Other charitable activities	-	22,449	22,449	4,370
Premises costs	-	302	302	9,603
Insurance	461	4,736	5,197	4,053
Office costs	3,819	22,005	25,824	15,104
Advertising	-	1,325	1,325	2,412
Independent examiners remuneration – IE fee	1,830	7,470	9,300	4,802
Legal costs	-	-	-	13
Other costs	7	644	651	782
	<u>85,344</u>	<u>315,311</u>	<u>400,655</u>	<u>217,787</u>

All expenditure incurred in 2024 was recognised within restricted funds.

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE 16-MONTH PERIOD ENDED 31 JULY 2025

4. EMPLOYEE COSTS

	16 m period 2025 Total £	Year 2024 Total £
Wages and salaries	281,892	159,005
Social security costs	16,929	9,959
Pension	6,186	3,482
Redundancy & severance costs	26,306	-
Staff recruitment costs	-	1,518
Staff expenses	3,268	2,608
	334,581	176,572

Two employees had emoluments (including taxable benefits in kind but not employer pension costs) between £80,001 and £90,000 during the current 16-month period. No employees had emoluments exceeding £60,000 in the previous period.

The average number of employees during the period was as follows:

	2025 No.	2024 No.
Administrative and operational staff	6	6

Remuneration of Key Management

The trustees consider the key management to be themselves, the Managing Director and Company Secretaries. Remuneration paid to key management, including employers pension contributions and employer national insurance contributions was:

	16 m period 2025 Total £	Year 2024 Total £
Key Management Remuneration	181,561	97,272

5. TRUSTEES REMUNERATION, EXPENSES AND RELATED PARTY TRANSACTIONS

No trustees received any remuneration, benefits or other payments from the charity during the period. No related party transactions took place during the year (2024: no transactions).

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE 16-MONTH PERIOD ENDED 31 JULY 2025

6. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade creditors	55	492
Social security and other taxes	2,798	3,943
Accruals and deferred income	66,878	8,520
Other creditors	700	715
	70,431	13,670

Accruals include the expected costs to be incurred by the charity as it is wound up.

7. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid:

	Land and buildings 2025 £	Land and buildings 2024 £
Expiring: Within one year	-	1,565

8. MOVEMENT IN FUNDS

	At 1 April 2024 £	Income £	Expenditure £	Transfers £	At 31 July 2025 £
Unrestricted funds					
General fund	85,638	-	(85,344)	-	294
Restricted funds					
Healthwatch	47,391	210,667	(258,058)	-	-
Other projects	36,184	21,069	(57,253)	-	-
TOTAL FUNDS	169,213	231,736	(400,655)	-	294

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Unrestricted funds					
General fund	85,638	-	-	-	85,638
Restricted funds					
Healthwatch	12,885	158,000	(123,494)	-	47,391
Other projects	44,306	86,171	(94,293)	-	36,184
TOTAL FUNDS	142,829	244,171	(217,787)	-	169,213

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE 16-MONTH PERIOD ENDED 31 JULY 2025

8. MOVEMENT IN FUNDS (continued)

Healthwatch Programme

The funding received from London Borough of Hillingdon is restricted for use in delivering the Healthwatch service within the borough. The charity does not currently undertake any activities outside the scope of Healthwatch, but the funds have been ring-fenced as there is the possibility of undertaking other activities or providing ancillary services in the future.

Other projects

Healthwatch Hillingdon continues to support residents through intelligence gathering on emerging themes; through joint working with commissioners in the North West London Integrated Care Board (NWLICB) and the Integrated Care Partnerships (ICP). Through our work with the Hillingdon Health and Care Partners (HHCP), we have assisted in ensuring the patient voice has been included through population health management developments in falls and frailty, and continued to support the wider region on topics such as access to primary care, and online consultations.

9. CONTINGENT LIABILITIES

There is no contingent liability at year end.

10. CONTROLLING PARTY

The trustees consider that there is no controlling party.

11. MEMBERS LIABILITY

Each member of the charitable company undertakes to contribute £1 to the assets of the company in the event of it being wound up.

12. FINANCIAL INSTRUMENTS

The charity held the following financial instruments, measured at amortised cost:

	2025 £	2024 £
Trade Creditors	(55)	(1,115)
Accruals and deferred income	(66,878)	(8,520)
	(66,933)	(9,635)

Accounts

HEALTHWATCH HILLINGDON
(company limited by guarantee)

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR 31 MARCH 2024

REGISTERED COMPANY NUMBER: 08445068 (England and Wales)

REGISTERED CHARITY NUMBER: 1152553

HEALTHWATCH HILLINGDON
CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2024

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HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2024

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08445068 (England and Wales)

Registered Charity number

1152553

Registered office

Gladstone House
77-79 High Street
Egham
TW20 9HY

Trustees and directors

L Hill
A Ellis (Appointed 9 December 2024)
J Choudrie
L Dabbs
B Mathur
K Ollivierre
I Sulevani (Appointed 8 December 2024)
R Varma

Company Secretary

Lisa Taylor

Managing Director

Lisa Taylor

Accountants

Azets Audit Services
Gladstone House
77-79 High Street
Egham
Surrey
TW20 9HY

Bankers

HSBC Bank plc
PO Box 41
28 High Street
Uxbridge
UB8 1BY

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2024

The trustees who are also directors of the charitable company for the purposes of the Companies Act 2006, present their report with the financial statements of the charitable company for the year ended 31 March 2024. The trustees have adopted the provisions of 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 2019).

This report also constitutes a directors' report under company law.

CONSTITUTION

The charity is a charitable company limited by guarantee and was incorporated on 14 March 2013. It is also a registered charity and became registered with the Charity Commission on 21 June 2013.

The charity trades under the name Healthwatch Hillingdon.

OBJECTIVES AND ACTIVITIES

Our vision

Healthwatch Hillingdon aims to become the influential and effective voice of the public. We want to give adults, young people, children and communities a greater say in - and the power to challenge - how health and social care services are run in the London Borough of Hillingdon.

Objectives and aims for the public benefit

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- (a) providing information and advice to the general public about local health and social care services;
- (b) making the views and experiences of members of the general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities and;
- (d) providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities

In setting these objectives, the trustees have had due regard to public benefit guidance published by the Charity Commission, in accordance with their duty under section 17 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

Healthwatch Hillingdon (HwH) is delighted to be able to report that we have continued to build on our excellent progress in helping to achieve real improvements in local health and social care services.

We can highlight several areas where the organisations that run our local health and care services have acted upon our representations and made improvements to services. Demonstrating that, as in previous years, we have ensured that the public and users of Hillingdon's health and social care services have a strong voice and are influencing change.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2024

Achievements and performance (continued)

Over the course of the year, Healthwatch Hillingdon heard from 542 local residents who shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care. 299 people came to us for clear advice and information about topics such as blood test appointments and access to NHS services. We published one report about the experiences of patients and improvements people would like to see to health and social care services – specifically a review of Mental Health Inpatient experiences.

Throughout the year, we were able to support residents through our advice and signposting service by assisting in booking Phlebotomy appointments and giving timely information and guidance to aid accessing NHS dental services – providing a reliable source of information for patients affected by the poor communication of pathways and services available to them. In the Autumn, the local THRIVE network, aimed at developing and improving mental health services for children and young people, was restarted with the support and guidance of Healthwatch Hillingdon. This work was continued in the winter through our ongoing review of children & young people's experiences with mental health services, and major factors affecting managing their own mental health. A long-term engagement centred on GP access, to identify barriers residents are experiencing when accessing primary care also began this year.

This year, Healthwatch Hillingdon were commissioned by Central North West London NHS Foundation Trust (CNWL) to carry out a review of in-patient experiences of the acute mental health wards at Riverside, on the Hillingdon Hospital site. The review focused on how well the Trust is performing in the following areas:

- The ward environment
- Quality of care
- Communication with staff
- Provision of activities and meals
- Involvement in care planning and preparation for discharge.

We visited the Riverside Centre, The Woodlands Centre, and the Colham Green Road Inpatient unit.

The review identified strengths and weaknesses in the service, with patients responding well to the privacy offered to them, communication with staff, quality of the food provided, activities arranged by the services, and the overall facilities available to them. Improvements identified included post-discharge support and information, involvement in care planning, requests for specific types of activities (such as those focused on exercise and weight-loss), a greater focus on falls prevention in the wards themselves.

Throughout the project, regular reports were provided to the Trust to present feedback and recommendations, and a full report published. Based on our recommendations, CNWL have produced an improvement plan for Crane and Frays Ward, which is currently being implemented, and we plan to revisit the wards next year to assess progress.

Healthwatch Hillingdon also received support for two projects - increasing awareness of community pharmacy services, including access to vaccinations, achieved through outreach and engagement with patients across the borough, and ongoing Population Health Management priorities – initially beginning in 2022 - with Healthwatch Hillingdon ensuring the patient experience is captured to influence the design of services throughout the following years.

Our work for 2023-24 is detailed in our Annual Report which was published on 31st July 2024 and can be downloaded at:

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2024

FINANCIAL REVIEW

The Statement of Financial Activities is described on page 9.

Financial Support

Healthwatch Hillingdon ("the charity") benefits from the generous support of the London Borough of Hillingdon ("The Borough"). During the year to 31 March 2024 the charity received £158,000 (2023: £158,000) of grant funding from the Borough. These funds are restricted for use in the following category:

- The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship

£86,000 was also received from the London Borough of Hillingdon for the delivery of the Improving Children & Young People's Mental Health & Emotional Wellbeing Services Project.

Expenditure increased by £22,589 (11.6%) to £217,787 (2023: £195,198) in the year. This has been driven an increase in staff costs due to having an additional member of staff and increased office costs.

The charity has only basic financial instruments, being debtors, cash, creditors and accruals.

Going Concern

The charity is reliant on the funding it receives from the London Borough of Hillingdon, in order to continue its operational activities and charitable objectives. Funding has been extended through to June 2025, however no decision has yet been reached on funding after this date. Should the funding not be renewed, the Trustees would look to wind up the charity. As a result, there is material uncertainty as to whether the charitable company will continue operating for the foreseeable future. The financial statements continue to be drawn up on a going concern basis.

In the event the Hillingdon contract is not renewed after 30 June 2025, contingency funding has been allocated to ensure proper shutdown of operations, and payment of any relevant redundancy to staff. In the event a new provider is found, the London Borough of Hillingdon and Healthwatch England will assist in the transfer of titles and staff, through a Transfer of Undertakings (Protection of Employment) process (TUPE) for continued operation.

Public Benefit Reporting

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

Reserves policy

The charitable company is funded with an expectation to spend all public funds which are received. Current policy is therefore to only maintain a reserve which is equal the charitable company's redundancy liability at the end of its current service contract. At 31 March 2024 the charity held reserves of £169,213 (2023 - £142,829), of which £85,638 (2023 - £85,638) were free reserves, £64,076 (2023 - £44,612) related to its restricted grant funds and £19,499 (2023 - £12,579) to the redundancy liability.

Risk management

The main risks for the organisation are:

- The local authority funding is not extended when it expires on 30 June 2025
- Government funding for local Healthwatch is reduced;
- The Social Care Act 2012 is amended by future legislation and Local Healthwatch ceases to exist;

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2024

To mitigate these risks:

- Healthwatch Hillingdon holds regular contract monitoring meetings with the local authority;
- Contract extension beyond June 2025 will be discussed with the local authority on a regular basis;
- As with reduction in funding within 2017-2019 contract extension, budget forecasts and alternative business models will be approved by the Board prior to contract extension negotiations
- The business model from April 2019 will continue to be kept under review to match the negotiated funding;
- Alternative funding streams will be sought in line with Healthwatch Hillingdon's Funding Principles;
- An alternative business model has been planned and approved by the Board in the event of the organisation being asked to leave 20 Chequers Square.

