

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

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**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**

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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**  
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**FOR THE YEAR TO 31 MARCH 2023**

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**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.

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**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**  
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**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.

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**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**  
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**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:

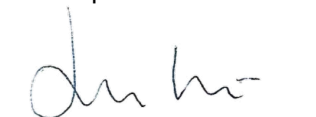
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material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

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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').

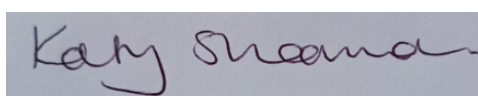
Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). 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 £
<b>INCOME</b>					
Charitable Activities	2	85,000	158,179	<b>243,179</b>	<b>133,000</b>
<b>Total income</b>		<b>85,000</b>	<b>158,179</b>	<b>243,179</b>	<b>133,000</b>
<b>EXPENDITURE</b>					
Charitable activities	3	-	195,198	195,198	<b>145,292</b>
<b>Total expenditure</b>		<b>-</b>	<b>195,198</b>	<b>195,198</b>	<b>145,292</b>
<b>Net income (expenditure)</b>		<b>85,000</b>	<b>(37,019)</b>	<b>47,981</b>	<b>(12,292)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		638	94,210	<b>94,848</b>	<b>107,140</b>
<b>Total funds carried forward</b>		<b>85,638</b>	<b>57,191</b>	<b>142,829</b>	<b>94,848</b>

### 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

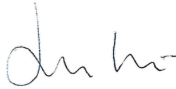
## BALANCE SHEET AT 31 MARCH 2023

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

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**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:

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<b>Costs of charitable activities</b>	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 2023

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#### 1. ACCOUNTING POLICIES (continued)

##### Resources expended (continued)

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

<b>Charitable activities</b>	The charitable activities flow from the Charity's vision and purpose, which are highlighted in the Trustees' Report
<b>Other resources expended</b>	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 £
<b>Charitable activities</b>				
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 £
<b>Unrestricted funds</b>					
General fund	638	85,000	-	-	85,638
<b>Restricted funds</b>					
Healthwatch	50,083	158,000	(195,198)	-	12,885
Other projects	44,127	179	-	-	44,306
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>					
General fund	638	-	-	-	638
<b>Restricted funds</b>					
Healthwatch	37,375	158,000	(145,292)	-	50,083
Other projects	69,127	(25,000)	-	-	44,127
<b>TOTAL FUNDS</b>	<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

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#### 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)