

YOUR VOICE IN HEALTH AND SOCIAL CARE

England & Wales · Charity number 1154672

Details

Status Registered

Legal form Charitable company

Company number [08397315](#)

Registered 2013-11-20

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

Contact

Address Yvhsc
45 St. Marys Road
London
W5 5RG

Phone 02082303596

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: To promote citizenship, community development and social inclusion for the public good and the improvement of health and social care and other relevant related public services.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,158,632	£1,401,526	£220,763	45
2024-03-31	£1,256,541	£1,310,105	£463,657	49
2023-03-31	£1,592,357	£1,958,294	£517,221	60
2022-03-31	£1,381,959	£1,429,864	£883,158	50
2021-03-31	£1,307,606	£1,510,507	£931,063	48

Trustees

Name	Role	Appointed
John Harold Thrower		2024-03-11
Lloyd Ryan		2025-05-16
Richard Jones		2018-11-14
Seema Sharma		2020-07-13
Thomas Clark		2023-10-12

Accounts

Charity registration number 1154672

Company registration number 08397315 (England and Wales)

YOUR VOICE IN HEALTH & SOCIAL CARE
ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

YOUR VOICE IN HEALTH & SOCIAL CARE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr R A Jones Mr J Thrower Mrs S Sharma Mr T Clark Mr L Ryan	(Appointed 16 May 2025)
Senior management	T Spilsbury	Chief Executive Officer
Charity number	1154672	
Company number	08397315	
Registered office	45 St Marys Road London W5 5RG	
Auditor	Kirk Rice LLP Zeeta House 200 Upper Richmond Road Putney London United Kingdom SW15 2SH	

YOUR VOICE IN HEALTH & SOCIAL CARE

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YOUR VOICE IN HEALTH & SOCIAL CARE

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2025

It is with great pride and a sense of responsibility that I present the Trustee Report for Your Voice in Health and Social Care (YVHSC) for the year 2024/2025.

This year has been one of significant transformation and strategic realignment for our organisation. In the face of continued pressures across the health and social care sectors—including funding reductions, shifting commissioning priorities, and increased demand for efficiency—YVHSC has responded with resilience, innovation, and a clear focus on sustainability.

We have undertaken a comprehensive review of our operations, governance, and strategic direction. This has included a restructuring of our directorates, a renewed focus on securing larger, more sustainable contracts, and a commitment to reducing overheads while maintaining the high quality of service delivery that our communities expect and deserve.

Our success in securing the Hillingdon Healthwatch contract, the largest in our portfolio to date, is a testament to the strength of our vision and the dedication of our staff. At the same time, we have continued to invest in digital infrastructure, volunteer development, and data insight—ensuring that we remain agile, evidence-led, and responsive to the needs of those we serve.

I would like to extend my sincere thanks to our staff, volunteers, partners, and fellow trustees for their unwavering commitment during this period of change. Together, we are building a stronger, more sustainable YVHSC—one that is well-positioned to champion the voices of patients, carers, and communities for years to come.

We look forward to the year ahead with confidence, clarity, and a renewed sense of purpose.



.....
Mr R A Jones
Chairman

Date: 23/12/2025

YOUR VOICE IN HEALTH & SOCIAL CARE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) *FOR THE YEAR ENDED 31 MARCH 2025*

The trustees present their annual report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charitable company's governing document, the Companies Act 2006 and "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).

The Trustees' Report and financial statements include the results for the charity and its wholly owned subsidiary, Carers Lewisham.

Since the group and the charitable company qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

The objects of the charity (the "Objects") are:-

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.

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.

YOUR VOICE IN HEALTH & SOCIAL CARE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Activities

Activities Undertaken

The charity has now been established and funded for eleven full years. During 2024/25 the charity continued to successfully deliver services by:

- 1) Engaging with the views of people about their needs and experience of local care services;
- 2) Continuing to manage YVHSC as an effective operation;
- 3) Scrutinising local care services;
- 4) Ensuring the promotion of continuous improvement of health and social care services;
- 5) Making the views of residents and their experience of care known to Healthwatch England and the Care Quality Commission (CQC);
- 6) Ensuring the care services meet the long-term care needs of the people of London and reduce inequalities in care;
- 7) Supporting the needs of carers, promoting wellbeing, information, advice and signposting to carers and the cared for;
- 8) Supporting families and carers of children with Special Educational Needs and Disabilities (SEND) to access education and social care support; and
- 9) Promoting and providing opportunities for volunteers, interns and work placement students with a view to increasing employability and providing skills and training required for the workplace.

Achievements and performance

Strategic and Organisational Review

During the 2024/25 financial year, YVHSC undertook a comprehensive review and restructuring of all Directorates across the organisation. This was in direct response to significant changes in the health and social care landscape, including reductions in funding, efficiency drives across local authority and healthcare budgets, and evolving strategies for patient representation.

A strategic shift was implemented to prioritise the pursuit of larger, more sustainable contracts over smaller ones that place a disproportionate burden on central resources. As a result, contracts that do not meet a minimum contribution threshold will no longer be pursued or retained.

Service Expansion and Carers Support

YVHSC continued to expand its Carers Hub provision through:

- **Sport England funding** for short breaks,
- **Warm hub funding** to support vulnerable individuals,
- **Grant programmes** targeting older carers, and
- **Increased integration** with national carers network initiatives.

These developments reflect YVHSC's commitment to enhancing support for carers through diverse and sustainable funding streams.

Contract Management and Retention

The organisation successfully secured contract extensions in **Lewisham, Bromley, and Ealing**, and conducted a thorough review of all contracts to identify cost savings and ensure high-quality, efficient service delivery.

YOUR VOICE IN HEALTH & SOCIAL CARE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Major Contract Acquisition

YVHSC secured the **Hillingdon Healthwatch contract**, the largest in its portfolio, valued at **£155,000** over an **eight-year term**. This contract is co-located with other YVHSC services and aligns with the organisation's strategic focus on securing larger, long-term contracts that offer financial stability and operational synergy.

Digital Infrastructure and Data Insight

Investment continued in the development of an **in-house digital feedback platform** and the recruitment of a **YVHSC Evidence and Insight Manager**. This initiative has significantly reduced reliance on outsourced digital services and enhanced internal capacity for data analysis across Healthwatch, SEND, and Carers services.

Volunteer Hub Development

The YVHSC Volunteer Hub has expanded to provide placements and support across the organisation, including Carers Lewisham. The hub now offers:

- Training opportunities,
- Careers advice through employment and college fairs,
- Enhanced social value contributions, and
- Reduced reliance on external recruitment and interim staffing.

Specialist Advisory Work

YVHSC has continued to provide expert advice in key areas to promote the patient voice, including:

- **Safeguarding**
- **Mental health**
- **Sexual health**

These contributions have strengthened the organisation's role as a trusted advisor in health and social care.

Governance and Operational Efficiency

A full strategic and Board-level review was completed to reduce overheads, identify efficiencies, and eliminate surplus expenditure. Key outcomes included:

- Restructuring of central and corporate services,
- Reduction in physical office locations and associated costs,
- Relocation of the Head Office, and
- A comprehensive review of all staff roles to maximise impact and broaden skill coverage across the organisation.

Financial review

Going concern

In 2024/25, YVHSC undertook a strategic review to ensure the long-term sustainability of the organisation. This included a focus on reducing expenditure and growing reserves in response to financial challenges experienced in the previous year.

The business development strategy has been revised to prioritise the acquisition of larger, more secure contracts, while minimising engagement with smaller contracts that require disproportionate central resource allocation. A minimum central cost contribution threshold has been established and will be maintained across the organisation for the next three years.

YOUR VOICE IN HEALTH & SOCIAL CARE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Reserves policy

The Trustees consider that the maximum level of reserves should be approximately three months of total recurring expenditure, equating to £350,381 in 2025 (2024 - £327,525). As part of the organisation's financial review and restructure YVSHC will be seeking to increase reserves to 6 months of total recurring expenditure. In line with Charity Commission recommendations, we will focus on making provisions for unrestricted reserves and ensuring the levels adequate to ensure the following:

- A. Continuity of service across Healthwatch, Carers and SEND Directorates.
- B. Funding of the on-going business and its sustained long-term future.
- C. Funding of new projects.
- D. Funding for specific proposed capital expenditure.
- E. Protection of employees' jobs.
- F. Provision for rises in statutory changes i.e. NI and Business Rates.

In addition, there are certain underlying needs identified by the Trustees, which are explained below. The Trustees deem it necessary to set aside cover for the loss or reduction of statutory or other funding of specific projects and to provide for any such project that suffers accordingly. Generally, projects are funded on a two-year basis, and it will be our policy to set aside reserves for where funding is not renewed. The Trustees, aware of the responsibility, have taken, and will continue to take, every step available to obtain, where possible, the increased funding necessary to continue their operation or provide for closure costs. i.e. statutory redundancy payments in the case of failed or insufficiency funding. The board of Trustees will continue to monitor the levels of all reserves and reviews will be made on a quarterly basis, using, where available, the latest budget information.

As at 31 March 2025, the group (YVHSC and Carers Lewisham) held reserves of £220,763 (2024: £463,657) of which £nil (2024: £nil) related to restricted funds.

Remuneration of key management

The remuneration of management is benchmarked against other comparable organisations identified both on income and accountability; special attention is given to the organisations responsibilities as a deliverer of statutory responsibilities. In the case of the Chief Executive the salary is adjusted on previous experience and incorporates a bonus structure based on performance.

Fundraising

The charity does not undertake fundraising activities.

Risk Management

The board has instructed the Chief Executive to conduct a review of the major risks to which the charity is exposed. A risk register has been established and will be updated annually. The key risks faced by the charity include the cessation of the Healthwatch Hounslow agreement on 1 April 2025. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. This has led to the organisation implementing a system of emergency procedures and contingency plans. Procedures are in place to ensure compliance with health and safety of staff, volunteers and clients. The Board is committed to ensuring consistent quality of delivery for all operational aspects of the charity. A key element in the management of financial risk is the continued working with an independent accounting services and the setting of the reserves policy and its regular review by the Trustees Board.

YOUR VOICE IN HEALTH & SOCIAL CARE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Plans for future periods

Due to the financial pressures prevalent across the Health and Social Care sector YVHSC are seeking to secure contracted work programmes focused on engagement and be less reliant on spot purchase commissioned research activity.