Future Plans

- Continuing our work assessing mental health provision for both adults and children and young people and working collaboratively with providers to improve services.
- Understand and make recommendations based on the experiences of residents in accessing Primary Care.
- Review the structure of Healthwatch Hillingdon and ensure sustainability and effectiveness in representing the patients in Hillingdon.

With a changing health and social care landscape, it is vital that Healthwatch Hillingdon remain at the forefront of any changes to service provision, and keep the patients' voice at the heart of care.

With the adaptations made during the initial lockdown of 2020, continued development of digital outreach and engagement is imperative, as well as a return to office based working through a hybrid system. Ongoing development of intelligence gathering and reporting, to remain a reliable source of patient feedback for providers and commissioners alike and scrutinising engagement carried out by health and social care systems locally to ensure fair and equal representation of our residents.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charitable company is controlled by its governing document, the memorandum and articles of association, adopted on 14 March 2013 and as amended by a special resolution registered at Companies House on 21 May 2013.

Since April 2019 a Trustee has been appointed to oversee the budget setting and monitoring processes. He meets regularly with the lead officer to ensure that the agreed systems are adhered to.

The service provided under the Healthwatch Hillingdon contract is governed by a funding agreement with London Borough of Hillingdon, with a commencement date of 1 April 2013.

Recruitment and appointment of trustees

The Chair and the Board of Trustees are selected for appointment on merit, through a fair and open recruitment process.

Board members act as Directors and Trustees of Healthwatch Hillingdon under the Companies Act 2006 and Charities Act 2011. Their tenure is for an initial term of 3 years and members can be re-appointed to serve a further 3-year term, to a maximum of 9 years' service.

Applications are invited from people that live or work in Hillingdon, who can demonstrate a good knowledge of the borough and/or experience in areas of health or social care. We welcome applications from all suitably qualified persons regardless of their ethnicity, race, gender, disability, religion/belief, sexual orientation or age.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2024

Applications are evaluated by a selection panel and applicants that meet the requirements are invited to meet the selection panel through an informal process. The appointment of successful candidates is approved and ratified by the Board at the Public Board Meeting.

Trustee induction and training

A formal induction programme for new Trustees has been formulated that ensures all new Trustees receive various documents detailing the legal obligations of Trustees, alongside the Articles of Association, key policy and governance documents and details of the organisational structure.

Training is given to Trustees to enable them to carry out their role on the Board and additional training is provided where Trustees become involved in other Healthwatch activities. An assessment of training needs is carried out by the Chairman of Trustees during annual review meetings held individually with Trustees.

Remuneration of Key Management Personnel

The Board of Trustees, and the Managing Director (Company Secretary) are in charge of directing and controlling, running and operating the Trust on a day-to-day basis, and therefore, make up the key management personnel of the charity.

All Trustees give of their time freely and no Trustees received remuneration. Details of Trustees' expenses are disclosed in note 5 to the accounts. The pay of the Managing Director is reviewed annually. In view of the nature of the charity, the Trustees benchmark pay levels against other Healthwatch and voluntary sector organisations of a similar size within our region.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2024

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also directors of Healthwatch Hillingdon for the purposes of company law) are responsible for preparing the Trustees' 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 incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

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

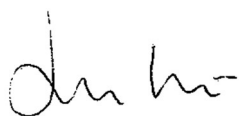
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the 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 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.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

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

This report for 2024 was approved by the trustees on 7 April 2025 and signed on their behalf by:



L Hill
Trustee

REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES OF HEALTHWATCH HILLINGDON

I report to the charity trustees on my examination of the accounts of Healthwatch Hillingdon for the year ended 31 March 2024 which are set out on pages 9 to 16.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

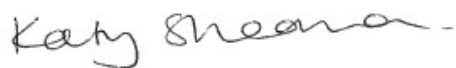
Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I draw attention to the Going Concern section of note 1 to the financial statements, which outlines the current position regarding the charitable company's grant from the London Borough of Hillingdon. This indicates that a material uncertainty exists that may cause doubt on the charitable company's ability to continue as a going concern.

I have no further concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



29 April 2025

Katy Shearman FCA

Azets Audit Services
Gladstone House
77-79 High Street
Egham
Surrey
TW20 9HY

HEALTHWATCH HILLINGDON

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR TO 31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME					
Charitable Activities	2	-	244,171	244,171	243,179
Total income		-	244,171	244,171	243,179
EXPENDITURE					
Charitable activities	3	-	217,787	217,787	195,198
Total expenditure		-	217,787	217,787	195,198
Net income		-	26,384	26,384	47,981
Reconciliation of funds:					
Total funds brought forward		85,638	57,191	142,829	94,848
Total funds carried forward		85,638	83,575	169,213	142,829

CONTINUING OPERATIONS

All incoming resources and resources expended arise from continuing activities.

There were no gains or losses for the year other than those recognised in the statement of financial activities.

The notes form part of these financial statements

HEALTHWATCH HILLINGDON

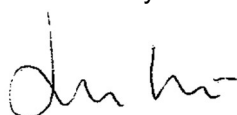
BALANCE SHEET AT 31 MARCH 2024

	Notes	Unrestricted funds	Restricted funds	2024 Total Funds	2023 Total Funds
		£	£	£	£
CURRENT ASSETS					
Debtors	6	-	-	-	80,000
Cash at bank and in hand		85,638	97,245	182,883	74,035
		85,638	97,245	182,883	154,035
CREDITORS					
Amounts falling due within one year	7	-	13,670	13,670	11,206
NET CURRENT ASSETS		85,638	83,575	169,213	142,829
TOTAL ASSETS LESS CURRENT LIABILITIES		85,638	83,575	169,213	142,829
NET ASSETS		85,638	83,575	169,213	142,829
FUNDS	9				
Unrestricted funds				85,638	85,638
Restricted funds				83,575	57,191
TOTAL FUNDS				169,213	142,829

For the period ended 31 March 2024, the company was entitled to exemption from audit under section 477 of the Companies Act relating to small companies.

- The members have not required the company to obtain an audit of its accounts for the period in question in accordance with section 476;
- The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved by the Board of Trustees on 7 April 2025 and were signed on its behalf by:



L Hill
Trustee

Company number: 08445068
Charity number: 1152553

The notes form part of these financial statements

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2024

1. ACCOUNTING POLICIES

General Information

Healthwatch Hillingdon is a charitable company limited by guarantee, registered in England and Wales. The registered and principal office is disclosed on page 1.

Accounting convention

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 2019), Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006. The financial statements have been prepared under the historic cost convention.

The charitable company meets the definition of a public benefit entity under FRS 102.

The functional and presentational currency of the charitable company is Sterling. This is the currency of the primary economic environment in which the charity operates.

Going concern

The charitable company is reliant on the grant it receives from the London Borough of Hillingdon, in order to continue its operational activities and charitable objectives. Grant funding has been extended through to June 2025; however, no decision has yet been reached on funding after this date. Should the funding not be renewed, the Trustees would look to wind up the charitable company. As a result, there is material uncertainty as to whether the charitable company will continue operating for the foreseeable future. The financial statements continue to be drawn up on a going concern basis.

The principal accounting policies for the charitable company are set out below:

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the charitable company is legally entitled to the income, and the amount can be quantified with reasonable accuracy and are recognised in the period to which they relate.

Where income relating to future periods is received in advance, or income relating to past periods is received in arrears, such amounts are held as deferred or accrued income accordingly.

Grant income, whether "capital" or "revenue" grants, is recognised when the charity has entitlement to the funds, any performance conditions are attached to grants have been met, it is probable that the income will be received, and the amount can be measured reliably.

Resources expended

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required, and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accrual basis. All expenses including support costs and governance costs are allocated or apportioned to applicable expenditure headings.

Resources expended comprise:

Costs of charitable activities	Charitable Activities as disclosed in the SOFA are as follows: expenditure on charitable activities and other resources expended.
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HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2024

1. ACCOUNTING POLICIES (continued)

Resources expended (continued)

The costs of charitable activities include direct expenditure. The accounting treatments for these are as follows:

Charitable activities	The charitable activities flow from the Charity's vision and purpose, which are highlighted in the Trustees' Report
Other resources expended	Represents those items not falling into any other heading.

Taxation

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Fund accounting

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed.

Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created a fund for a specific purpose.

Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with an original maturity date of three months or less.

Cash Flow Statement

The charitable company is exempt from presenting a cash flow statement, as it qualifies as a small charity under the SORP.

Creditors and Provisions

Creditors and provisions are recognised when 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 to settle the past obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their transaction price after allowing for any trade discounts due unless the arrangement constituted a financing transaction in which case the transaction is measured at present value of future payments discounted at the prevailing market rate of interest. Other financial liabilities are initially measured fair value net of their transaction costs. They are subsequently measured at amortised cost using the effective interest rate method.

Judgements and estimates

The preparation of the financial statements requires trustees to make judgements, estimates and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered relevant. Actual results may differ from these estimates.

Operating leases and commitments

All amounts paid for goods and services under operating leases are recognised as expenditure over the life of the lease and are included within expenditure in the period to which they relate.

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2024

2. CHARITABLE ACTIVITIES

	Unrestricted £	Restricted £	2024 £	2023 £
L B Hillingdon – Healthwatch project grant	-	158,000	158,000	158,000
Other grants receivable	-	86,171	86,171	179
Other contract income	-	-	-	85,000
	-	244,171	244,171	243,179

Local government grants are received as part of the contract with London Borough of Hillingdon for the delivery of Healthwatch services within the borough.

In 2023 other contract income of £85,000 was recognised as unrestricted funds. All other income was recognised as restricted funds.

3. TOTAL RESOURCES EXPENDED

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Charitable activities				
Staff costs (note 4)	-	176,572	176,572	166,777
Volunteer expenses	-	76	76	3
Other charitable activities	-	4,370	4,370	714
Premises costs	-	9,603	9,603	8,311
Insurance	-	4,053	4,053	2,662
Office costs	-	15,104	15,104	10,255
Advertising	-	2,412	2,412	1,956
Independent examiners remuneration – IE fee	-	4,802	4,802	3,869
Legal costs	-	13	13	30
Other costs	-	782	782	621
	-	217,787	217,787	195,198

All expenditure incurred in 2023 was recognised within restricted funds.

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2024

4. EMPLOYEE COSTS

	2024 £	2023 £
Wages and salaries	159,005	151,769
Social security costs	9,959	10,478
Pension	3,482	3,479
Staff recruitment costs	1,518	-
Staff expenses	2,608	1,051
	<u>176,572</u>	<u>166,777</u>

There were no employees with emoluments (including taxable benefits in kind but not employer pension costs) above £60,000 during the current year or previous period.

The average number of employees during the year was as follows:

	2024 No.	2023 No.
Administrative and operational staff	<u>6</u>	<u>5</u>

Remuneration of Key Management

The trustees consider the key management to be themselves, the Managing Director and Company Secretaries. Remuneration paid to key management, including employers pension contributions and employer national insurance contributions was:

	2024 £	2023 £
Key Management Remuneration	<u>97,272</u>	<u>102,664</u>

5. TRUSTEES REMUNERATION, EXPENSES AND RELATED PARTY TRANSACTIONS

No trustees received any remuneration, benefits or other payments from the charity during the period. No related party transactions took place during the year (2023: no transactions).

