

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
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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.

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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
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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
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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:

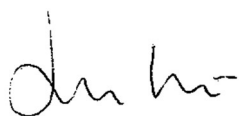
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material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

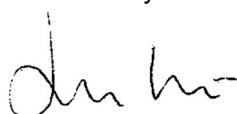
BALANCE SHEET AT 31 MARCH 2024

	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