The charity plans to:

- Bid for further Carers contracts through the Carers Lewisham subsidiary and Your Carers
- Bid for Healthwatch contracts through the Healthwatch Directorate.
- Bid for and develop the YVHSC SEND Directorate to offer greater support to Parents/Carers of children with SEND and diversify the YVHSC offer.

YVHSC will not be bidding on contracts that fail to meet a minimum central cost contribution threshold so as to support efficiency and enable growth of adequate reserves.

Structure, governance and management

Mr T J G Spilsbury	(Appointed 22 April 2024 and resigned 15 October 2024)
Mr R A Jones	
Mr J Thrower	
Mrs S Sharma	
Mrs H Kaur Kadis	(Resigned 3 March 2025)
Mr S Clark	(Resigned 1 September 2024)
Dr N Hervey	(Resigned 17 April 2024)
Mr T Clark	
Mr L Ryan	(Appointed 16 May 2025)

a. Constitution

The charity is a charitable company limited by guarantee was incorporated on 11 February 2013. It is also a registered charity and become registers with the Charity Commission on 20 November 2023.

b. Governing Document

The charitable company is controlled by its governing document, the memorandum and articles of association adopted on 11 February 2013 and as amended by a special resolution registered at Companies House on 13 November 2013.

c. Recruitment and appointment of Trustees

New Trustees are introduced to the charity by meetings with the Chair and Chief Executive where they are briefed on the workings of the charity and their responsibilities. They are then invited to attend a committee meeting as an observer.

d. Trustees induction and training

Trustees are then given an induction pack that includes details on:

- Role description
- Organisation Chart
- Organisation Work plan
- Code of Practice
- Introduction of Board Members
- Budget List of forthcoming meetings
- Guide to Healthwatch
- Policies and Procedures
- Insurance Coverage
- Declaration of Commitment
- Legal Responsibilities & Forms

YOUR VOICE IN HEALTH & SOCIAL CARE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Auditor

In accordance with the company's articles, a resolution proposing that Kirk Rice LLP be reappointed as auditor of the company will be put at a General Meeting.

Disclosure of information to the auditors

We, the directors of the charitable company who held office at the date of approval of these Financial Statements as set out above each confirm, so far as we are aware, that:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- we have taken all steps that we ought to have taken as directors in order to make ourselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415a of the Companies Act 2006. Preparing the accounts for a small company does not require the preparation of a Strategic Report, although much of the typical content is included within the Trustees' report.

The trustees' report was approved by the Board of Trustees.



.....
Mr R A Jones
Trustee

Date: 23/12/2025

YOUR VOICE IN HEALTH & SOCIAL CARE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

The trustees, who are also the directors of Your Voice in Health & Social Care for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which 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 year.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

YOUR VOICE IN HEALTH & SOCIAL CARE

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF YOUR VOICE IN HEALTH & SOCIAL CARE

Opinion

We have audited the consolidated financial statements of Your Voice in Health and Social Care (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2025 which comprise the consolidated statement of financial activities, the consolidated and charity balance sheet, the consolidated statement of cashflow and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the consolidated financial statements:

- give a true and fair view of the state of the group's and of the charitable company's affairs as at 31 March 2025 and of the group's incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the group and charitable company in accordance with the ethical requirements that are relevant to our audit of the consolidated financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the consolidated financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or the charitable company's ability to continue as a going concern for a period of at least twelve months from when the consolidated financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the consolidated financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the consolidated financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the consolidated financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

YOUR VOICE IN HEALTH & SOCIAL CARE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF YOUR VOICE IN HEALTH & SOCIAL CARE

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charitable company for the purposes of company law, are responsible for the preparation of the consolidated financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error. In preparing the consolidated financial statements, the trustees are responsible for assessing the group's and the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 151 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these consolidated financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Our audit approach was developed by obtaining an understanding of the group's and the charitable company's activities, the key functions undertaken on behalf of the Board by management and by service organisations, and the overall control environment. Based on this understanding we assessed those aspects of the group's and the charitable company's transactions and balances which were most likely to give rise to a material misstatement and were most susceptible to irregularities including fraud or error. Specifically, we identified what we considered to be key audit risks and planned our audit approach accordingly.

We gained an understanding of the legal and regulatory framework applicable to the group and the charitable company and the industry in which it operates, and considered the risk of acts by the group and charitable company which were contrary to applicable laws and regulations, including fraud. These included but were not limited to compliance with Companies Act 2006, Charities Act 2022 and FRS 102.

We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion.

We focused on laws and regulations that could give rise to a material misstatement in the charitable company's consolidated financial statements. Our tests included, but were not limited to:

- Agreement of the financial statements disclosures to underlying supporting documentation;
- Enquiries of management;
- Considering the effectiveness of control environment in monitoring compliance with laws and regulations.

YOUR VOICE IN HEALTH & SOCIAL CARE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF YOUR VOICE IN HEALTH & SOCIAL CARE

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. As in all of our audits we also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of bias by the trustees that represented a risk of material misstatement due to fraud.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's trustees as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Kirk Rice LLP

Kirk Rice LLP

23/12/2025
.....

Statutory Auditor

Zeeta House
200 Upper Richmond Road
Putney
London
United Kingdom
SW15 2SH

Kirk Rice LLP is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

YOUR VOICE IN HEALTH & SOCIAL CARE

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Donations and legacies	3	3,073	-	3,073	42,783	-	42,783
Charitable activities	4	1,156,809	(1,250)	1,155,559	1,193,437	20,321	1,213,758
Total income		1,159,882	(1,250)	1,158,632	1,236,220	20,321	1,256,541
Expenditure on:							
Charitable activities	5	1,401,526	-	1,401,526	1,310,105	-	1,310,105
Total expenditure		1,401,526	-	1,401,526	1,310,105	-	1,310,105
Net expenditure		(241,644)	(1,250)	(242,894)	(73,885)	20,321	(53,564)
Transfers between funds		(1,250)	1,250	-	20,321	(20,321)	-
Net movement in funds	7	(242,894)	-	(242,894)	(53,564)	-	(53,564)
Reconciliation of funds:							
Fund balances at 1 April 2024		463,657	-	463,657	517,221	-	517,221
Fund balances at 31 March 2025		220,763	-	220,763	463,657	-	463,657

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

YOUR VOICE IN HEALTH & SOCIAL CARE

CONSOLIDATED AND COMPANY BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 GROUP £	2024 GROUP £	2025 CHARITY £	2024 CHARITY £
Fixed assets					
Tangible assets	12	-	509,826	-	292
Current assets					
Debtors	13	49,784	48,327	48,628	48,327
Cash at bank and in hand		244,165	56,419	64,087	56,419
		293,949	104,746	112,715	104,746
Creditors: amounts falling due within one year	15	(73,186)	(150,915)	(60,338)	(71,584)
Net current (liabilities)/assets		220,763	(46,169)	52,377	33,162
Total assets less current liabilities		220,763	463,657	52,377	33,454
Net assets excluding pension liability		220,763	463,657	52,377	33,454
The funds of the charitable company					
Unrestricted funds		220,763	463,657	52,377	33,454
		220,763	463,657	52,377	33,454

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The charitable company's net movement in funds for the year was a deficit of £242,894 (2024: deficit of £53,564).

The financial statements were approved by the trustees on 23/12/2025



Mr R A Jones
Trustee

Company registration number 08397315 (England and Wales)

YOUR VOICE IN HEALTH & SOCIAL CARE

CONSOLIDATED STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	20		(255,155)		33,235
Investing activities					
Purchase of tangible fixed assets		-		(584)	
Proceeds from disposal of leasehold property		493,574		-	
Net cash generated from/(used in) investing activities			493,574		(584)
Financing activities					
Repayment of bank overdraft		(49,519)		-	
Advance to director		(1,154)		-	
Net cash used in financing activities			(50,673)		-
Net increase in cash and cash equivalents			187,746		32,651
Cash and cash equivalents at beginning of year			56,419		23,768
Cash and cash equivalents at end of year			244,165		56,419

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Your Voice in Health & Social Care is a charitable company limited by guarantee, registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information detailed at the start of these financial statements.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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). The charitable company is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charitable company. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain items at fair value. The principal accounting policies adopted are set out below.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Company and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The Company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

The Charity has taken the exemption from presenting a statement of cash flows in its individual financial statements. The charity is a parent entity and prepares publicly available consolidated financial statements, which are intended to give a true and fair view and include a consolidated statement of cash flows.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

In order to assess whether the group and charitable company is a going concern, management have reviewed cashflow forecasts. Incoming resources are based on agreements to provide Healthwatch services to several borough councils. Whilst these agreements are not all ratified with signed contracts, this is not unexpected when dealing with council organisations and these services have been provided for a number of years. Management therefore consider the renewal and ongoing nature of these contracts to be virtually certain and this included these resources in their future cashflow analysis.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The costs of raising and administering such funds are charged against the specific fund. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charitable company.

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.4 Income

Income is recognised when the charitable company is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Grants are included in the Consolidated Statement of Financial Activities on a receivable basis. The balance of the income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the Investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost (with the exception of leasehold properties which are carried at valuation) and subsequently measured at cost or fair value, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold land and buildings	Straight line over 50 years
Fixtures and fittings	Straight line over 4 years
Computers	Straight line over 4 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charitable company reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charitable company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charitable company's balance sheet when the charitable company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charitable company's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

2 Critical accounting estimates and judgements

In the application of the charitable company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Income from donations and legacies

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Donations and gifts	3,073	42,783

£3,073 of the income above (2024: £42,783) was attributable to unrestricted funds and £nil (2024: £nil) was attributable to restricted funds.

4 Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Group						
Services provided under contract	1,156,809	-	1,156,809	1,193,437	-	1,193,437
Performance related grants	-	(1,250)	(1,250)	-	20,321	20,321
	<u>1,156,809</u>	<u>(1,250)</u>	<u>1,155,559</u>	<u>1,193,437</u>	<u>20,321</u>	<u>1,213,758</u>

Charitable trading income

£1,156,809 of the income above (2024: £1,193,437) was attributable to unrestricted funds and -£1,250 (2024: £20,321) was attributable to restricted funds.