6. DEBTORS: AMOUNTS DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade debtors	<u>-</u>	<u>80,000</u>

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2024

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade creditors	492	817
Social security and other taxes	3,943	3,309
Accruals and deferred income	8,520	7,080
Other creditors	715	-
	<u>13,670</u>	<u>11,206</u>

8. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid:

	Land and buildings 2024 £	Land and buildings 2023 £
Expiring: Within one year	<u>1,565</u>	<u>1,565</u>

9. MOVEMENT IN FUNDS

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Unrestricted funds					
General fund	85,638	-	-	-	85,638
Restricted funds					
Healthwatch	12,885	158,000	(123,494)	-	47,391
Other projects	44,306	86,171	(94,293)	-	36,184
TOTAL FUNDS	<u>142,829</u>	<u>244,171</u>	<u>(217,787)</u>	<u>-</u>	<u>169,213</u>

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Unrestricted funds					
General fund	638	85,000	-	-	85,638
Restricted funds					
Healthwatch	50,083	158,000	(195,198)	-	12,885
Other projects	44,127	179	-	-	44,306
TOTAL FUNDS	<u>94,848</u>	<u>243,179</u>	<u>(195,198)</u>	<u>-</u>	<u>142,829</u>

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2024

10. MOVEMENT IN FUNDS (continued)

Healthwatch Programme

The funding received from London Borough of Hillingdon is restricted for use in delivering the Healthwatch service within the borough. The charity does not currently undertake any activities outside the scope of Healthwatch, but the funds have been ring-fenced as there is the possibility of undertaking other activities or providing ancillary services in the future.

Other projects

Healthwatch Hillingdon continues to support residents through intelligence gathering on emerging themes; through joint working with commissioners in the North West London Integrated Care Board (NWLICB) and the Integrated Care Partnerships (ICP). Through our work with the Hillingdon Health and Care Partners (HHCP), we have assisted in ensuring the patient voice has been included through population health management developments in falls and frailty, and continued to support the wider region on topics such as access to primary care, and online consultations.

11. CONTINGENT LIABILITIES

The trustees have set aside cover for the potential staff termination costs the charity would be obliged to pay in the event of loss or reduction of statutory or other funding of specific projects. The trustees have calculated that the potential obligation at 31 March 2024 would be £19,499 and this sum has been set aside within restricted funds to cover any future liability. There are no indications that any such loss of funding will arise in the foreseeable future.

12. CONTROLLING PARTY

The trustees consider that there is no controlling party.

13. MEMBERS LIABILITY

Each member of the charitable company undertakes to contribute £1 to the assets of the company in the event of it being wound up.

14. FINANCIAL INSTRUMENTS

The charity held the following financial instruments, measured at amortised cost:

	2024 £	2023 £
Trade debtors	-	80,000
Trade Creditors	(1,115)	(817)
Accruals and deferred income	(8,520)	(7,080)
	(9,635)	72,103

Accounts

HEALTHWATCH HILLINGDON
(company limited by guarantee)

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR 31 MARCH 2023**

REGISTERED COMPANY NUMBER: 08445068 (England and Wales)

REGISTERED CHARITY NUMBER: 1152553

HEALTHWATCH HILLINGDON
CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2023

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Balance Sheet	10
Notes to the Financial Statements	11 to 16

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2023

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08445068 (England and Wales)

Registered Charity number

1152553

Registered office

20 Chequers Square
The Pavilions Shopping Centre
Uxbridge
UB8 1LN

Trustees and directors

L Hill
J Choudrie
L Dabbs
T Mahmoud
B Mathur
K Ollivierre
R Varma

Company Secretary

Daniel West
Lisa Taylor

Managing Director

Lisa Taylor

Accountants

Azets Audit Services
Gladstone House
77-79 High Street
Egham
Surrey
TW20 9HY

Bankers

HSBC Bank plc
PO Box 41
28 High Street
Uxbridge
UB8 1BY

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2023

The trustees who are also directors of the charitable company for the purposes of the Companies Act 2006, present their report with the financial statements of the charitable company for the year ended 31 March 2023. The trustees have adopted the provisions of 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 2019).

This report also constitutes a directors' report under company law.

CONSTITUTION

The charity is a charitable company limited by guarantee and was incorporated on 14 March 2013. It is also a registered charity and became registered with the Charity Commission on 21 June 2013.

The charity trades under the name Healthwatch Hillingdon.

OBJECTIVES AND ACTIVITIES

Our vision

Healthwatch Hillingdon aims to become the influential and effective voice of the public. We want to give adults, young people, children and communities a greater say in - and the power to challenge - how health and social care services are run in the Borough of Hillingdon.

Objectives and aims for the public benefit

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- (a) providing information and advice to the general public about local health and social care services;
- (b) making the views and experiences of members of the general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities and;
- (d) providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities

In setting these objectives, the trustees have had due regard to public benefit guidance published by the Charity Commission, in accordance with their duty under section 17 of the Charities Act 2011.

Achievements and performance

Healthwatch Hillingdon (HwH) is delighted to be able to report that we have continued to build on our excellent progress in helping to achieve real improvements in local health and social care services.

We can highlight several areas where the organisations that run our local health and care services have acted upon our representations and made improvements to services. Demonstrating that, as in previous years, we have ensured that the public and users of Hillingdon's health and social care services have a strong voice and are influencing change. This year, following adjustment to the COVID-19 pandemic, and the subsequent move to remote working, we have ensured that the public has been able to contact us via phone, email, social media, and we have been able to re-open our office to the public.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2023

Achievements and performance (continued)

Over the course of the year, Healthwatch Hillingdon heard from 216 who shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care. 152 people came to us for clear advice and information about topics such as blood test appointments and NHS Dental appointments. We published 2 reports about the experiences of patients and improvements people would like to see to health and social care services. Our most popular report was regarding the London Ambulance Service's (LAS) Trust strategy, which highlighted the experiences of patients, and the loved ones of patients when using the London Ambulance Service.

2022-23 marked a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. We have looked back on past work and its impact on services in Hillingdon, such as our work on COVID-19 Vaccine Confidence, the NHS Long Term Plan, experience of discharge from hospital, and mental health provision for children and young people.

In November 2022, Healthwatch Hillingdon began a programme of engagement to provide input to help shape the 2023-28 organisational strategy for the London Ambulance Service (LAS). A brief was provided by LAS, with five key questions the trust wanted to ask patients and the public, to better understand their experiences, and wishes for the future of the service. In order to best gather this insight, we utilised existing feedback about the LAS to create a survey that would glean answers to these key points, which was then widely promoted through our online channels. Following this, we held a series of in-depth interviews with respondents who had expressed further interest in the project, to better understand the emerging themes. We also held a targeted focus group with our Young Healthwatch Hillingdon volunteers, to ensure the views of young people were also captured. This report, along with reports from 26 other local Healthwatch, was well received by the LAS. The Trust made note of the high levels of engagement in the Hillingdon project, and along with Healthwatch Havering, Camden, Croydon, cited our report as an example of best practise.

Hillingdon Health Care Partners (HHCP), as part of the Northwest London Integrated Care System (NWL ICS) were involved in the Population Health Management (PHM) Programme working with Optum Consultancy during 2022/23. A Task and Finish Group was established that included a broad group of stakeholders from HHCP, including clinical and non-clinical staff. Falls and frailty was as the focus for this programme. Using a PHM approach and methodology, Healthwatch Hillingdon offered to lead on engagement with the public on their experiences of falls, and the services they accessed following a fall, where relevant. Of those that accessed services following a fall, 57% felt that the services met their needs, 26% were unsure, and 17% felt that services did not meet their needs. 2 short case studies were made to demonstrate the patients' experiences, focusing on the causes and ultimate impact of their falls. Themes such as embarrassment and reluctance to access services were also highlighted. As a result of this work, outcomes and interventions were developed, such as:

- 'Staying Steady Champions' using volunteers and primary care staff;
- further Falls Prevention Training for staff in care homes and Extra Care housing;
- Hillingdon Council piloted a strength and balance exercise programme in the borough;
- a leaflet created for patients and a Falls prevention and Risk Assessment aimed at Health Professionals;
- the Primary Care Training Hub developed a series of webinars in 2022-23 to increase knowledge and understanding of preventing falls and frailty;
- and a new social prescribing platform in Primary Care to support patients to meet their personalised goals.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2023

Achievements and performance (continued)

With the effect of COVID-19 on the landscape of health and social care still evident, 39 people contacted us for advice and information on dental services. The public reported that most practices were not taking on new patients, and that some had extremely long waiting times for appointments. Healthwatch Hillingdon's advice and information has meant people who need urgent treatment know their options and have clear information. We have also been able to provide details of some dental surgeries with NHS capacity, resulting in several residents successfully making appointments and getting the treatment they need.

Following changes to Phlebotomy in Hillingdon in early 2021, the move to community Phlebotomy services meant that the pathways for blood tests had changed. Implemented at a critical time to further restrict COVID-19 exposure for patients, the work to move to a community Phlebotomy service had already begun with the then Northwest London Clinical Commissioning Group (now NWL ICB). It was identified that most walk-in attendees at Hillingdon Hospital had been referred by their GP, so measures were put in place to divert these patients to the community hubs. However, for blood tests ordered by the hospital itself an appointment must be made by the patient themselves. As a result of our previous support of The Hillingdon Hospitals Trust in ensuring clear messaging to patients about the changes in the service, the Healthwatch Hillingdon phone number was included in patient leaflets. As a result of this, we have been able to assist 126 residents who are unable to use the online booking system in securing their blood test appointments and understand how the changes to the service is affecting patients.

Our work for 2022-23 is detailed in our Annual Report which was published on 31st July 2023 and can be downloaded at: <https://healthwatchhillingdon.org.uk/report/2023-07-31/annual-report-2022-23>

FINANCIAL REVIEW

The Statement of Financial Activities is described on page 9.

Financial Support

Healthwatch Hillingdon ("the charity") benefits from the generous support of the London Borough of Hillingdon ("The Borough"). During the year to 31 March 2023 the charity received £158,000 (2022: £158,000) of grant funding from the Borough. These funds are restricted for use in the following category:

- The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship

The charity has only basic financial instruments, being debtors, cash, creditors and accruals.

Public Benefit Reporting

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

Reserves policy

The charitable company is funded with an expectation to spend all public funds which are received. Current policy is therefore to only maintain a reserve which is equal the charitable company's redundancy liability at the end of its current service contract. At 31 March 2023 the charity held reserves of £142,829 (2022 - £94,848), of which £85,638 (2022 - £638) were free reserves, £44,612 (2022 - £94,210) related to its restricted grant funds and £12,579 (2022 - £5,322) to the redundancy liability.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2023

Risk management

The main risks for the organisation are:

- The contract with the local authority is not extended when it expires on 31 March 2025
- Government funding for local Healthwatch is reduced;
- The Social Care Act 2012 is amended by future legislation and Local Healthwatch ceases to exist;
- The tenancy agreement for 20 Chequers Square is not renewed, or the notice clause is enacted by the landlord.

To mitigate these risks:

- Healthwatch Hillingdon holds regular contract monitoring meetings with the local authority;
- Contract extension beyond March 2025 will be discussed with the local authority on a regular basis;
- As with reduction in funding within 2017-2019 contract extension, budget forecasts and alternative business models will be approved by the Board prior to contract extension negotiations;
- The business model from April 2019 will continue to be kept under review to match the negotiated funding;
- Alternative funding streams will be sought in line with Healthwatch Hillingdon's Funding Principles;
- An alternative business model has been planned and approved by the Board in the event of the organisation being asked to leave 20 Chequers Square.

Future Plans

1. Driving transformation through further research to understand children and young people's experiences of accessing and using mental health and emotional support services. These could include tackling health inequalities further.
2. Continued engagement with residents to understand the barriers to access, and experiences of using primary care services.
3. Further tackling health inequalities in our communities through targeted outreach activities with underrepresented groups.

With a changing health and social care landscape, it is vital that Healthwatch Hillingdon remain at the forefront of any changes to service provision, and keep the patients' voice at the heart of care.

With the adaptations made during the initial lockdown of 2020, continued development of digital outreach and engagement is imperative, as well as with this year seeing the return to face to face, in person services in order to ensure equity of access. Ongoing development of intelligence gathering and reporting, to remain a reliable source of patient feedback for providers and commissioners alike and scrutinising engagement carried out by health and social care systems locally to ensure fair and equal representation of our residents.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charitable company is controlled by its governing document, the memorandum and articles of association, adopted on 14 March 2013 and as amended by a special resolution registered at Companies House on 21 May 2013.

Since April 2019 a Trustee has been appointed to oversee the budget setting and monitoring processes. He meets regularly with the lead officer to ensure that the agreed systems are adhered to.

The service provided under the Healthwatch Hillingdon contract is governed by a funding agreement with London Borough of Hillingdon, with a commencement date of 1 April 2013.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2023

Recruitment and appointment of trustees

The Chair and the Board of Trustees are selected for appointment on merit, through a fair and open recruitment process.

Board members act as Directors and Trustees of Healthwatch Hillingdon under the Companies Act 2006 and Charities Act 2011. Their tenure is for an initial term of 3 years and members can be re-appointed to serve a further 3-year term, to a maximum of 9 years' service.

Applications are invited from people that live or work in Hillingdon, who can demonstrate a good knowledge of the borough and/or experience in areas of health or social care. We welcome applications from all suitably qualified persons regardless of their ethnicity, race, gender, disability, religion/belief, sexual orientation or age.

Applications are evaluated by a selection panel and applicants that meet the requirements are invited to meet the selection panel through an informal process.

The appointment of successful candidates is approved and ratified by the Board at the Public Board Meeting.

Trustee induction and training

A formal induction programme for new Trustees has been formulated that ensures all new Trustees receive various documents detailing the legal obligations of Trustees, alongside the Articles of Association, key policy and governance documents and details of the organisational structure.

Training is given to Trustees to enable them to carry out their role on the Board and additional training is provided where Trustees become involved in other Healthwatch activities. An assessment of training needs is carried out by the Chairman of Trustees during annual review meetings held individually with Trustees.

Remuneration of Key Management Personnel

The Board of Trustees, and the Managing Director (Company Secretary) are in charge of directing and controlling, running and operating the Trust on a day to day basis, and therefore, make up the key management personnel of the charity.

All Trustees give of their time freely and no Trustees received remuneration. Details of Trustees' expenses are disclosed in note 5 to the accounts. The pay of the Managing Director is reviewed annually. In view of the nature of the charity, the Trustees benchmark pay levels against other Healthwatch and voluntary sector organisations of a similar size within our region.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2023

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also directors of Healthwatch Hillingdon for the purposes of company law) are responsible for preparing the Trustees' 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 incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

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

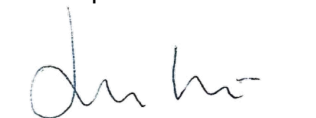
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the 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 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.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

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

This report for 2023 was approved by the trustees on 26th March..... 2024 and signed on their behalf by:



.....
L Hill
Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH HILLINGDON

I report to the charity trustees on my examination of the accounts of Healthwatch Hillingdon for the year ended 31 March 2023 which are set out on pages 9 to 16.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

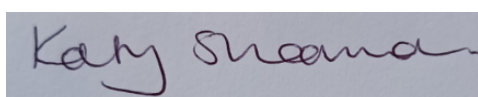
Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



.....
Katy Shearman FCA
Azets Audit Services

26 March 2024

HEALTHWATCH HILLINGDON

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR TO 31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME					
Charitable Activities	2	85,000	158,179	243,179	133,000
Total income		85,000	158,179	243,179	133,000
EXPENDITURE					
Charitable activities	3	-	195,198	195,198	145,292
Total expenditure		-	195,198	195,198	145,292
Net income (expenditure)		85,000	(37,019)	47,981	(12,292)
Reconciliation of funds:					
Total funds brought forward		638	94,210	94,848	107,140
Total funds carried forward		85,638	57,191	142,829	94,848

CONTINUING OPERATIONS

All incoming resources and resources expended arise from continuing activities.

There were no gains or losses for the year other than those recognised in the statement of financial activities.

The notes form part of these financial statements

HEALTHWATCH HILLINGDON

BALANCE SHEET AT 31 MARCH 2023

	Notes	Unrestricted funds	Restricted funds	2023 Total Funds	2022 Total Funds
		£	£	£	£
CURRENT ASSETS					
Debtors		80,000	-	80,000	-
Cash at bank and in hand		<u>5,638</u>	<u>68,397</u>	<u>74,035</u>	<u>104,568</u>
		85,638	68,397	154,035	104,568
CREDITORS					
Amounts falling due within one year	7	<u>-</u>	<u>11,206</u>	<u>11,206</u>	<u>9,720</u>
NET CURRENT ASSETS		<u>85,638</u>	<u>57,191</u>	<u>142,829</u>	<u>94,848</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>85,638</u>	<u>57,191</u>	<u>142,829</u>	<u>94,848</u>
NET ASSETS		<u>85,638</u>	<u>57,191</u>	<u>142,829</u>	<u>94,848</u>
FUNDS	9				
Unrestricted funds				85,638	638
Restricted funds				<u>57,191</u>	<u>94,210</u>
TOTAL FUNDS				<u>142,829</u>	<u>94,848</u>

For the period ended 31 March 2023, the company was entitled to exemption from audit under section 477 of the Companies Act relating to small companies.

- The members have not required the company to obtain an audit of its accounts for the period in question in accordance with section 476;
- The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved by the Board of Trustees on.....26th March 2024 and were signed on its behalf by:


.....
L Hill
Trustee

Company number: 08445068
Charity number: 1152553

The notes form part of these financial statements

HEALTHWATCH HILLINGDON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2023

1. ACCOUNTING POLICIES

General Information

Healthwatch Hillingdon is a charitable company limited by guarantee, registered in England and Wales. The registered and principal office is disclosed on page 1.

Accounting convention

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 2019), Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006. The financial statements have been prepared under the historic cost convention.

The charitable company meets the definition of a public benefit entity under FRS 102.

The functional and presentational currency of the charitable company is Sterling. This is the currency of the primary economic environment in which the charity operates.

Going concern

The charitable company is reliant on the grant it receives from the London Borough of Hillingdon, in order to continue its operational activities and charitable objectives. Grant funding has been extended through to March 2025, and therefore the trustees consider it appropriate to continue to adopt the going concern basis for preparing these financial statements.

The principal accounting policies for the charitable company are set out below:

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the charitable company is legally entitled to the income and the amount can be quantified with reasonable accuracy, and are recognised in the period to which they relate.

Where income relating to future periods is received in advance, or income relating to past periods is received in arrears, such amounts are held as deferred or accrued income accordingly.

Grant income, whether "capital" or "revenue" grants, is recognised when the charity has entitlement to the funds, any performance conditions are attached to grants have been met, it is probable that the income will be received and the amount can be measured reliably.

Resources expended

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accrual basis. All expenses including support costs and governance costs are allocated or apportioned to applicable expenditure headings.

Resources expended comprise:

Costs of charitable activities	Charitable Activities as disclosed in the SOFA are as follows: expenditure on charitable activities and other resources expended.
---------------------------------------	--

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2023

1. ACCOUNTING POLICIES (continued)

Resources expended (continued)

The costs of charitable activities include direct expenditure. The accounting treatments for these are as follows:

Charitable activities	The charitable activities flow from the Charity's vision and purpose, which are highlighted in the Trustees' Report
Other resources expended	Represents those items not falling into any other heading.

Taxation

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Fund accounting

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed.

Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created a fund for a specific purpose.

Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with an original maturity date of three months or less.

Cash Flow Statement

The charitable company is exempt from presenting a cash flow statement, as it qualifies as a small charity under the SORP.

Creditors and Provisions

Creditors and provisions are recognised when 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 to settle the past obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their transaction price after allowing for any trade discounts due unless the arrangement constituted a financing transaction in which case the transaction is measured at present value of future payments discounted at the prevailing market rate of interest. Other financial liabilities are initially measured fair value net of their transaction costs. They are subsequently measured at amortised cost using the effective interest rate method.

Judgements and estimates

The preparation of the financial statements requires trustees to make judgements, estimates and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered relevant. Actual results may differ from these estimates.

Operating leases and commitments

All amounts paid for goods and services under operating leases are recognised as expenditure over the life of the lease and are included within expenditure in the period to which they relate.

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2023

2. CHARITABLE ACTIVITIES

	Unrestricted £	Restricted £	2023 £	2022 £
L B Hillingdon – Healthwatch project grant	-	158,000	158,000	158,000
Other grants receivable	-	179	179	(25,000)
Other contract income	85,000	-	85,000	-
	<u>85,000</u>	<u>158,179</u>	<u>243,179</u>	<u>133,000</u>

Local government grants are received as part of the contract with London Borough of Hillingdon for the delivery of Healthwatch services within the borough.

Other grants receivable in the prior year represents the reversal of Covid support grant funding from the London Borough of Hillingdon recognised in error in 2021.

All grant income received in 2022 was recognised as restricted funds.

3. TOTAL RESOURCES EXPENDED

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Charitable activities				
Staff costs (note 4)	-	166,777	166,777	124,353
Volunteer expenses	-	3	3	120
Other charitable activities	-	714	714	1,166
Premises costs	-	8,311	8,311	7,207
Insurance	-	2,662	2,662	2,355
Office costs	-	10,255	10,255	2,877
Advertising	-	1,956	1,956	2,009
Independent examiners remuneration – IE fee	-	3,869	3,869	3,766
Legal costs	-	30	30	670
Other costs	-	621	621	769
	<u>-</u>	<u>195,198</u>	<u>195,198</u>	<u>145,292</u>

All expenditure incurred in 2022 was recognised within restricted funds.

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2023

4. EMPLOYEE COSTS

	2023 £	2022 £
Wages and salaries	151,769	115,332
Social security costs	10,478	6,024
Pension	3,479	2,394
Training	-	20
Staff expenses	1,051	583
	<u>166,777</u>	<u>124,353</u>

There were no employees with emoluments (including taxable benefits in kind but not employer pension costs) above £60,000 during the current year or previous period.

The average number of employees during the year was as follows:

	2023 No.	2022 No.
Administrative and operational staff	<u>5</u>	<u>5</u>

Remuneration of Key Management

The trustees consider the key management to be themselves and the Managing Director (Company Secretary) and the outgoing Managing Director. Remuneration paid to key management, including employers pension contributions and employee was:

	2023 £	2022 £
Key Management Remuneration	<u>102,664</u>	<u>47,648</u>

5. TRUSTEES REMUNERATION AND EXPENSES

No trustees received any remuneration, benefits or other payments from the charity during the period.