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

5 Expenditure on charitable activities

	GROUP	GROUP
	Adult 2025	Adult 2024
	£	£
Direct costs		
Staff costs	861,347	938,560
Volunteer costs	11,889	4,840
Counselling	16,676	18,714
Training and development	7,056	9,284
Professional services	28,707	41,474
Sundry	-	1,470
	<u>925,675</u>	<u>1,014,342</u>
Share of support and governance costs (see note 6)		
Support	475,851	295,763
	<u>1,401,526</u>	<u>1,310,105</u>
Analysis by fund		
Unrestricted funds	<u>1,401,526</u>	<u>1,310,105</u>

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

6 Support costs allocated to activities

	2025 £	2024 £
Staff costs	127,539	48,229
Depreciation	6,568	18,409
Marketing	24,891	24,619
Rent and rates	62,295	55,539
Travel costs	19,824	11,120
Office costs	34,662	27,929
Light & heat	6,398	11,009
Telephone	11,367	9,569
Postage, printing & stationary	876	621
Legal & professional	81,432	18,711
ITTF	-	25,564
Recruitment	7,875	8,525
Website costs	26,533	-
Subscriptions	3,364	6,861
Computer software & maintenance	8,665	9,801
Bank charges	3,601	4,768
Governance costs	43,975	14,115
Communication	690	-
Loss on disposal of tangible fixed assets	9,684	-
Other	(4,389)	374
	<u>475,850</u>	<u>295,763</u>
Analysed between:		
Adult	<u>475,851</u>	<u>295,763</u>

7 Net movement in funds

	2025 £	2024 £
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	14,123	19,500
Depreciation of owned tangible fixed assets	6,568	18,409
Loss on disposal of tangible fixed assets	9,684	-
	<u></u>	<u></u>

8 Auditor's remuneration

Fees payable to the charity's auditor and associates:	2025 £	2024 £
For audit services		
Audit of the financial statements of the charity	<u>20,500</u>	<u>19,500</u>

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charitable company during the year (2024: £nil).

None of the trustees (or any persons connected with them) had expenses incurred paid to them during the year (2024: £nil).

10 Employees - group

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Admin and operational staff	45	49
	<u> </u>	<u> </u>
Employment costs - group	2025	2024
	£	£
Wages and salaries	886,026	888,474
Social security costs	75,706	71,296
Other pension costs	27,155	27,088
	<u> </u>	<u> </u>
	988,887	986,858
	<u> </u>	<u> </u>

There were no employees (2024: none) whose annual remuneration was more than £60,000.

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025 £	2024 £
Aggregate compensation	27,330	42,127
	<u> </u>	<u> </u>

11 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

12 Tangible fixed assets

GROUP

	Leasehold land and buildings £	Fixtures and fittings £	Computers £	Total £
Cost or valuation				
At 1 April 2024	775,956	149,301	35,703	960,960
Disposals	(775,956)	-	-	(775,956)
At 31 March 2025	-	149,301	35,703	185,004
Depreciation and impairment				
At 1 April 2024	267,774	147,949	35,411	451,134
Depreciation charged in the year	4,925	1,352	292	6,569
Eliminated in respect of disposals	(272,699)	-	-	(272,699)
At 31 March 2025	-	149,301	35,703	185,004
Carrying amount				
At 31 March 2024	508,182	1,352	292	509,826

CHARITY

	Leasehold land and buildings £	Fixtures and fittings £	Computers £	Total £
Cost or valuation				
At 1 April 2024	-	-	35,703	35,703
Additions	-	-	-	-
At 31 March 2025	-	-	35,703	35,703
Depreciation and impairment				
At 1 April 2024	-	-	35,411	35,411
Depreciation charged in the year	-	-	292	292
At 31 March 2025	-	-	35,703	(236,996)
Carrying amount				
At 31 March 2025	-	-	-	-
At 31 March 2024	-	-	292	292

On 25 September 2024, Carers Lewisham completed the sale of the leasehold property located at Waldram Place, London SE23 2LB for £520,000. The carrying amount of the property at the date of sale was £508,182.

As the property was disposed of during the year, the previously recognised revaluation surplus (2024: £460,548) has been reversed and transferred from the revaluation reserve to unrestricted funds. Accordingly, no revaluation surplus relating to this asset remains at the year-end.

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

13 Debtors	GROUP 2025 £	GROUP 2024 £	CHARITY 2025 £	CHARITY 2024 £
Amounts falling due within one year:				
Trade debtors	37,496	43,031	37,494	43,031
Other debtors	1,154	-	-	-
Prepayments and accrued income	11,134	5,296	11,134	5,296
	<u>49,784</u>	<u>48,327</u>	<u>48,628</u>	<u>48,327</u>

14 Investments

Your Voice in Health and Social Care is the sole member of Carers Lewisham, a charitable company registered in England and Wales (Company Registration number 03681548; Charity Registration number 1073592).

The results of Carers Lewisham Consolidated within these financial statements are as follows:

	31 March 2025 £	31 March 2024 £
Income from donations & legacies	3,073	42,783
Income from charitable activities	11,627	127,067
Direct charitable expenditure	(80,458)	(124,639)
Support costs	(196,061)	(91,583)
	<u> </u>	<u> </u>
Net expenditure for the year	<u>(261,819)</u>	<u>(46,372)</u>

	31 March 2025 £	31 March 2024 £
Assets	185,089	509,534
Liabilities	(16,704)	(79,330)
	<u>168,385</u>	<u>430,204</u>
	<u> </u>	<u> </u>
Unrestricted funds	168,385	430,204
Restricted funds	-	-
	<u>168,385</u>	<u>430,204</u>

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

15	Creditors: amounts falling due within one year	GROUP	GROUP	CHARITY	CHARITY
		2025	2024	2025	2024
		£	£	£	£
	Other taxation and social security	29,146	39,413	28,442	38,057
	Amounts owed to subsidiary undertakings	-	-	3,857	-
	Other creditors	4,039	13,417	4,039	7,961
	Bank overdrafts	-	49,519	-	-
	Accruals and deferred income	40,000	48,566	24,000	25,566
		<u>73,186</u>	<u>150,915</u>	<u>60,338</u>	<u>71,584</u>

16 Retirement benefit schemes

	2025	2024
	£	£
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	<u>27,155</u>	<u>27,088</u>

The charitable company operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £27,155 (2024: £27,088), amounts totalling £2,368 (2024: £3,040) were payable to the fund at the balance sheet date and are included in creditors.

17 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024	Incoming resources	Resources expended	Transfers	At 31 March 2025
	£	£	£	£	£
Revaluation reserve	460,548	-	-	(460,548)	-
General funds	3,109	1,159,882	(1,401,526)	459,298	220,763
	<u>463,657</u>	<u>1,159,882</u>	<u>(1,401,526)</u>	<u>(1,250)</u>	<u>220,763</u>

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

17 Unrestricted funds (Continued)

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Revaluation reserve	460,548	-	-	-	460,548
General funds	56,673	1,236,220	(1,310,105)	20,321	3,109
	<u>517,221</u>	<u>1,236,220</u>	<u>(1,310,105)</u>	<u>20,321</u>	<u>463,657</u>

Unrestricted funds - Charity

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
General funds	33,454	1,143,932	(1,125,049)	-	52,337
	<u>33,454</u>	<u>1,143,932</u>	<u>(1,125,049)</u>	<u>-</u>	<u>52,337</u>

18 Related party transactions

During the year, Tim Spilsbury, a former director of Your Voice in Health & Social Care and current director of the subsidiary, loaned £14,000 to the charity to assist with cash flow needs. The loan was unsecured, interest-free, and repaid in full before the year-end.

At the balance sheet date Tim Spilsbury owed £1,154 to Carers Lewisham in relation to an overpayment of wages. This amount was unsecured and settled post year end on 20 July 2025 in full.

The group has taken advantage of the exemption not to disclose transactions entered into between group companies as the subsidiary is wholly owned.

19 Controlling parties

The Trustees consider that there is no controlling party.

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

20	Cash generated from operations	2025	2024
		£	£
		GROUP	GROUP
	Deficit for the year	(242,894)	(53,564)
	Adjustments for:		
	Loss on disposal of tangible fixed assets	9,684	-
	Depreciation and impairment of tangible fixed assets	6,568	18,409
	Movements in working capital:		
	(Increase)/decrease in debtors	(303)	81,601
	(Decrease) in creditors	(28,210)	(13,211)
	Cash (absorbed by)/generated from operations	(255,155)	33,235
21	Analysis of changes in net funds	At 1 April 2024	Cash flowsAt 31 March 2025
		£	£
	Cash at bank and in hand	56,419	187,746
		56,419	187,746
			244,165

YOUR VOICE IN HEALTH AND SOCIAL CARE

England & Wales - Charity number 1154672

Accounts

Charity registration number 1154672

Company registration number 08397315 (England and Wales)

YOUR VOICE IN HEALTH & SOCIAL CARE
ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

YOUR VOICE IN HEALTH & SOCIAL CARE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr R A Jones	
	Mr J Thrower	(Appointed 11 March 2024)
	Mrs S Sharma	
	Mrs H Kaur Kadis	
	Mr S Clark	(Appointed 12 October 2023)
Senior management	T Spilsbury	Chief Executive Officer
Charity number	1154672	
Company number	08397315	
Registered office	45 St Marys Road London W5 5RG	
Auditor	Kirk Rice LLP Zeeta House 200 Upper Richmond Road Putney London United Kingdom SW15 2SH	

YOUR VOICE IN HEALTH & SOCIAL CARE

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YOUR VOICE IN HEALTH & SOCIAL CARE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) *FOR THE YEAR ENDED 31 MARCH 2024*

The trustees present their annual report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charitable company's governing document, the Companies Act 2006 and "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).

The Trustees' Report and financial statements include the results for the charity and its wholly owned subsidiary, Carers Lewisham.

Since the group and the charitable company qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

The objects of the charity (the "Objects") are:-

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.

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.

YOUR VOICE IN HEALTH & SOCIAL CARE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Activities

Activities Undertaken

The charity has now been established and funded for ten full years. During 2023/24 the charity continued to successfully deliver services by:

- 1) Engaging with the views of people about their needs and experience of local care services;
- 2) Continuing to manage YVHSC as an effective operation.
- 3) Scrutinising local care services;
- 4) Ensuring the promotion of continuous improvement of health and social care services;
- 5) Making the views of residents and their experience of care known to Healthwatch England and the Care Quality Commission (CQC);
- 6) Ensuring the care services meet the long-term care needs of the people of London and reduce inequalities in care.
- 7) Supporting the needs of carers, promoting wellbeing, information, advice and signposting to carers and the cared for.
- 8) Supporting families and carers of children with SEND to access education and social care support.
- 9) Promoting and providing opportunities for volunteers, interns and work placement students with a view to increasing employability and providing skills and training required for the workplace.