6. DEBTORS: AMOUNTS DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade debtors	<u>80,000</u>	<u>-</u>

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2023

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade creditors	817	808
Social security and other taxes	3,309	2,522
Accruals and deferred income	7,080	6,390
	<u>11,206</u>	<u>9,720</u>

8. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid:

	Land and buildings 2023 £	Land and buildings 2022 £
Expiring: Within one year	<u>1,565</u>	<u>1,565</u>

9. MOVEMENT IN FUNDS

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Unrestricted funds					
General fund	638	85,000	-	-	85,638
Restricted funds					
Healthwatch	50,083	158,000	(195,198)	-	12,885
Other projects	44,127	179	-	-	44,306
TOTAL FUNDS	<u>94,848</u>	<u>243,179</u>	<u>(195,198)</u>	<u>-</u>	<u>142,829</u>

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Unrestricted funds					
General fund	638	-	-	-	638
Restricted funds					
Healthwatch	37,375	158,000	(145,292)	-	50,083
Other projects	69,127	(25,000)	-	-	44,127
TOTAL FUNDS	<u>107,140</u>	<u>133,000</u>	<u>(145,292)</u>	<u>-</u>	<u>94,848</u>

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2023

10. MOVEMENT IN FUNDS (continued)

Healthwatch Programme

The funding received from London Borough of Hillingdon is restricted for use in delivering the Healthwatch service within the borough. The charity does not currently undertake any activities outside the scope of Healthwatch, but the funds have been ring-fenced as there is the possibility of undertaking other activities or providing ancillary services in the future.

Other projects

COVID-19 Advice, Guidance & Support – Healthwatch Hillingdon continues to support residents, providers and commissioners during the COVID-19 pandemic, building on the work carried out to assess Vaccine Confidence. This work will be focused on Hillingdon residents, working where possible with the North West London Clinical Commissioning Group, Hillingdon Health and Care Partners, and neighbouring Healthwatch organisations to ensure challenges posed by COVID-19 are met by the provision of health and social care in the borough. Work carried out on the Care Homes Project, will continue at an appropriate time, now focusing on the effect COVID-19 has had, with relation to the feedback and evidence collected pre-outbreak.

11. CONTINGENT LIABILITIES

The trustees have set aside cover for the potential staff termination costs the charity would be obliged to pay in the event of loss or reduction of statutory or other funding of specific projects. The trustees have calculated that the potential obligation at 31 March 2023 would be £12,579 and this sum has been set aside within restricted funds to cover any future liability. There are no indications that any such loss of funding will arise in the foreseeable future.

12. CONTROLLING PARTY & RELATED PARTY TRANSACTIONS

The trustees consider that there is no controlling party. No related party transactions took place during the year.

13. MEMBERS LIABILITY

Each member of the charitable company undertakes to contribute £1 to the assets of the company in the event of it being wound up.

14. FINANCIAL INSTRUMENTS

The charity held the following financial instruments, measured at amortised cost:

	2023 £	2022 £
Trade debtors	80,000	-
Trade Creditors	(817)	(808)
Accruals and deferred income	(7,080)	(6,390)
	72,103	(7,198)

Accounts

**HEALTHWATCH HILLINGDON
(company limited by guarantee)**

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR 31 MARCH 2022**

REGISTERED COMPANY NUMBER: 08445068 (England and Wales)

REGISTERED CHARITY NUMBER: 1152553

HEALTHWATCH HILLINGDON
CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2022

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Balance Sheet	10
Notes to the Financial Statements	11 to 16

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2022

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
08445068 (England and Wales)

Registered Charity number
1152553

Registered office
20 Chequers Square
The Pavillions Shopping Centre
Uxbridge
UB8 1LN

Trustees and directors

L Hill
J Choudrie
L Dabbs
T Mahmoud
B Mathur
K Ollivierre
R Varma

Company Secretary
Daniel West

Managing Director
Daniel West

Accountants
Azets Audit Services
Gladstone House
77-79 High Street
Egham
Surrey
TW20 9HY

Bankers
HSBC Bank plc
PO Box 41
28 High Street
Uxbridge
UB8 1BY

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2022

The trustees who are also directors of the charitable company for the purposes of the Companies Act 2006, present their report with the financial statements of the charitable company for the year ended 31 March 2022. The trustees have adopted the provisions of 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 2019).

This report also constitutes a directors' report under company law.

CONSTITUTION

The charity is a charitable company limited by guarantee and was incorporated on 14 March 2013. It is also a registered charity and became registered with the Charity Commission on 21 June 2013.

The charity trades under the name Healthwatch Hillingdon.

OBJECTIVES AND ACTIVITIES

Our vision

Healthwatch Hillingdon aims to become the influential and effective voice of the public. We want to give adults, young people, children and communities a greater say in - and the power to challenge - how health and social care services are run in the Borough of Hillingdon.

Objectives and aims for the public benefit

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- (a) providing information and advice to the general public about local health and social care services;
- (b) making the views and experiences of members of the general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities and;
- (d) providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities

In setting these objectives, the trustees have had due regard to public benefit guidance published by the Charity Commission, in accordance with their duty under section 17 of the Charities Act 2011.

Achievements and performance

Healthwatch Hillingdon (HwH) is delighted to be able to report that we have continued to build on our excellent progress in helping to achieve real improvements in local health and social care services.

We can highlight several areas where the organisations that run our local health and care services have acted upon our representations and made improvements to services. Demonstrating that, as in previous years, we have ensured that the public and users of Hillingdon's health and social care services have a strong voice and are influencing change. This year, we have continued with the previously adopted adaptations to our way of working. We have continued to ensure that the public has been able to contact us via phone, email, social media, and through video consultations.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2022

Achievements and performance (continued)

Over the course of the year, Healthwatch Hillingdon heard from 360 who shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care. 42 people came to us for clear advice and information about topics such as mental health and COVID-19. We published 2 reports and 7 videos about the experiences of patients and improvements people would like to see to health and social care services. Our most popular report was regarding Online Consultations which highlighted the struggles people have on remote consultations with GPs. Teaming up with POhWER, H4All and Hillingdon Mind, we organised a Virtual Summer Wellbeing Day with an assortment of workshops including Mindfulness Meditation, Qi-Gong, Sound Therapy, and a session on growing your own garden herbs. We also supported over 35 residents in getting access to NHS dental appointments, with each patient given details of surgeries that had capacity according to our records. Finally, Young Healthwatch Hillingdon was commissioned by Public Health Hillingdon (PHH) to review sexual Health services and monitor the progress of recommendations made in our 2019 review.

This year, Healthwatch Hillingdon was contacted to be part of the procurement process for a new online consultation platform, for use in North West London Boroughs. Through the course of the work, it became readily apparent that patient engagement was crucial to a successful selection and rollout of online consultation. As a result of this, Healthwatch teams in North West London carried out a programme of engagement, including an online survey, and due to the limitations at the time, online focus groups to understand user experience and what patients wanted from these remote services. The findings were shared with the North West London Integrated Care System and NHS England, and used to inform the procurement process going forward. The engagement process gleaned 1670 responses from across North West London, with Hillingdon residents accounting for 16% of that total, and 3 online sessions with 8 total attendees were held to gain greater insight to the answers already received. The themes were reported to Online Consultation reference group at each meeting and were well received by those in attendance.

In June 2019, in partnership with Hillingdon Council's Public Health service, Young Healthwatch Hillingdon conducted a mystery shopping exercise to review and evaluate the quality of sexual and reproductive health services for young people in Hillingdon. A full report of findings was presented to the Local Authority and service providers with recommendations for improvement. Given the changes to services as a result of this work, we were keen to carry out a follow up review to ensure sexual and reproductive health services are continuing to meet the needs and expectations of young people, and the standards defined in the 2017 'You're Welcome' quality framework. A mystery shopping exercise was carried out with 10 assessments carried out, focusing on ease of access, warm welcome, confidentiality and consent, safeguarding, clear referral pathways, and making every contact count. The findings were presented sexual health service providers and Public Health Hillingdon, along with our recommendations. Young Healthwatch Hillingdon plan to continue working with providers to develop excellent online and telephone services that meet the needs of all young people in Hillingdon, and positively promote these services with our peers, schools, colleges, and communities.

With the COVID 19 vaccine effort in full swing in the early months of 2021/22, Healthwatch Hillingdon, working in partnership with North West London Clinical Commissioning Group, set out to capture the experiences of those receiving the COVID-19 vaccines. Using the feedback gained through our Vaccine Confidence report, a set of 10 interview questions was created to address the concerns raised by patients and give reassurance where possible through lived experience. 7 videos were created, with interviews conducted in English, Bengali, Punjabi, Gujarati, and Somali. The videos were published via the Healthwatch Hillingdon YouTube channel, and transcriptions were made available on the Healthwatch website.

We have had no staff changes this year, with the vacant posts of Signposting and Insight Coordinator and Community Engagement Officer for Children and Young People being filled in Q4 of the previous year – both roles being vital to the core functions of the organisation.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2022

Achievements and performance (continued)

The 31st March 2022 was our 11th year as Healthwatch Hillingdon. We continue to build on our successes and to strengthen our partnerships in order to move our work forward.

Our work for 2021-22 is detailed in our Annual Report which was published on 28th July 2022 and can be downloaded at: <https://healthwatchhillington.org.uk/report/2022-07-28/annual-report-2021-22>

FINANCIAL REVIEW

The Statement of Financial Activities is described on page 9.

Financial Support

Healthwatch Hillingdon ("the charity") benefits from the generous support of the London Borough of Hillingdon ("The Borough"). During the year to 31 March 2022 the charity received £158,000 (2021: £158,000) of grant funding from the Borough. All funds are restricted for use in the following category:

- The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship

The charity has only basic financial instruments, being debtors, cash, creditors and accruals.

Public Benefit Reporting

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

Reserves policy

The charitable company is funded with an expectation to spend all public funds which are received. Current policy is therefore to only maintain a reserve which is equal the charitable company's redundancy liability at the end of its current service contract. At 31 March 2022 the charity held reserves of £94,848 (2021 - £107,140), of which £638 (2021 - £638) were free reserves, £88,888 (2021 - £101,180) related to its restricted grant funds and £5,322 (2021 - £5,322) to the redundancy liability.

Risk management

The main risks for the organisation are:

1. The contract with the local authority is not extended when it expires on 31 March 2023
2. Government funding for local Healthwatch is reduced;
3. The Social Care Act 2012 is amended by future legislation and Local Healthwatch ceases to exist;
4. The tenancy agreement for 20 Chequers Square is not renewed, or the notice clause is enacted by the landlord.

To mitigate these risks:

1. Healthwatch Hillingdon holds regular contract monitoring meetings with the local authority;
2. Contract extension beyond March 2023 will be discussed with the local authority on a regular basis;
3. As with reduction in funding within 2017-2019 contract extension, budget forecasts and alternative business models will be approved by the Board prior to contract extension negotiations;
4. The business model from April 2019 will continue to be kept under review to match the negotiated funding;
5. Alternative funding streams will be sought in line with Healthwatch Hillingdon's Funding Principles;
6. An alternative business model has been planned and approved by the Board in the event of the organisation being asked to leave 20 Chequers Square.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2022

Future Plans

1. Continue to build on Healthwatch Hillingdon's involvement at Integrated Care Partnership level, and maintain the working relationships to ensure patient representation following the move from Clinical Commissioning Groups to Integrated Care System.
2. Revisit past service reviews and areas of focus, to assess the impact of COVID-19, and the progress of recommendations made by Healthwatch Hillingdon.
3. Understand and address inequalities within health and social care, with a particular focus of children and young people's mental health.

With a changing health and social care landscape, it is vital that Healthwatch Hillingdon remain at the forefront of any changes to service provision, and keep the patients' voice at the heart of care. With the adaptations made during the initial lockdown of 2020, continued development of digital outreach and engagement is imperative, with a safe return to face to face, in person services in order to ensure equity of access. Ongoing development of intelligence gathering and reporting, to remain a reliable source of patient feedback for providers and commissioners alike and scrutinising engagement carried out by health and social care systems locally to ensure fair and equal representation of our residents.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charitable company is controlled by its governing document, the memorandum and articles of association, adopted on 14 March 2013 and as amended by a special resolution registered at Companies House on 21 May 2013.

Since April 2019 a Trustee has been appointed to oversee the budget setting and monitoring processes. He meets regularly with the lead officer to ensure that the agreed systems are adhered to.

The service provided under the Healthwatch Hillingdon contract is governed by a funding agreement with London Borough of Hillingdon, with a commencement date of 1 April 2013.

Recruitment and appointment of trustees

The Chair and the Board of Trustees are selected for appointment on merit, through a fair and open recruitment process.

Board members act as Directors and Trustees of Healthwatch Hillingdon under the Companies Act 2006 and Charities Act 2011. Their tenure is for an initial term of 3 years and members can be re-appointed to serve a further 3-year term, to a maximum of 9 years' service.

Applications are invited from people that live or work in Hillingdon, who can demonstrate a good knowledge of the borough and/or experience in areas of health or social care. We welcome applications from all suitably qualified persons regardless of their ethnicity, race, gender, disability, religion/belief, sexual orientation or age.

Applications are evaluated by a selection panel and applicants that meet the requirements are invited to meet the selection panel through an informal process.

The appointment of successful candidates is approved and ratified by the Board at the Public Board Meeting.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2022

Trustee induction and training

A formal induction programme for new Trustees has been formulated that ensures all new Trustees receive various documents detailing the legal obligations of Trustees, alongside the Articles of Association, key policy and governance documents and details of the organisational structure.

Training is given to Trustees to enable them to carry out their role on the Board and additional training is provided where Trustees become involved in other Healthwatch activities. An assessment of training needs is carried out by the Chairman of Trustees during annual review meetings held individually with Trustees.

Remuneration of Key Management Personnel

The Board of Trustees, and the Managing Director (Company Secretary) are in charge of directing and controlling, running and operating the Trust on a day to day basis, and therefore, make up the key management personnel of the charity.

All Trustees give of their time freely and no Trustees received remuneration. Details of Trustees' expenses are disclosed in note 5 to the accounts. The pay of the Managing Director is reviewed annually. In view of the nature of the charity, the Trustees benchmark pay levels against other Healthwatch and voluntary sector organisations of a similar size within our region.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also directors of Healthwatch Hillingdon for the purposes of company law) are responsible for preparing the Trustees' 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 incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

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 judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business

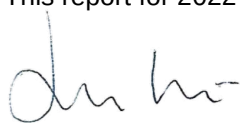
HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2022

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 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.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

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

This report for 2022 was approved by the trustees on 30th March 2023 and signed on their behalf by:



.....
L Hill
Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH HILLINGDON

I report to the charity trustees on my examination of the accounts of Healthwatch Hillingdon for the year ended 31 March 2022 which are set out on pages 8 to 15.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



.....
Paul Creasey FCA
Azets Audit Services

..... 30 March 2023

HEALTHWATCH HILLINGDON

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR TO 31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME					
Charitable Activities	2	-	133,000	133,000	185,290
Total income		-	133,000	133,000	185,290
EXPENDITURE					
Charitable activities	3	-	145,292	145,292	152,612
Total expenditure		-	145,292	145,292	152,612
Net (expenditure) income		-	(12,292)	(12,292)	32,678
Reconciliation of funds:					
Total funds brought forward		638	106,502	107,140	74,462
Total funds carried forward		638	94,210	94,848	107,140

CONTINUING OPERATIONS

All incoming resources and resources expended arise from continuing activities.

There were no gains or losses for the year other than those recognised in the statement of financial activities.

The notes form part of these financial statements

HEALTHWATCH HILLINGDON

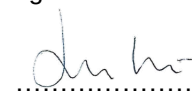
BALANCE SHEET
AT 31 MARCH 2022

	Notes	Unrestricted funds	Restricted funds	2022 Total Funds	2021 Total Funds
		£	£	£	£
CURRENT ASSETS					
Debtors		-	-	-	25,120
Cash at bank and in hand		638	103,930	104,568	90,436
		638	103,930	104,568	115,556
CREDITORS					
Amounts falling due within one year	7	-	9,720	9,720	8,416
NET CURRENT ASSETS		638	94,210	94,848	107,140
TOTAL ASSETS LESS CURRENT LIABILITIES		638	94,210	94,848	107,140
NET ASSETS		638	94,210	94,848	107,140
FUNDS	9				
Unrestricted funds				638	638
Restricted funds				94,210	106,502
TOTAL FUNDS				94,848	107,140

For the period ended 31 March 2022, the company was entitled to exemption from audit under section 477 of the Companies Act relating to small companies.

- The members have not required the company to obtain an audit of its accounts for the period in question in accordance with section 476;
- The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved by the Board of Trustees on...30th March... 2023 and were signed on its behalf by:



L Hill
Trustee

Company number: 08445068
Charity number: 1152553

The notes form part of these financial statements

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2022

1. ACCOUNTING POLICIES

General Information

Healthwatch Hillingdon is a charitable company limited by guarantee, registered in England and Wales. The registered and principal office is disclosed on page 1.

Accounting convention

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 2019), Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006. The financial statements have been prepared under the historic cost convention.

The charitable company meets the definition of a public benefit entity under FRS 102.

The functional and presentational currency of the charitable company is Sterling. This is the currency of the primary economic environment in which the charity operates.

Going concern

The charitable company is reliant on the grant it receives from the London Borough of Hillingdon, in order to continue its operational activities and charitable objectives. The trustees are confident that the grant funding will continue through to March 2025, subject to ratification by the London Borough of Hillingdon, and therefore consider it appropriate to continue to adopt the going concern basis for preparing these financial statements.

The principal accounting policies for the charitable company are set out below:

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the charitable company is legally entitled to the income and the amount can be quantified with reasonable accuracy, and are recognised in the period to which they relate.

Where income relating to future periods is received in advance, or income relating to past periods is received in arrears, such amounts are held as deferred or accrued income accordingly.

Grant income, whether "capital" or "revenue" grants, is recognised when the charity has entitlement to the funds, any performance conditions are attached to grants have been met, it is probable that the income will be received and the amount can be measured reliably.

Resources expended

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accrual basis. All expenses including support costs and governance costs are allocated or apportioned to applicable expenditure headings.

Resources expended comprise:

Costs of charitable activities	Charitable Activities as disclosed in the SOFA are as follows: expenditure on charitable activities and other resources expended.
---------------------------------------	--

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2022

1. ACCOUNTING POLICIES (continued)

Resources expended (continued)

The costs of charitable activities include direct expenditure. The accounting treatments for these are as follows:

Charitable activities	The charitable activities flow from the Charity's vision and purpose, which are highlighted in the Trustees' Report
Other resources expended	Represents those items not falling into any other heading.

Taxation

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Fund accounting

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed.

Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created a fund for a specific purpose.

Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with an original maturity date of three months or less.

Cash Flow Statement

The charitable company is exempt from presenting a cash flow statement, as it qualifies as a small charity under the SORP.

Creditors and Provisions

Creditors and provisions are recognised when 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 to settle the past obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their transaction price after allowing for any trade discounts due unless the arrangement constituted a financing transaction in which case the transaction is measured at present value of future payments discounted at the prevailing market rate of interest. Other financial liabilities are initially measured fair value net of their transaction costs. They are subsequently measured at amortised cost using the effective interest rate method.

Judgements and estimates

The preparation of the financial statements requires trustees to make judgements, estimates and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered relevant. Actual results may differ from these estimates.

Operating leases and commitments

All amounts paid for goods and services under operating leases are recognised as expenditure over the life of the lease and are included within expenditure in the period to which they relate.

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2022

2. CHARITABLE ACTIVITIES

	Unrestricted £	Restricted £	2022 £	2021 £
L B Hillingdon – Healthwatch project grant	-	158,000	158,000	158,000
Other grants receivable	-	(25,000)	(25,000)	27,290
	-	133,000	133,000	185,290

Local government grants are received as part of the contract with London Borough of Hillingdon for the delivery of Healthwatch services within the borough.

Other grants receivable represents the reversal of Covid support grant funding from the London Borough of Hillingdon recognised in error in 2021.

All grant income received in 2021 was recognised as restricted funds.

3. TOTAL RESOURCES EXPENDED

	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Charitable activities				
Staff costs (note 4)	-	124,353	124,353	124,304
Volunteer expenses	-	120	120	-
Other charitable activities	-	1,166	1,166	2,085
Premises costs	-	7,207	7,207	10,084
Insurance	-	2,355	2,355	2,241
Office costs	-	2,877	2,877	9,559
Advertising	-	2,009	2,009	298
Independent examiners remuneration – IE fee	-	3,766	3,766	3,510
Legal costs	-	670	670	440
Other costs	-	769	769	91
	-	145,292	145,292	152,612

All expenditure incurred in 2021 was recognised within restricted funds.

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2022

4. EMPLOYEE COSTS

	2022 £	2021 £
Wages and salaries	115,332	114,656
Social security costs	6,024	5,307
Pension	2,394	2,460
Training	20	1,750
Staff expenses	583	131
	<u>124,353</u>	<u>124,304</u>

There were no employees with emoluments (including taxable benefits in kind but not employer pension costs) above £60,000 during the current year or previous period.

The average number of employees during the year was as follows:

	2022 No.	2021 No.
Administrative and operational staff	<u>5</u>	<u>5</u>

Remuneration of Key Management

The trustees consider the key management to be themselves and the Managing Director (Company Secretary). Remuneration paid to key management, including employers pension contributions and employee was:

	2022 £	2021 £
Key Management Remuneration	<u>47,648</u>	<u>47,657</u>

5. TRUSTEES REMUNERATION AND EXPENSES

No trustees received any remuneration, benefits or other payments from the charity during the period.

6. DEBTORS: AMOUNTS DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade debtors	<u>-</u>	<u>25,120</u>

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2022

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade creditors	808	625
Social security and other taxes	2,522	1,941
Accruals and deferred income	6,390	5,850
	<u>9,720</u>	<u>8,416</u>

8. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid:

	Land and buildings 2022 £	Land and buildings 2021 £
Expiring: Within one year	<u>1,565</u>	<u>1,565</u>

9. MOVEMENT IN FUNDS

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Unrestricted funds					
General fund	638	-	-	-	638
Restricted funds					
Healthwatch	37,375	158,000	(145,292)	-	50,083
Other projects	69,127	(25,000)	-	-	44,127
TOTAL FUNDS	<u>107,140</u>	<u>133,000</u>	<u>(145,292)</u>	<u>-</u>	<u>94,848</u>

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2022

10. MOVEMENT IN FUNDS (continued)

Healthwatch Programme

The funding received from London Borough of Hillingdon is restricted for use in delivering the Healthwatch service within the borough. The charity does not currently undertake any activities outside the scope of Healthwatch, but the funds have been ring-fenced as there is the possibility of undertaking other activities or providing ancillary services in the future.