YOUR VOICE IN HEALTH & SOCIAL CARE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance

Significant activities and achievements against objectives

During 2023/24 YVHSC has:

1. Reviewed and restructured all Directorates across the organisation to deliver efficiencies and streamline service delivery. YVHSC have responded to the difficulties experienced in 22/23 due to delays in payments, cost of living increases, investment and upgrade overspends and extended redundancy payments on new contracts. Invoicing procedures have been revised to counter on-going delays to Local Authority payments and a review of current strategy to identify larger contracts over smaller ones which draw disproportionately on central resources.
2. Continued to extend Carers Hub provision with Sports England funding for short breaks and continued warm hub funding.
3. YVHSC have secured extensions on existing contracts in Lewisham, Bromley, Hammersmith and Fulham and Ealing.
4. YVHSC have secured the Ealing SENDIASS provision as the single biggest contract in YVHSC with a value of £149,870 with additional service delivery at £9,880. The contract is for 3+2 years based in co-location with other YVHSC services. This fits in with the new strategic direction to identify larger more sustainable contracts over smaller ones.
5. YVHSC continue to invest in an in-house digital feedback platform and data analysis role and recruited the YVHSC Evidence and Insight Manager. This reduces expenditure on outsourced digital feedback and offers data analysis across Healthwatch, SEND and Carers provision. Although initially overspent in 22/23 the benefit of bringing the service in-house offers greater depth of analysis and streamlining across all YVHSC provision. Cost has now reduced significantly moving towards a more sustainable provision.
6. YVHSC continues to expand the volunteer hub to provide placements and support across the whole organisation and the Carers Lewisham subsidiary. The hub now provides training and careers advice via employment and college fairs. The service offers greater resource to each service, improves our social value offer and reduces reliance on recruitment or interim costs.
7. YVSHC have continued to advise on specialist areas to promote the patient voice, this has included: Safeguarding, mental health and sexual health.
8. YVSHC embedded Healthwatch Tower Hamlets into the Healthwatch Directorate.

Financial review

Going concern

During 22/23 YVHSC experienced significant delays in income being realised due to significant delays in local authority payments. Due to these delays YVHSC had to utilise full reserves at points throughout the year to cover significant delays in income being realised by local authorities. This coupled with the cost-of-living bonus, redundancies to reduce expenditure and extended digital transfer has impacted on the organisational reserves. This year YVHSC have reviewed the strategic sustainability of the organisation to reduce expenditure and ensure reserves continue to grow considering the difficulties in the previous year. YVHSC have reviewed the business development strategy to target larger services that offer greater security and minimise application to smaller services that require greater central resource allocation. There is a base minimum of central cost contribution realised across the organisation that will be maintained for the next 3 years.

Reserves policy

The Trustees consider that the maximum level of reserves should be approximately three months of total recurring expenditure, equating to £327,525 in 2024 (2023 - £489,573). As part of the organisation's financial review and restructure YVSHC will be seeking to increase reserves to 6 months of total recurring expenditure. In line with Charity Commission recommendations, we will focus on making provisions for unrestricted reserves and ensuring the levels adequate to ensure the following:

YOUR VOICE IN HEALTH & SOCIAL CARE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

- A. Continuity of service across Healthwatch, Carers and SEND Directorates.
- B. Funding of the on-going business and its sustained long-term future.
- C. Funding of new projects.
- D. Funding for specific proposed capital expenditure.
- E. Protection of employees' jobs.
- F. Provision for rises in statutory changes i.e. NI and Business Rates.

In addition, there are certain underlying needs identified by the Trustees, which are explained below. The Trustees deem it necessary to set aside cover for the loss or reduction of statutory or other funding of specific projects and to provide for any such project that suffers accordingly. Generally, projects are funded on a two-year basis, and it will be our policy to set aside reserves for where funding is not renewed. The Trustees, aware of the responsibility, have taken, and will continue to take, every step available to obtain, where possible, the increased funding necessary to continue their operation or provide for closure costs. i.e. statutory redundancy payments in the case of failed or insufficiency funding. The board of Trustees will continue to monitor the levels of all reserves and reviews will be made on a quarterly basis, using, where available, the latest budget information.

As at 31 March 2024, the group (YVHSC and Carers Lewisham) held reserves of £463,657 (2023: £517,221) of which £nil (2023: £nil) related to restricted funds.

During the prior year, the Trustees reviewed the group's income streams. The Trustees identified that income from several of the group's contracts had historically been reported as restricted funding. The Trustees therefore made a fund transfer during the prior year, to move historic balances on these contracts to unrestricted funds.

Remuneration of key management

The remuneration of management is benchmarked against other comparable organisations identified both on income and accountability; special attention is given to the organisations responsibilities as a deliverer of statutory responsibilities. In the case of the Chief Executive the salary is adjusted on previous experience and incorporates a bonus structure based on performance.

Fundraising

The charity does not undertake fundraising activities.

Risk Management

The board has instructed the Chief Executive to conduct a review of the major risks to which the charity is exposed. A risk register has been established and will be updated annually. The key risks faced by the charity include the cessation of the Healthwatch Hounslow agreement. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. This has led to the organisation implementing a system of emergency procedures and contingency plans. Procedures are in place to ensure compliance with health and safety of staff, volunteers and clients. The Board is committed to ensuring consistent quality of delivery for all operational aspects of the charity. A key element in the management of financial risk is the continued working with an independent accounting services and the setting of the reserves policy and its regular review by the Trustees Board.

Plans for future periods

Due to the financial pressures prevalent across the Health and Social Care sector YVHSC are seeking to secure contracted work programmes focused on engagement and be less reliant on spot purchase commissioned research activity, this is:

Bid for further Carers contracts through the Carers Lewisham subsidiary and Your Carers

Bid for Healthwatch contracts through the Healthwatch Directorate.

Bid for and develop the YVSHC SEND Directorate to offer greater support to Parents/Carers of children with SEND and diversify the YVSHC offer.

YVHSC will not be bidding on contracts that fail to meet a minimum central cost contribution threshold so as to support efficiency and enable growth of adequate reserves.

YOUR VOICE IN HEALTH & SOCIAL CARE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management

Mr T J G Spilsbury	(Appointed 22 April 2024 and resigned 15 October 2024)
Mr R A Jones	
Mr J Thrower	(Appointed 11 March 2024)
Mrs S Sharma	
Mrs H Kaur Kadis	
Mr S Clark	(Appointed 12 October 2023)
Dr N Hervey	(Resigned 17 April 2024)

a. Constitution

The charity is a charitable company limited by guarantee was incorporated on 11 February 2013. It is also a registered charity and become registers with the Charity Commission on 20 November 2023.

b. Governing Document

The charitable company is controlled by its governing document, the memorandum and articles of association adopted on 11 February 2013 and as amended by a special resolution registered at Companies House on 13 November 2013.

c. Recruitment and appointment of Trustees

New Trustees are introduced to the charity by meetings with the Chair and Chief Executive where they are briefed on the workings of the charity and their responsibilities. They are then invited to attend a committee meeting as an observer.

d. Trustees induction and training

Trustees are then given an induction pack that includes details on:

- Role description
- Organisation Chart
- Organisation Work plan
- Code of Practice
- Introduction of Board Members
- Budget List of forthcoming meetings
- Guide to Healthwatch
- Policies and Procedures
- Insurance Coverage
- Declaration of Commitment
- Legal Responsibilities & Forms

YOUR VOICE IN HEALTH & SOCIAL CARE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Auditor

In accordance with the company's articles, a resolution proposing that Kirk Rice LLP be reappointed as auditor of the company will be put at a General Meeting.

Disclosure of information to the auditors

We, the directors of the charitable company who held office at the date of approval of these Financial Statements as set out above each confirm, so far as we are aware, that:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- we have taken all steps that we ought to have taken as directors in order to make ourselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415a of the Companies Act 2006. Preparing the accounts for a small company does not require the preparation of a Strategic Report, although much of the typical content is included within the Trustees' report.

The trustees' report was approved by the Board of Trustees.



.....
Mr R A Jones
Trustee

26/03/2025
Date:

YOUR VOICE IN HEALTH & SOCIAL CARE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

The trustees, who are also the directors of Your Voice in Health & Social Care for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which 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 year.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

YOUR VOICE IN HEALTH & SOCIAL CARE

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF YOUR VOICE IN HEALTH & SOCIAL CARE

Opinion

We have audited the consolidated financial statements of Your Voice in Health and Social Care (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2024 which comprise the consolidated statement of financial activities, the consolidated and charity balance sheet, the consolidated statement of cashflow and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the consolidated financial statements:

- give a true and fair view of the state of the group's and of the charitable company's affairs as at 31 March 2024 and of the group's incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the group and charitable company in accordance with the ethical requirements that are relevant to our audit of the consolidated financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the consolidated financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or the charitable company's ability to continue as a going concern for a period of at least twelve months from when the consolidated financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the consolidated financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the consolidated financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the consolidated financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

YOUR VOICE IN HEALTH & SOCIAL CARE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF YOUR VOICE IN HEALTH & SOCIAL CARE

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charitable company for the purposes of company law, are responsible for the preparation of the consolidated financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error. In preparing the consolidated financial statements, the trustees are responsible for assessing the group's and the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 151 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these consolidated financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Our audit approach was developed by obtaining an understanding of the group's and the charitable company's activities, the key functions undertaken on behalf of the Board by management and by service organisations, and the overall control environment. Based on this understanding we assessed those aspects of the group's and the charitable company's transactions and balances which were most likely to give rise to a material misstatement and were most susceptible to irregularities including fraud or error. Specifically, we identified what we considered to be key audit risks and planned our audit approach accordingly.

We gained an understanding of the legal and regulatory framework applicable to the group and the charitable company and the industry in which it operates, and considered the risk of acts by the group and charitable company which were contrary to applicable laws and regulations, including fraud. These included but were not limited to compliance with Companies Act 2006, Charities Act 2022 and FRS 102.

We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion.