Other projects

COVID-19 Advice, Guidance & Support – Healthwatch Hillingdon continues to support residents, providers and commissioners during the COVID-19 pandemic, building on the work carried out to assess Vaccine Confidence. This work will be focused on Hillingdon residents, working where possible with the North West London Clinical Commissioning Group, Hillingdon Health and Care Partners, and neighbouring Healthwatch organisations to ensure challenges posed by COVID-19 are met by the provision of health and social care in the borough. Work carried out on the Care Homes Project, will continue at an appropriate time, now focusing on the effect COVID-19 has had, with relation to the feedback and evidence collected pre-outbreak.

In 2020-21, the charity recognised a Covid support grant of £25,000 from London Borough of Hillingdon. In 2021-22, it was found that this should not have been recognised and the income has been reversed.

11. CONTINGENT LIABILITIES

The trustees have set aside cover for the potential staff termination costs the charity would be obliged to pay in the event of loss or reduction of statutory or other funding of specific projects. The trustees have calculated that the potential obligation at 31 March 2022 would be £5,322 and this sum has been set aside within restricted funds to cover any future liability. There are no indications that any such loss of funding will arise in the foreseeable future.

12. CONTROLLING PARTY

The trustees consider that there is no controlling party.

13. MEMBERS LIABILITY

Each member of the charitable company undertakes to contribute £1 to the assets of the company in the event of it being wound up.

14. FINANCIAL INSTRUMENTS

The charity held the following financial instruments, measured at amortised cost:

	2022 £	2021 £
Trade debtors	-	25,120
Trade Creditors	(808)	(625)
Accruals and deferred income	(6,390)	(5,850)
	(7,198)	18,930

Accounts

**HEALTHWATCH HILLINGDON
(company limited by guarantee)**

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR 31 MARCH 2021**

REGISTERED COMPANY NUMBER: 08445068 (England and Wales)

REGISTERED CHARITY NUMBER: 1152553

HEALTHWATCH HILLINGDON
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FOR THE YEAR TO 31 MARCH 2021

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Statement of Financial Activities	9
Balance Sheet	10
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HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2021

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08445068 (England and Wales)

Registered Charity number

1152553

Registered office

20 Chequers Square
The Pavillions Shopping Centre
Uxbridge
UB8 1LN

Trustees and directors

L Hill	
J Choudrie	
W Corsar	(Resigned 28 th July 2020)
L Dabbs	(Appointed 16 th December 2020)
T Mahmoud	
T Markham	(Resigned 14 th June 2021)
B Mathur	
B Musanu	(Resigned 9 May 2021)
K Ollivierre	
R Varma	
A Yusuf	(Resigned 26 th August 2020)

Company Secretary

Daniel West

Managing Director

Daniel West

Accountants

Azets Audit Services
Gladstone House
77-79 High Street
Egham
Surrey
TW20 9HY

Bankers

HSBC Bank plc
PO Box 41
28 High Street
Uxbridge
UB8 1BY

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2021

The trustees who are also directors of the charitable company for the purposes of the Companies Act 2006, present their report with the financial statements of the charitable company for the year ended 31 March 2021. The trustees have adopted the provisions of 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 2019).

This report also constitutes a directors' report under company law.

CONSTITUTION

The charity is a charitable company limited by guarantee and was incorporated on 14 March 2013. It is also a registered charity and became registered with the Charity Commission on 21 June 2013.

The charity trades under the name Healthwatch Hillingdon.

OBJECTIVES AND ACTIVITIES

Our vision

Healthwatch Hillingdon aims to become the influential and effective voice of the public. We want to give adults, young people, children and communities a greater say in - and the power to challenge - how health and social care services are run in the Borough of Hillingdon.

Objectives and aims for the public benefit

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- (a) providing information and advice to the general public about local health and social care services;
- (b) making the views and experiences of members of the general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities and;
- (d) providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities

In setting these objectives, the trustees have had due regard to public benefit guidance published by the Charity Commission, in accordance with their duty under section 17 of the Charities Act 2011.

Achievements and performance

Healthwatch Hillingdon (HwH) is delighted to be able to report that we have continued to build on our excellent progress in helping to achieve real improvements in local health and social care services.

We can highlight several areas where the organisations that run our local health and care services have acted upon our representations and made improvements to services. Demonstrating that, as in previous years, we have ensured that the public and users of Hillingdon's health and social care services have a strong voice and are influencing change. This year, our ways of working have been defined by the ongoing COVID-19 pandemic, necessitating adaptations to meet these challenges and ensure that the quality of our work is not affected. Moving to remote working, in keeping with Government guidance, we have ensured that the public has been able to contact us via phone, email, social media, and through video consultations.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2021

Achievements and performance (continued)

Early in the pandemic, we heard from 50 people about how COVID-19 was affecting them – this was shared with our local NHS commissioners and providers, and helped us better inform residents about relevant issues. Our role became much more focused on providing people with clear, consistent and concise advice and information articles on our website to help address people's concerns. Our COVID-19 Hub was created as a single place to find this information, and was accessed over 800 times by residents, alongside a range of content:

- Advice and information articles were accessed 1,224 times, with 158 about access to dentistry.
- COVID-19 related news items accessed 918 times.
- Our volunteer blogs chronicling their experiences in lockdown were accessed 1,348 times, and included entries from our Young Healthwatch Hillingdon volunteers.

With the Pfizer/BioNTech COVID-19 vaccine approved by the Medicines and Healthcare products Regulatory Agency (MHRA) in November 2020, Healthwatch Hillingdon began working in partnership with Hillingdon Clinical Commissioning Group (CCG) to gauge public confidence in potential COVID-19 vaccines. The project was then supported by North West London (NWL) CCG to be expanded, covering the 8 boroughs of the NWL CCG (Hillingdon, Harrow, Brent, Hounslow, Ealing, Hammersmith & Fulham, Kensington & Chelsea, and Westminster). The survey gained over 5,600 responses across North West London, with more than 1,000 from Hillingdon residents. This vital feedback was shared with health and care partners throughout NWL, highlighting concerns patients had about the vaccine and the different views of the community by age, ethnicity, and geography. Our recommendations for the vaccine rollout were:

- Communications and engagement to be tailored to the specific demographics expressing concerns, with focus on age groups, ethnicities, and geographical areas of lower vaccine confidence.
- Ensure the key information requested by patients be provided in an inclusive manner, including information on side effects, availability and eligibility and efficacy of the vaccine.
- Social media content to be curated and moderated to ensure correct information is propagated, and damaging/incorrect responses are not.

The report and intelligence was well received by the London Borough of Hillingdon Council via the Health and Wellbeing Board, NWL CCG, and Hillingdon Health and Care Partners (HHCP).

The work of our Young Healthwatch Hillingdon (YHwH) continues to grow and our success is being recognised. In the summer of 2020, due to social restrictions, Healthfest2020 was held virtually, with 10 sessions delivered on the topics of wellbeing, mental health, and employability, with 16 individuals participating. Whilst the attendance was lower than previous face to face events, the event gave Healthwatch Hillingdon much needed insight and feedback about running effective online engagement whilst working remotely. Lessons from previous engagement, and from Healthfest2020 has given us the opportunity to engage with young people in new ways. In December 2020, Young Healthwatch Hillingdon published its first podcast, on the topic of Mental Health Mythbusting, with our young volunteers speaking to representatives from Hillingdon Child and Adolescent Mental Health Services (CAMHS).

Following on from the Young Healthwatch Hillingdon review of sexual health services, our young volunteers were invited back to assist in improving online services. Public Health Hillingdon also then asked Healthwatch Hillingdon to conduct another review of these services for adults.

This year over 800 people have contacted us for information or advice. We have helped people to find services to meet their needs, responded to the challenges brought about by COVID-19, and empowered residents to navigate the system. We have received positive feedback this year and seen the difference we have made to people's lives, which makes this a very rewarding part of our role.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2021

Achievements and performance (continued)

We have engaged with over 20,000 people online, over the phone, and in person; promoting our work and listening to their experiences and views of care. Representing the public's views and using the evidence we have gathered is a key element of our role and we have attended 288 strategic meetings this year. Throughout the year, 26 volunteers have donated 2,237 hours of their time and expertise to make a difference in their community.

We have also seen the traffic to our website increase month on month with a total of 21,114 visitors to our website and a reach of over 160,000 through our social media platforms.

We have had a number of staff changes, in particular the departure of our Signposting and Insight Coordinator, and our Community Engagement Officer for Children and Young People. These roles are vital to the core functions of the organisation, and the vacancies were filled in Q4 of this year.

The 31st March 2021 was our 10th year as Healthwatch Hillingdon. We continue to build on our successes and to strengthen our partnerships in order to move our work forward.

Our work for 2020-21 is detailed in our Annual Report which was published on 16th July 2021 and can be downloaded at: <https://healthwatchhillington.org.uk/report/2021-07-16/annual-report-2020-21>

FINANCIAL REVIEW

The Statement of Financial Activities is described on page 9.

Financial Support

Healthwatch Hillingdon ("the charity") benefits from the generous support of the London Borough of Hillingdon ("The Borough"). During the year to 31 March 2021 the charity received £158,000 (2020: £158,000) of grant funding from the Borough. All funds are restricted for use in the following category:

- The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship

The charity has only basic financial instruments, being debtors, cash, creditors and accruals.

Public Benefit Reporting

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

Reserves policy

The charitable company is funded with an expectation to spend all public funds which are received. Current policy is therefore to only maintain a reserve which is equal the charitable company's redundancy liability at the end of its current service contract. At 31 March 2021 the charity held reserves of £107,140 (2020 - £74,462), of which £638 (2020 - £638) were free reserves, £101,180 (2020 - £68,502) related to its restricted grant funds and £5,322 (2020 - £5,322) to the redundancy liability.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2021

Risk management

The main risks for the organisation are:

- The contract with the local authority is not extended when it expires on 31 March 2023
- Government funding for local Healthwatch is reduced;
- The Social Care Act 2012 is amended by future legislation and Local Healthwatch ceases to exist;
- The tenancy agreement for 20 Chequers Square is not renewed, or the notice clause is enacted by the landlord.

To mitigate these risks:

- Healthwatch Hillingdon holds regular contract monitoring meetings with the local authority;
- Contract extension beyond March 2023 will be discussed with the local authority on a regular basis;
- As with reduction in funding within 2017-2019 contract extension, budget forecasts and alternative business models will be approved by the Board prior to contract extension negotiations;
- The business model from April 2019 will continue to be kept under review to match the negotiated funding;
- Alternative funding streams will be sought in line with Healthwatch Hillingdon's Funding Principles;
- An alternative business model has been planned and approved by the Board in the event of the organisation being asked to leave 20 Chequers Square.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charitable company is controlled by its governing document, the memorandum and articles of association, adopted on 14 March 2013 and as amended by a special resolution registered at Companies House on 21 May 2013.

Since April 2019 a Trustee has been appointed to oversee the budget setting and monitoring processes. He meets regularly with the lead officer to ensure that the agreed systems are adhered to.

The service provided under the Healthwatch Hillingdon contract is governed by a funding agreement with London Borough of Hillingdon, with a commencement date of 1 April 2013.

Recruitment and appointment of trustees

The Chair and the Board of Trustees are selected for appointment on merit, through a fair and open recruitment process.

Board members act as Directors and Trustees of Healthwatch Hillingdon under the Companies Act 2006 and Charities Act 2011. Their tenure is for an initial term of 3 years and members can be re-appointed to serve a further 3-year term, to a maximum of 9 years' service.

Applications are invited from people that live or work in Hillingdon, who can demonstrate a good knowledge of the borough and/or experience in areas of health or social care. We welcome applications from all suitably qualified persons regardless of their ethnicity, race, gender, disability, religion/belief, sexual orientation or age.