We focused on laws and regulations that could give rise to a material misstatement in the charitable company's consolidated financial statements. Our tests included, but were not limited to:

- Agreement of the financial statements disclosures to underlying supporting documentation;
- Enquiries of management;
- Considering the effectiveness of control environment in monitoring compliance with laws and regulations.

YOUR VOICE IN HEALTH & SOCIAL CARE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF YOUR VOICE IN HEALTH & SOCIAL CARE

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. As in all of our audits we also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of bias by the trustees that represented a risk of material misstatement due to fraud.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's trustees as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Kirk Rice LLP

Kirk Rice LLP

26/03/2025

Statutory Auditor

Zeeta House
200 Upper Richmond Road
Putney
London
United Kingdom
SW15 2SH

Kirk Rice LLP is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

YOUR VOICE IN HEALTH & SOCIAL CARE

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Income from:							
Donations and legacies	3	42,783	-	42,783	14,581	-	14,581
Charitable activities	4	1,193,437	20,321	1,213,758	1,524,289	53,487	1,577,776
Total income		1,236,220	20,321	1,256,541	1,538,870	53,487	1,592,357
Expenditure on:							
Charitable activities	5	1,310,105	-	1,310,105	1,901,829	56,465	1,958,294
Total expenditure		1,310,105	-	1,310,105	1,901,829	56,465	1,958,294
Net income/(expenditure)		(73,885)	20,321	(53,564)	(362,959)	(2,978)	(365,937)
Transfers between funds		20,321	(20,321)	-	(2,978)	2,978	-
Net movement in funds	7	(53,564)	-	(53,564)	(365,937)	-	(365,937)
Reconciliation of funds:							
Fund balances at 1 April 2023		517,221	-	517,221	883,158	-	883,158
Fund balances at 31 March 2024		463,657	-	463,657	517,221	-	517,221

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

YOUR VOICE IN HEALTH & SOCIAL CARE

CONSOLIDATED AND COMPANY BALANCE SHEET

AS AT 31 MARCH 2024

		2024	2023	2024	2023
	Notes	GROUP £	GROUP £	CHARITY £	CHARITY £
Fixed assets					
Tangible assets	13	509,826	527,651	292	1,866
Current assets					
Debtors	14	48,327	129,928	48,327	92,786
Cash at bank and in hand		56,419	23,768	56,419	23,769
		104,746	153,696	104,746	116,555
Creditors: amounts falling due within one year	16	(150,915)	(164,126)	(71,584)	(77,776)
Net current (liabilities)/assets		(46,169)	(10,430)	33,162	38,779
Total assets less current liabilities		463,657	517,221	33,454	40,645
Net assets excluding pension liability		463,657	517,221	33,454	40,645
		=====	=====	=====	=====
The funds of the charitable company					
Unrestricted funds		463,657	517,221	33,454	40,645
		463,657	517,221	33,454	40,645
		=====	=====	=====	=====

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The charitable company's net movement in funds for the year was a deficit of £53,564 (2023: deficit of £94,614).

The financial statements were approved by the trustees on 26/03/2025



.....
Mr R A Jones
Trustee

Company registration number 08397315 (England and Wales)

YOUR VOICE IN HEALTH & SOCIAL CARE

CONSOLIDATED STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	22		33,235		(74,986)
Investing activities					
Purchase of tangible fixed assets		(584)		(9,889)	
Net cash used in investing activities			(584)		(9,889)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			32,651		(84,875)
Cash and cash equivalents at beginning of year			23,768		108,643
Cash and cash equivalents at end of year			56,419		23,768

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

Your Voice in Health & Social Care is a charitable company limited by guarantee, registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information detailed at the start of these financial statements.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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). The charitable company is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charitable company. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain items at fair value. The principal accounting policies adopted are set out below.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Company and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The Company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

In order to assess whether the group and charitable company is a going concern, management have reviewed cashflow forecasts. Incoming resources are based on agreements to provide Healthwatch services to several borough councils. Whilst these agreements are not all ratified with signed contracts, this is not unexpected when dealing with council organisations and these services have been provided for a number of years. Management therefore consider the renewal and ongoing nature of these contracts to be virtually certain and this included these resources in their future cashflow analysis.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The costs of raising and administering such funds are charged against the specific fund. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charitable company.

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.4 Income

Income is recognised when the charitable company is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Grants are included in the Consolidated Statement of Financial Activities on a receivable basis. The balance of the income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the Investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost (with the exception of leasehold properties which are carried at valuation) and subsequently measured at cost or fair value, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold land and buildings	Straight line over 50 years
Fixtures and fittings	Straight line over 4 years
Computers	Straight line over 4 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charitable company reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charitable company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charitable company's balance sheet when the charitable company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charitable company's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

2 Critical accounting estimates and judgements

In the application of the charitable company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Income from donations and legacies

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Donations and gifts	42,783	14,581

£42,783 of the income above (2023 - £14,581) was attributable to unrestricted funds and £nil (2023 - £nil) was attributable to restricted funds.

4 Income from charitable activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Group						
Services provided under contract	1,193,437	-	1,193,437	1,524,289	-	1,524,289
Performance related grants	-	20,321	20,321	-	53,487	53,487
	<u>1,193,437</u>	<u>20,321</u>	<u>1,213,758</u>	<u>1,524,289</u>	<u>53,487</u>	<u>1,577,776</u>

Charitable trading income

£1,193,437 of the income above (2023 - £1,524,289) was attributable to unrestricted funds and £20,321 (2023 - £53,487) was attributable to restricted funds.

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

5 Expenditure on charitable activities

	GROUP	GROUP
	Adult 2024 £	Adult 2023 £
Direct costs		
Staff costs	938,560	1,281,170
Volunteer costs	4,840	15,171
Counselling	18,714	2,803
Travelling	-	329
Partner fees	-	20,375
Feedback Centre	-	11,464
Training and development	9,284	-
Professional services	41,474	54,111
Sundry	1,470	-
	<u>1,014,342</u>	<u>1,385,423</u>
Share of support and governance costs (see note 6)		
Support	295,763	572,871
	<u>1,310,105</u>	<u>1,958,294</u>
Analysis by fund		
Unrestricted funds	1,310,105	1,901,829
Restricted funds	-	56,465
	<u>1,310,105</u>	<u>1,958,294</u>

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

6 Support costs allocated to activities

	2024 £	2023 £
Staff costs	48,229	87,950
Depreciation	18,409	29,238
Marketing	24,619	7,828
Newsletter	-	3,050
Training	-	2,585
DBS costs	-	3,220
Rent and rates	55,539	47,587
Travel costs	11,120	17,544
Office costs	27,929	13,821
Light & heat	11,009	716
Telephone	9,569	9,161
Postage, printing & stationary	621	11,257
Legal & professional	18,711	639
ITTF	25,564	29,433
Recruitment	8,525	28,313
Website costs	-	847
Subscriptions	6,861	-
Computer software & maintenance	9,801	22,542
Bank charges	4,768	1,317
Governance costs	14,115	53,816
Consultancy	-	180
Impairment of tangible fixed assets	-	162,842
Other	374	38,987
	<u>295,763</u>	<u>572,872</u>
Analysed between:		
Adult	<u>295,763</u>	<u>572,872</u>

7 Net movement in funds

	2024 £	2023 £
The net movement in funds is stated after charging/(crediting):		
Fees payable to the charity's auditor:		
- for the audit of the charity's financial statements	19,500	22,000
- for other financial services	-	4,200
Depreciation of owned tangible fixed assets	18,409	29,238
Impairment of owned tangible fixed assets	-	162,842
	<u></u>	<u></u>

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

8 Auditor's remuneration

Fees payable to the charity's auditor and associates:	2024	2023
	£	£
For audit services		
Audit of the financial statements of the charity	19,500	22,000
	<u> </u>	<u> </u>
For other services		
All other non-audit services	-	4,200
	<u> </u>	<u> </u>

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charitable company during the year (2023: £nil).

None of the trustees (or any persons connected with them) had expenses incurred paid to them during the year (2023: £nil).

10 Employees - group

The average monthly number of employees during the year was:

	2024	2023
	Number	Number
Admin and operational staff	49	60
	<u> </u>	<u> </u>

Employment costs - group

	2024	2023
	£	£
Wages and salaries	888,474	1,230,820
Social security costs	71,296	102,628
Other pension costs	27,088	35,672
	<u> </u>	<u> </u>
	986,858	1,369,120
	<u> </u>	<u> </u>

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2024	2023
	Number	Number
	-	1
	<u> </u>	<u> </u>

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

10 Employees - group

(Continued)

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2024 £	2023 £
Aggregate compensation	42,127	95,165

11 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

12 Impairments

Impairment tests have been carried out where appropriate and the following impairment losses have been recognised in profit or loss:

	2024 £	2023 £
In respect of:		
Property, plant and equipment	-	162,842

13 Tangible fixed assets

GROUP

	Leasehold land and buildings £	Fixtures and fittings £	Computers £	Total £
Cost or valuation				
At 1 April 2023	775,956	149,301	35,119	960,376
Additions	-	-	584	584
At 31 March 2024	775,956	149,301	35,703	960,960
Depreciation and impairment				
At 1 April 2023	255,956	143,516	33,253	432,725
Depreciation charged in the year	11,818	4,433	2,158	18,409
At 31 March 2024	267,774	147,949	35,411	451,134
Carrying amount				
At 31 March 2024	508,182	1,352	292	509,826
At 31 March 2023	520,000	5,785	1,866	527,651

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

13 Tangible fixed assets

(Continued)

CHARITY

	Leasehold land and buildings £	Fixtures and fittings £	Computers £	Total £
Cost or valuation				
At 1 April 2023	-	-	35,119	35,119
Additions	-	-	584	584
At 31 March 2024	-	-	35,703	35,703
Depreciation and impairment				
At 1 April 2023	-	-	33,253	33,253
Depreciation charged in the year	-	-	2,158	2,158
At 31 March 2024	-	-	35,411	35,411
Carrying amount				
At 31 March 2024	-	-	292	292
At 31 March 2023	-	-	1,866	1,866

Leasehold land and buildings with a carrying amount of £508,182 (2023: 520,000) were revalued in the year ended 31 March 2017 based on an informal valuation conducted by Holly Purvis of Stiles Harold Williams Partnership LLP.

The valuation conforms to International Valuation Standards and was conducted by an independent third party.

In the year ended 31 March 2023, the subsidiary entered into a contractual agreement to sell the property and it was subsequently impaired to the agreed sale price.