Applications are evaluated by a selection panel and applicants that meet the requirements are invited to meet the selection panel through an informal process.

The appointment of successful candidates is approved and ratified by the Board at the Public Board Meeting.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2020

Trustee induction and training

A formal induction programme for new Trustees has been formulated that ensures all new Trustees receive various documents detailing the legal obligations of Trustees, alongside the Articles of Association, key policy and governance documents and details of the organisational structure.

Training is given to Trustees to enable them to carry out their role on the Board and additional training is provided where Trustees become involved in other Healthwatch activities. An assessment of training needs is carried out by the Chairman of Trustees during annual review meetings held individually with Trustees.

Remuneration of Key Management Personnel

The Board of Trustees, and the Managing Director (Company Secretary) are in charge of directing and controlling, running and operating the Trust on a day to day basis, and therefore, make up the key management personnel of the charity.

All Trustees give of their time freely and no Trustees received remuneration. Details of Trustees' expenses are disclosed in note 5 to the accounts. The pay of the Managing Director is reviewed annually. In view of the nature of the charity, the Trustees benchmark pay levels against other Healthwatch and voluntary sector organisations of a similar size within our region.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also directors of Healthwatch Hillingdon for the purposes of company law) are responsible for preparing the Trustees' 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 incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

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 judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business

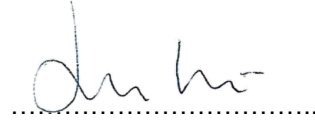
The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2021

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

This report for 2021 was approved by the trustees on 18th April 2022 and signed on their behalf by:

A handwritten signature in blue ink, appearing to read 'L Hill', is written over a dotted line.

L Hill
Chair of Trustees

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH HILLINGDON

I report to the charity trustees on my examination of the accounts of Healthwatch Hillingdon for the year ended 31 March 2021 which are set out on pages 8 to 16.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



.....
Paul Creasey FCA
Azets Audit Services
Egham

19 May 2022

HEALTHWATCH HILLINGDON

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR TO 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME					
Charitable Activities	2	-	185,290	185,290	159,292
Total income		-	185,290	185,290	159,292
EXPENDITURE					
Charitable activities	3	-	152,612	152,612	176,401
Total expenditure		-	152,612	152,612	176,401
Net income/(expenditure)		-	32,678	32,678	(17,109)
Reconciliation of funds:					
Total funds brought forward		638	73,824	74,462	91,571
Total funds carried forward		638	106,502	107,140	74,462

CONTINUING OPERATIONS

All incoming resources and resources expended arise from continuing activities.

There were no gains or losses for the year other than those recognised in the statement of financial activities.

The notes form part of these financial statements

HEALTHWATCH HILLINGDON

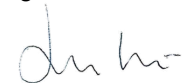
BALANCE SHEET AT 31 MARCH 2021

	Notes	Unrestricted funds	Restricted funds	2021 Total Funds	2020 Total Funds
		£	£	£	£
CURRENT ASSETS					
Debtors		-	25,120	25,120	285
Cash at bank and in hand		<u>638</u>	<u>89,798</u>	<u>90,436</u>	<u>80,070</u>
		638	114,918	115,556	80,355
CREDITORS					
Amounts falling due within one year	7	<u>-</u>	<u>8,416</u>	<u>8,416</u>	<u>5,893</u>
NET CURRENT ASSETS		<u>638</u>	<u>106,502</u>	<u>107,140</u>	<u>74,462</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>638</u>	<u>106,502</u>	<u>107,140</u>	<u>74,462</u>
NET ASSETS		<u><u>638</u></u>	<u><u>106,502</u></u>	<u><u>107,140</u></u>	<u><u>74,462</u></u>
FUNDS	9				
Unrestricted funds				638	638
Restricted funds				<u>106,502</u>	<u>73,824</u>
TOTAL FUNDS				<u><u>107,140</u></u>	<u><u>74,462</u></u>

For the period ended 31 March 2021, the company was entitled to exemption from audit under section 477 of the Companies Act relating to small companies.

- The members have not required the company to obtain an audit of its accounts for the period in question in accordance with section 476;
- The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved by the Board of Trustees on.....18th April 2022 and were signed on its behalf by:



.....
L Hill
Chair of Trustees

Company number: 08445068
Charity number: 1152553

The notes form part of these financial statements

HEALTHWATCH HILLINGDON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2021

1. ACCOUNTING POLICIES

General Information

Healthwatch Hillingdon is a charitable company limited by guarantee, registered in England and Wales. The registered and principal office is disclosed on page 1.

Accounting convention

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 2019), Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006. The financial statements have been prepared under the historic cost convention.

The charitable company meets the definition of a public benefit entity under FRS 102.

The functional and presentational currency of the charitable company is Sterling. This is the currency of the primary economic environment in which the charity operates.

Going concern

The charitable company is reliant on the grant it receives from the London Borough of Hillingdon, in order to continue its operational activities and charitable objectives. The trustees are confident that the grant funding will continue in the medium term and therefore consider it appropriate to continue to adopt the going concern basis for preparing these financial statements.

The principal accounting policies for the charitable company are set out below:

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the charitable company is legally entitled to the income and the amount can be quantified with reasonable accuracy and are recognised in the period to which they relate.

Where income relating to future periods is received in advance, or income relating to past periods is received in arrears, such amounts are held as deferred or accrued income accordingly.

Grant income, whether "capital" or "revenue" grants, is recognised when the charity has entitlement to the funds, any performance conditions are attached to grants have been met, it is probable that the income will be received and the amount can be measured reliably.

Resources expended

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accrual basis. All expenses including support costs and governance costs are allocated or apportioned to applicable expenditure headings.

Resources expended comprise:

Costs of charitable activities	Charitable Activities as disclosed in the SOFA are as follows: expenditure on charitable activities and other resources expended.
---------------------------------------	--

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2021

1. ACCOUNTING POLICIES (continued)

Resources expended (continued)

The costs of charitable activities include direct expenditure. The accounting treatments for these are as follows:

Charitable activities	The charitable activities flow from the Charity's vision and purpose, which are highlighted in the Trustees' Report
Other resources expended	Represents those items not falling into any other heading.

Taxation

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Fund accounting

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed.

Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created a fund for a specific purpose.

Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with an original maturity date of three months or less.

Cash Flow Statement

The charitable company is exempt from presenting a cash flow statement, as it qualifies as a small charity under the SORP.

Creditors and Provisions

Creditors and provisions are recognised when 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 to settle the past obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their transaction price after allowing for any trade discounts due unless the arrangement constituted a financing transaction in which case the transaction is measured at present value of future payments discounted at the prevailing market rate of interest. Other financial liabilities are initially measured fair value net of their transaction costs. They are subsequently measured at amortised cost using the effective interest rate method.

Judgements and estimates

The preparation of the financial statements requires trustees to make judgements, estimates and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered relevant. Actual results may differ from these estimates.

Operating leases and commitments

All amounts paid for goods and services under operating leases are recognised as expenditure over the life of the lease and are included within expenditure in the period to which they relate.

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2021

2. CHARITABLE ACTIVITIES

	Unrestricted £	Restricted £	2021 £	2020 £
L B Hillingdon – Healthwatch project grant	-	158,000	158,000	158,000
Other grants receivable	-	27,290	27,290	1,292
	-	185,290	185,290	159,292

Local government grants are received as part of the contract with London Borough of Hillingdon for the delivery of Healthwatch services within the borough.

All grant income received in 2020 was recognised as restricted funds.

3. TOTAL RESOURCES EXPENDED

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Charitable activities				
Staff costs (note 4)	-	124,304	124,304	141,705
Volunteer expenses	-	-	-	759
Other charitable activities	-	2,085	2,085	9,216
Premises costs	-	10,084	10,084	7,599
Insurance	-	2,241	2,241	2,233
Office costs	-	9,559	9,559	7,668
Advertising	-	298	298	1,187
Independent examiners remuneration – IE fee	-	3,510	3,510	2,862
Legal costs	-	440	440	179
Other costs	-	91	91	2,993
	-	152,612	152,612	176,401

All expenditure incurred in 2020 was recognised within restricted funds.

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2021

4. EMPLOYEE COSTS

	2021 £	2020 £
Wages and salaries	114,656	131,682
Social security costs	5,307	6,663
Pension	2,460	1,885
Training	1,750	385
Staff expenses	131	1,090
	<u>124,304</u>	<u>141,705</u>

There were no employees with emoluments (including taxable benefits in kind but not employer pension costs) above £60,000 during the current year or previous period.

The average number of employees during the year was as follows:

	2021 No.	2020 No.
Administrative and operational staff	<u>5</u>	<u>5</u>

Remuneration of Key Management

The trustees consider the key management to be themselves and the Managing Director (Company Secretary). Remuneration paid to key management, including employers pension contributions was:

	2021 £	2020 £
Key Management Remuneration	<u>47,657</u>	<u>55,876</u>

5. TRUSTEES REMUNERATION AND EXPENSES

No trustees received any remuneration, benefits or other payments from the charity during the period.

Trustees were reimbursed out of pocket travel expenses totalling £Nil (2020 - £37) during the year.

6. DEBTORS: AMOUNTS DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade debtors	<u>25,120</u>	<u>285</u>

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2021

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	625	416
Social security and other taxes	1,941	2,657
Accruals and deferred income	5,850	2,820
	8,416	5,893

8. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid:

	Land and buildings 2021 £	Land and buildings 2020 £
Expiring: Within one year	-	1,565

9. MOVEMENT IN FUNDS

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Unrestricted funds					
General fund	638	-	-	-	638
Restricted funds					
Healthwatch	31,987	158,000	(152,612)	-	37,375
Other projects	41,837	27,290	-	-	69,127
TOTAL FUNDS	74,462	185,290	(152,327)	-	107,140

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2021

10. MOVEMENT IN FUNDS (continued)

Healthwatch Programme

The funding received from London Borough of Hillingdon is restricted for use in delivering the Healthwatch service within the borough. The charity does not currently undertake any activities outside the scope of Healthwatch, but the funds have been ring-fenced as there is the possibility of undertaking other activities or providing ancillary services in the future.

Other projects

COVID-19 Advice, Guidance & Support – Healthwatch Hillingdon continues to support residents, providers and commissioners during the COVID-19 pandemic, building on the work carried out to assess Vaccine Confidence. This work will be focused on Hillingdon residents, working where possible with the North West London Clinical Commissioning Group, Hillingdon Health and Care Partners, and neighbouring Healthwatch organisations to ensure challenges posed by COVID-19 are met by the provision of health and social care in the borough. Work carried out on the Care Homes Project, will continue at an appropriate time, now focusing on the effect COVID-19 has had, with relation to the feedback and evidence collected pre-outbreak.

11. CONTINGENT LIABILITIES

The trustees have set aside cover for the potential staff termination costs the charity would be obliged to pay in the event of loss or reduction of statutory or other funding of specific projects. The trustees have calculated that the potential obligation at 31 March 2021 would be £5,322 and this sum has been set aside within restricted funds to cover any future liability. There are no indications that any such loss of funding will arise in the foreseeable future.

12. CONTROLLING PARTY

The trustees consider that there is no controlling party.

13. MEMBERS LIABILITY

Each member of the charitable company undertakes to contribute £1 to the assets of the company in the event of it being wound up.

14. FINANCIAL INSTRUMENTS

The charity held the following financial instruments, measured at amortised cost:

	2021 £	2020 £
Trade debtors	25,120	285
Trade Creditors	(625)	(416)
Accruals and deferred income	(5,850)	(2,820)
	18,930	(3,236)