At 31 March 2024, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £153,546 (2023 - £165,364).

The revaluation surplus is £460,548 (2023: £460,548).

The leasehold property was sold by the subsidiary post year end. Please see note 19 for more details.

14 Debtors

	GROUP 2024 £	GROUP 2023 £	CHARITY 2024 £	CHARITY 2023 £
Amounts falling due within one year:				
Trade debtors	43,031	124,632	43,031	87,490
Prepayments and accrued income	5,296	5,296	5,296	5,296
	48,327	129,928	48,327	92,786

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

15 Investments

Your Voice in Health and Social Care is the sole member of Carers Lewisham, a charitable company registered in England and Wales (Company Registration number 03681548; Charity Registration number 1073592).

The results of Carers Lewisham Consolidated within these financial statements are as follows:

	31 March 2024 £	31 March 2023 £
Income from donations & legacies	42,783	13,152
Income from charitable activities	127,067	318,162
Direct charitable expenditure	(124,639)	(318,932)
Support costs	(91,583)	(283,307)
	<u> </u>	<u> </u>
Net expenditure for the year	<u>(46,372)</u>	<u>(270,925)</u>

	31 March 2024 £	31 March 2023 £
Assets	509,534	562,926
Liabilities	(79,330)	(86,350)
	<u> </u>	<u> </u>
	430,204	476,576
	<u> </u>	<u> </u>
Unrestricted funds	430,204	476,576
Restricted funds	-	-
	<u> </u>	<u> </u>
	430,204	476,576
	<u> </u>	<u> </u>

16 Creditors: amounts falling due within one year	GROUP 2024 £	GROUP 2023 £	CHARITY 2024 £	CHARITY 2023 £
Other taxation and social security	39,412	43,446	38,057	37,713
Other creditors	13,417	10,307	7,961	2,575
Bank overdrafts	49,519	48,207	-	-
Accruals and deferred income	48,566	62,166	25,566	37,488
	<u>150,914</u>	<u>164,126</u>	<u>71,584</u>	<u>77,776</u>

As detailed in note 19, a leasehold property was sold by the subsidiary post the balance sheet date. Subsequently, the bank overdraft credit balance was repaid in full.

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

17 Retirement benefit schemes

	2024 £	2023 £
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	27,088	35,672

The charitable company operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £27,088 (2023 - £35,672), amounts totalling £3,040 (2023 - £3,565) were payable to the fund at the balance sheet date and are included in creditors.

18 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Revaluation reserve	460,548	-	-	-	460,548
General funds	56,673	1,236,220	(1,310,105)	20,321	3,109
	<u>517,221</u>	<u>1,236,220</u>	<u>(1,310,105)</u>	<u>20,321</u>	<u>463,657</u>

Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2023 £
Revaluation reserve	623,390	-	-	(162,842)	460,548
Unrestricted	259,768	1,538,870	(1,901,829)	159,864	56,673
	<u>883,158</u>	<u>1,538,870</u>	<u>(1,901,829)</u>	<u>(2,978)</u>	<u>517,221</u>

Unrestricted funds - Charity

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
General funds	40,645	1,086,690	(1,093,881)	-	33,454
	<u>40,645</u>	<u>1,086,690</u>	<u>(1,093,881)</u>	<u>-</u>	<u>33,454</u>

YOUR VOICE IN HEALTH & SOCIAL CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

19 Events after the reporting date

On 25 September 2024, Carers Lewisham completed the sale of its property located at Waldram Place, London, SE23 2LB for £520,000. The carrying amount of the property as at 31st March 2024 was £508,182.

20 Related party transactions

During the year, the director Tim Spilsbury loaned £23,200 to Your Voice in Health & Social Care and £18,500 to Carers Lewisham in order to meet cashflow requirements. Both amounts were paid back in full to Tim Spilsbury before the year end.

Following the balance sheet date on 25 April 2024 and the 25 July 2024, the director Tim Spilsbury loaned £8,000 and £6,000 respectively to Your Voice in Health & Social Care. This was subsequently paid back to Tim Spilsbury on 1st May 2024 and the 26th July 2024 in full. The repayment relates to money that Tim Spilsbury loaned the charity to assist with the charities cash flow needs.

The group has taken advantage of the exemption not to disclose transactions entered into between group companies as the subsidiary is wholly owned. No disclosable related party transactions have been identified in the year.

21 Controlling parties

The Trustees consider that there is no controlling party.

22 Cash generated from operations

	2024 £	2023 £
	GROUP	GROUP
Deficit for the year	(53,564)	(365,938)
Adjustments for:		
Depreciation and impairment of tangible fixed assets	18,409	192,080
Movements in working capital:		
Decrease in debtors	81,601	13,425
(Decrease)/increase in creditors	(13,211)	85,447
Cash generated from/(absorbed by) operations	33,235	(74,986)

23 Analysis of changes in net funds

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank and in hand	23,768	32,651	56,419
	23,768	32,651	56,419

Accounts

Charity registration number: 1154672
Company registration number: 08397315

Your Voice in Health & Social Care

(A Company Limited by Guarantee)

Annual Report and Consolidated Financial Statements Year Ended 31st March 2023

Your Voice In Health & Social Care

Annual Report and Financial Statements

Year Ended 31st March 2023

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Your Voice In Health & Social Care

Charity Reference and Administrative Details

Year Ended 31st March 2023

Charity registration number	1154672
Company registration number	08397315
Trustees	R Jones S Sharma H Kaur Kardis T Clark (appointed on 12 Oct 2023) T Spilsbury (appointed on 22 Apr 2024) S Clark, Chair N Hervey (resigned on 17 Apr 2024)
Chief Executive	T Spilsbury
Registered office	45 St. Mary's Road London England W55RG
Auditor	Azets Audit Services Gladstone House 77-79 High St Heathrow TW20 9HY

Your Voice In Health & Social Care

Trustees' Annual Report

Year ended 31st March 2023

The Trustees present their annual report together with the audited financial statements of Your Voice in Health and Social Care ("the charitable company," "the charity", "YVHSC") for the period 1 April 2022 to 31 March 2023. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

The Trustees' Report and financial statements include the results for the charity and its wholly owned subsidiary, Carers Lewisham.

Since the group and the charitable company qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Objectives and aims for the public benefit

The objects of the charity (the "Objects") are:-

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.

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.

b. Activities Undertaken

The charity has now been established and funded for nine full years. During 2022/23 the charity continued to successfully deliver services by:

1. Engaging with the views of people about their needs and experience of local care services;
2. Continuing to manage YVHSC as an effective organisation.
3. Scrutinising local care services;
4. Ensuring the promotion of continuous improvement of health and social care services;
5. Making the views of residents and their experience of care known to Healthwatch England and the Care Quality Commission (CQC);
6. Ensuring the care services meet the long-term care needs of the people of London and reduce inequalities in care.
7. Supporting the needs of carers, promoting wellbeing, information, advice and signposting to carers and the cared for.
8. Supporting families and carers of children with SEND to access education and social care support.
9. Promoting and providing opportunities for volunteers, interns and work placement students with a view to increasing employability and providing skills and training required for the workplace.

Your Voice In Health & Social Care

Trustees' Annual Report (continued)

Year Ended 31st March 2023

Objectives and activities (continued)

c. Achievements and performance

During 2022/23 YVHSC has:

1. Continued to expand the Healthwatch Directorate to incorporate Healthwatch Hammersmith and Fulham.
2. Reviewed and restructured the Healthwatch Directorate to deliver efficiencies and streamline service delivery. YVHSC handed back Healthwatch (HW) Waltham Forest in an outer London Borough and successfully bid for HW Tower Hamlets, neighbouring existing delivery in Lewisham. This enabled resources to be shared.
3. Expanded Carers provision by securing further Young Cares funding and commencing delivery of Ealing Carers Service and Ealing Short Breaks for Carers service.
4. YVHSC have secured existing contracts in Ealing and Hounslow for 5 and 1 year, respectively.
5. YVHSC have expanded SEND provision to Hounslow SENDIASS Service. This represents an important step into SENDIASS provision that is a statutory requirement.
6. YVHSC have invested in an in-house digital feedback platform and data analysis role and recruited to the YVHSC Evidence and Insight Manager. This reduces expenditure on outsourced digital feedback and offers data analysis across Healthwatch, SEND and Carers provision. The transfer from the incumbent provider was significantly delayed due to systemic delays with Healthwatch England website licenses. This resulted in a overspend on this project.
7. YVHSC have expanded the volunteer hub to provide placements and support across the whole organisation and the Carers Lewisham subsidiary. The hub now provides training and careers advice via employment and college fairs.
8. YVHSC have re-branded the Carers Directorate to the Carers Wellbeing Hub and moved to Your Voice Carers. This is in keeping with current thinking about carers service delivery.
9. YVHSC have continued to advise on specialist areas to promote the patient voice, this has included: Safeguarding, mental health and sexual health.
10. YVHSC recognised the cost-of-living crisis and the impact on staff and awarded all staff, below Chief Executive, a 5% cost of living bonus.

Financial review

a. Going concern

This year YVHSC have experienced significant delays in income being realised due to significant delays in local authority payments. Due to these delays YVHSC have had to utilise full reserves at points throughout the year to cover significant delays in income being realised by local authorities. This coupled with the cost-of-living bonus, redundancies to reduce expenditure and extended digital transfer has impacted on the organisational reserves which has led to 2023/24 and 2024/25 identified as consolidation years to improve efficiency and increase current reserves. YVHSC aim to have 6 months of reserves in place by year end 2024/2025.

b. Reserves policy

The Trustees consider that the maximum level of reserves should be approximately three months of total recurring expenditure, equating to £489,573 (2022- £230,000) for 2023. As part of the organisation's financial review and restructure YVHSC will be seeking to increase reserves to 6 months of total recurring expenditure. In line with Charity Commission recommendations, we will focus on making provisions for unrestricted reserves and ensuring the levels remain adequate to ensure the following:

Your Voice In Health & Social Care

Trustees' Annual Report (continued)

Year Ended 31st March 2023

Financial review (continued)

b. Reserves policy (continued)

- A. Continuity of service across Healthwatch, Carers and SEND Directorates.
- B. Funding of the on-going business and its sustained long-term future.
- C. Funding of new projects.
- D. Funding for specific proposed capital expenditure. .
- E. Protection of employees' jobs.
- F. Provision for rises in statutory charges i.e. NI and Business Rates.

In addition, there are certain underlying needs identified by the Trustees, which are explained below. The Trustees deem it necessary to set aside cover for the loss or reduction of statutory or other funding of specific projects and to provide for any such project that suffers accordingly. Generally, projects are funded on a two-year basis, and it will be our policy to set aside reserves for where funding is not renewed. The Trustees, aware of the responsibility, have taken, and will continue to take, every step available to obtain, where possible, the increased funding necessary to continue their operation or provide for closure costs. i.e. statutory redundancy payments in the case of failed or insufficient funding. The board of Trustees will continue to monitor the levels of all reserves and reviews will be made on a quarterly basis, using, where available, the latest budget information.

As at 31 March 2023, YVHSC held reserves of £40,645 (2022: £135,259) of which £nil (2022: £nil) related to restricted funds. YVHSC's free reserves at 31 March 2023 were £40,643 (2021: £135,259), which is below the target set by the Trustees. Plans are in place to seek new funding streams in the coming years, which are expected to improve the charity's free reserve position.

As at 31 March 2023, the group (YVHSC and Carers Lewisham) held reserves of £517,221 (2022: £883,158), of which £nil (2022: £nil) related to restricted funds. The group's free reserves at 31 March 2023 were £(10,430) (2022: (£173,317)).

During the prior year, the Trustees reviewed the group's income streams. The Trustees identified that income from several of the group's contracts had historically been reported as restricted funding. The Trustees have therefore made a fund transfer during the year, to move historic balances on these contracts to unrestricted funds.

c. Remuneration of key management

The remuneration of management is benchmarked against other comparable organisations identified both on income and accountability; special attention is given to the organisations responsibilities as a deliverer of statutory responsibilities. In the case of the Chief Executive the salary is adjusted on previous experience and incorporates a bonus structure based on performance.

d. Fundraising

The charity does not undertake fundraising activities.

Your Voice In Health & Social Care

Trustees' Annual Report (continued)

Year Ended 31st March 2023

Financial review

e. Risk Management

The Board has instructed the Chief Executive to conduct a review of the major risks to which the charity is exposed. A risk register has been established and will be updated annually. The key risks faced by the charity include the cessation of the Healthwatch Hounslow agreement. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. This has led to the organisation implementing a system of emergency procedures and contingency plans. Procedures are in place to ensure compliance with health and safety of staff, volunteers and clients. The Board is committed to ensuring consistent quality of delivery for all operational aspects of the charity. A key element in the management of financial risk is the continued working with an independent accounting service and the setting of the reserves policy and its regular review by the Trustee Board.

Structure, governance and management

a. Constitution

The charity is a charitable company limited by guarantee and was incorporated on 11 February 2013. It is also a registered charity and became registered with the Charity Commission on 20 November 2013.

b. Governing Document

The charitable company is controlled by its governing document, the memorandum and articles of association, adopted on 11 February 2013 and as amended by a special resolution registered at Companies House on 13 November 2013.

c. Recruitment and appointment of Trustees

New Trustees are introduced to the charity by meetings with the Chair and Chief Executive where they are briefed on the workings of the charity and their responsibilities. They are then invited to attend a committee meeting as an observer.

d. Trustee induction and training

Trustees are then given an induction pack that includes details on:

- Role description
- Organisational Chart
- Organisational Work plan
- Code of Practice
- Introduction of Board Members
- Budget List of forthcoming meetings
- Guide to Healthwatch
- Policies and Procedures
- Insurance Coverage
- Declaration of Commitment
- Legal Responsibilities & Forms

Your Voice In Health & Social Care

Trustees' Annual Report (continued)

Year Ended 31st March 2023

Plans for future periods

Due to the financial pressures prevalent across the Health and Social Care sector YVHSC are seeking to secure contracted work programmes focused on engagement and be less reliant on spot purchase commissioned research activity, this is:

Bid for further Carers contracts through the Carers Lewisham subsidiary and Your Voice Carers

Bid for Healthwatch contracts through the Healthwatch Directorate.

Bid for and develop the YVHSC SEND Directorate to offer greater support to Parents/Carers of children with SEND and diversify the YVHSC offer.

YVHSC will not be bidding on contracts that fail to meet a minimum central cost contribution threshold so as to support efficiency and enable growth of adequate reserves.

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial. 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 Group and the Company and of their incoming resources and application of resources, including their income and expenditure, 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 of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent; state whether applicable UK Accounting Standards (FRS 102) 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 Group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Group and the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Group and 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 Group and the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to the auditors

We, the directors of the company who held office at the date of approval of these Financial Statements as set out above each confirm, so far as we are aware, that:

- there is no relevant audit information of which the company's auditors are unaware; and
- we have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Your Voice In Health & Social Care

Trustees' Annual Report (continued)

Year Ended 31st March 2023

Small companies exemption

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

On behalf of the board



R Jones

Trustee

Date:.....10/06/24.....

.....

Independent Auditor's Report to the Members of Your Voice In Health & Social Care

Opinion

We have audited the financial statements of Your Voice in Health & Social Care (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2023 which comprise the Consolidated Statement of Financial Activities (including Income and Expenditure account), Consolidated Balance Sheet, Company Balance Sheet, Consolidated Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2023, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group and parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Independent Auditor's Report to the Members of Your Voice In Health & Social Care

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies' exemption[s]5 [in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the parent charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and report in accordance with this Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities is available on the FRC's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud
- Reviewing minutes of meetings of those charged with governance
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the company through enquiry and inspection
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations; and

Independent Auditor's Report to the Members of Your Voice In Health & Social Care

- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.

Azets Audit Services

Paul Creasey (Senior Statutory Auditor)
For and on behalf of Azets Audit Services
Statutory Auditor and Chartered Accountants
Egham

14 June 2024

.....

Your Voice In Health & Social Care

Consolidated Statement of Financial Activities (Including Income and Expenditure Account)

Year Ended 31st March 2023

		2023			
		Unrestricted funds	Restricted funds	Total	2022 Total
	Note	£	£	£	£
Income and endowments from:					
Donations and legacies	3	14,581	-	14,581	16,879
Charitable activities	4	1,524,289	53,487	1,577,776	1,365,080
Total income and endowments		1,538,870	53,487	1,592,357	1,381,959
Expenditure on:					
Charitable activities	5	1,901,829	56,465	1,958,294	1,429,864
Total expenditure		1,901,829	56,465	1,958,294	1,429,864
Net expenditure		(362,959)	(2,978)	(365,937)	(47,905)
Transfers between funds		(2,978)	2,978	-	-
Net movement in funds		(365,937)	-	(365,937)	(47,905)
Reconciliation of funds:					
Total funds brought forward	14	883,158	-	883,158	931,063
Total funds carried forward		517,221	-	517,221	883,158

All income and expenditure derive from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

Your Voice In Health & Social Care

Consolidated Balance Sheet

As at 31st March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	10	527,651	709,841
		<u>527,651</u>	<u>709,841</u>
Current assets			
Debtors	12	129,928	143,353
Cash at bank and in hand		23,768	108,643
		<u>153,696</u>	<u>251,996</u>
Creditors: amounts falling due within one year	13	(164,126)	(78,679)
Net current (liabilities) assets		<u>(10,430)</u>	<u>173,317</u>
Net assets		<u>517,221</u>	<u>883,158</u>
Group Funds			
Restricted funds	14	-	-
Unrestricted funds	14	517,221	883,158
Total group funds	14	<u>517,221</u>	<u>883,158</u>

The financial statements were approved and authorised for issue by the Board on ...10/06/24.....

Signed on behalf of the board of trustees



R Jones
Trustee

Date:.....10/06/24.....

The notes on pages 17 to 31 form part of these financial statements.

Your Voice In Health & Social Care

Company Balance Sheet

As at 31st March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	10	1,866	6,065
		1,866	6,065
Current assets			
Debtors	12	92,787	105,855
Cash at bank and in hand		23,768	88,615
		116,555	194,470
Creditors: amounts falling due within one year	13	(77,776)	(65,276)
		38,779	129,194
Net current assets			
		40,645	135,259
Net assets			
Charity Funds			
Restricted funds	14	-	-
Unrestricted funds	14	40,645	135,259
Total charity funds	14	40,645	135,259

The Company's net movement in funds for the year was a deficit of £94,614 (2022: deficit of £46,481).

The financial statements were approved and authorised for issue by the Board on 10/06/24.....

Signed on behalf of the board of trustees



R Jones
Trustee

Date: 10/06/24.....

The notes on pages 17 to 31 form part of these financial statements.

Your Voice In Health & Social Care

Consolidated Statement of Cash Flows

Year Ended 31st March 2023

	Note	2023 £	2022 £
Cash flow from operating activities	16	(74,986)	66,325
Net cash flow from operating activities		(74,986)	66,325
Cash flow from investing activities			
Purchase of tangible fixed assets		(9,889)	(14,600)
Net cash flow from investing activities		(9,889)	(14,600)
Net (decrease) / increase in cash and cash equivalents		(84,875)	51,725
Cash and cash equivalents at 1st April 2022		108,643	56,918
Cash and cash equivalents at 31st March 2023		23,768	108,643
Cash and cash equivalents consists of:			
Cash at bank and in hand		23,768	108,643
Cash and cash equivalents at 31st March 2023		23,768	108,643

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2023

1. Accounting policies

(a) General information and basis of preparation

Your Voice in Health and Social Care is a private charitable company limited by guarantee, registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 3 of these financial statements.

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) – 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS 102. The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Company and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The Company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

(b) Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received, and the amount of income receivable can be measured reliably.

Grants are included in the Consolidated Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the Investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

(c) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2023

1. Accounting policies (continued)

(c) Expenditure (continued)

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

(d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Group; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

(e) Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost (with the exception of leasehold properties which are carried at valuation) less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Leasehold land and buildings	Straight line over 50 years
Computer equipment	Straight line over 4 years

(f) Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

(g) Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

(h) Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2023

1. Accounting policies (continued)

(i) Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their segment value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

(j) Pensions

The Group operates a defined contribution pension scheme, and the pension charge represents the amounts payable by the Group to the fund in respect of the year.

(k) Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(l) Going concern

The Trustees recognise that the organisation has faced significant financial challenges as budgets continue to be reduced often without commensurate reductions in the services required. During the financial year 2023-24 it was therefore decided to undertake a number of projects to improve the organisation's efficiency overall, which required utilising some of our reserves. This included an IT review, service expansion, infrastructure improvement and responding to the cost-of-living crisis. This coincided with significant delays in local authority payments on existing contracts and a steady increase in all associated costs.

YVHSC has remained robust in honouring all of our contracts and supporting staff across the organisation. YVHSC Trustees are confident that despite a reserve spend and on-going issues with contract payment from local authorities that the efficiency measures put in place put Your Voice in good stead for the future. The Board are clear on the need to maintain this position, and YVHSC have consequently reviewed their new business development and retention objectives and will no longer retain or bid for services that fall below a 20% central cost contribution or that are identified as "loss leaders". YVHSC SEND services have expanded and the organisation is committed to continued growth within realistic financial objectives.

The Board decided to sell the leasehold property owned by Carers Lewisham and carry out a downgrade of activities at the charity, with the following year taken to review the organisation. It is proposed that Carers Lewisham moves to more sustainable accommodation and that for the year 2024-25 Carers Lewisham will not bid for new services while consultation, recruitment to a new committee and the terms and objects of the Charity are reassessed. At the date of approval of these financial statements, the charity has entered into a conditional exchange of contracts for sale.

On this basis, the Board are confident that the charity and the group will remain a going concern and continue to prepare the financial statements on this basis.

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2023

(m) Judgements and key sources of estimation uncertainty

No significant judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies.

The key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year include:

The Leasehold property is included in the financial statements at valuation. The property has been offered for sale post year end and the carrying value reflects the offer received.

3 Income from donations and legacies - group

	2023 £	2022 £
Donations	14,581	16,879
	<u>14,581</u>	<u>16,879</u>

£13,152 of the income above (2022 - £16,879) was attributable to unrestricted and £nil (2022 - £nil) was attributable to restricted funds.

4 Income from charitable activities – group

	2023 £	2022 £
Contractual payments	1,524,289	1,347,611
Performance related grants	53,487	17,469
	<u>1,577,776</u>	<u>1,365,080</u>

£1,524,289 of the income above (2022 - £1,347,611) was attributable to unrestricted and £53,487 (2022 - £17,469) was attributable to restricted funds.

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2023

5 Analysis of expenditure on charitable activities – group

a) Summary by activity

	Activities undertaken directly 2023 £	Support costs 2023 £	Total 2023 £
Adult	1,385,422	572,872	1,958,294
Children & Young People	-	-	-
	1,385,421	572,872	1,958,293

	Activities undertaken directly 2022 £	Support costs 2022 £	Total 2022 £
Adult	1,152,518	277,346	1,429,864
Children & Young People	-	-	-
	1,152,518	277,346	1,429,864

b) Summary by fund

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Adult	1,901,829	56,465	1,958,294
Children & Young People	-	-	-
	1,901,829	56,465	1,958,294

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Adult	1,412,395	17,469	1,429,864
Children & Young People	-	-	-
	1,412,395	17,469	1,429,864

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2023

6 Analysis of expenditure by activities - group

Analysis of direct costs

	Adult 2023 £	Total 2023 £	Total 2022 £
Staff costs	1,281,169	1,281,169	1,071,864
Volunteer Costs	15,171	15,171	4,315
Counselling	2,803	2,803	3,409
Transportation	-	-	1,224
Travelling	329	329	1,764
Partner fees	20,375	20,375	62,627
Don't Tone Alone	-	-	3,960
Staff Training	-	-	2,200
Feedback centre	11,464	11,464	-
Other	54,111	54,111	1,155
Total	1,385,422	1,385,422	1,152,518

Analysis of support costs

	Adults 2023 £	Total 2023 £	Total 2022 £
Staff costs	87,950	87,950	50,783
Depreciation	29,238	29,238	24,050
Marketing	7,828	7,828	634
Newsletter	3,050	3,050	10,491
Training	2,585	2,585	5,650
DBS costs	3,220	3,220	3,523
Rent and rates	47,587	47,587	31,364
Travel costs	17,544	17,544	12,430
Office costs	13,821	13,821	11,128
Light & heat	716	716	3,438
Telephone	9,161	9,161	9,069
Postage, printing & stationary	11,257	11,257	18,930
Legal & professional	639	639	12,223
ITTF	29,433	29,433	18,628
Recruitment	28,313	28,313	7,670
Website costs	847	846	910
Computer software & maintenance	22,542	22,542	20,395
Insurance	-	-	362
Hounslow feedback centre	-	-	10,272
Lewisham feedback centre	-	-	15,408
Bank charges	1,317	1,317	566
Subscriptions	-	-	2,692
Governance costs	53,816	53,816	30,618
Consultancy	180	180	-
Impairment of tangible fixed assets	162,842	162,842	-
Other	38,987	38,987	(23,888)
Total	572,872	572,872	277,346

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2023

7 Net income / (expenditure) for the year

Net income / (expenditure) is stated after charging / (crediting):

	2023 £	2022 £
Auditor's remuneration:		
Audit fees: Charity	13,800	10,000
Audit fees: Subsidiary	8,400	6,650
Non-audit fees: Group	4,200	3,350
Prior year auditor:		
Adjustment regarding 2021 fees	-	(2,400)
Depreciation of tangible fixed assets	29,238	24,049
Impairment of tangible fixed assets	162,842	-

8 Trustees' and key management personnel remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2022: £NIL).

During the year, no Trustee expenses have been incurred (2022: £NIL)

Key management personnel consist of the Trustees and Chief Executive. The emoluments paid to key management for the year totalled £95,165 (2022: £105,837).

9 Staff costs and employee benefits

The average monthly number of employees during the Year was as follows:

Group

	2023 Number	2022 Number
Administrative and operational staff	60	50

The total staff costs and employee benefits were as follows:

Group

	2023 £	2022 £
Wages and salaries	1,234,586	1,015,261
Social security	102,628	77,432
Defined contribution pension costs	35,672	29,954
	1,372,886	1,122,647

The number of employees who received total employee benefits (excluding employer pension costs) of more than £60,000 is as follows:

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2023

9 Staff costs and employee benefits (continued)

	2023 Number	2022 Number
£80,001 - £90,000	1	-
£90,001 - £100,000	-	1
	<u>1</u>	<u>1</u>

10 Tangible fixed assets

Group

	Long term leasehold property £	Computer equipment £	Total £
Cost or valuation:			
At 1 April 2022	775,956	174,531	950,487
Additions	-	9,889	9,889
At 31 March 2023	<u>775,956</u>	<u>184,420</u>	<u>960,376</u>
Depreciation:			
At 1 April 2022	77,595	163,050	240,645
Charge for the year	15,519	13,719	29,238
Impairment charge for the year	162,842	-	162,842
At 31 March 2023	<u>255,956</u>	<u>176,769</u>	<u>432,725</u>
Net book value:			
At 31 March 2023	<u>520,000</u>	<u>7,651</u>	<u>527,651</u>
At 31 March 2022	<u>698,361</u>	<u>11,480</u>	<u>709,841</u>

Company

	Computer equipment £	Total £
Cost or valuation:		
At 1 April 2022	31,390	31,390
Additions	3,729	3,729
At 31 March 2023	<u>35,119</u>	<u>35,119</u>
Depreciation:		
At 1 April 2022	25,324	25,324
Charge for the year	7,929	7,929
At 31 March 2023	<u>33,253</u>	<u>33,253</u>
Net book value:		
At 31 March 2023	<u>1,866</u>	<u>1,866</u>
At 31 March 2022	<u>6,066</u>	<u>6,066</u>

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2023

10 Tangible fixed assets (continued)

The net book value of land and buildings comprised:

	2023 £	2022 £
Land and buildings:		
Long leasehold	520,000	698,361

Tangible fixed assets held at valuation

The historic cost equivalent of land and buildings included at valuation are as follows:

	2023 Land and buildings £	2022 Land and buildings £
Cost	187,914	187,914
Accumulated depreciation	(22,550)	(18,791)
Net book value	165,364	169,123

Post year end, the subsidiary has entered into a conditional exchange of contracts to sell the leasehold property for £520,000. As such, the carrying value of the property has been impaired to this value.

11 Investments

Your Voice in Health and Social Care is the sole member of Carers Lewisham, a charitable company registered in England and Wales (Company Registration number 03681548; Charity Registration number 1073592).

The results of Carers Lewisham consolidated within these financial statements are as follows:

	2023 £	2022 £
Income from donations & legacies	13,152	15,989
Income from charitable activities	318,162	266,691
Direct charitable expenditure	(318,932)	(180,662)
Support costs	(283,703)	(103,444)
Net expenditure for the year	(271,321)	(1,426)

	31 March 2023 £	31 March 2022 £
Assets	562,926	761,302
Liabilities	(86,350)	(13,405)
	476,576	747,897
Unrestricted funds	476,576	747,987
Restricted funds	-	-
	476,576	747,987

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2023

12 Debtors due within one year

Group

	2023 £	2022 £
Trade debtors	124,632	138,057
Prepayments and accrued income	5,296	5,296
	129,928	143,353

Company

	2023 £	2022 £
Trade debtors	87,491	100,560
Prepayments and accrued income	5,296	5,295
	92,787	105,855

13 Creditors: amounts falling due within one year

Group

	2023 £	2022 £
Bank overdraft	48,207	-
Trade creditors	-	(6)
Other tax and social security	43,446	22,763
Other creditors	10,307	4,713
Accruals and deferred income	62,166	51,209
	164,126	78,679

Company

	2023 £	2022 £
Other tax and social security	37,713	18,708
Other creditors	2,575	3,122
Accruals and deferred income	37,488	43,446
	77,776	65,276

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2023

14 Statement of funds

Unrestricted funds - Group

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
Unrestricted	259,768	1,538,870	(1,901,829)	159,864	56,673
Revaluation reserve	623,390	-	-	(162,842)	460,548
	883,158	1,538,870	(1,901,829)	2,978	517,221

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Unrestricted	(187,131)	1,364,490	(1,412,395)	494,804	259,768
Revaluation reserve	682,194	-	-	(58,804)	623,390
	495,063	1,364,490	(1,412,395)	436,000	883,158

Unrestricted funds - Charity

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
Unrestricted	135,261	1,288,042	(1,382,658)	-	40,645
	135,261	1,288,042	(1,382,658)	-	40,645

Restricted funds - Group

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
General Restricted	-	53,487	(56,465)	2,978	-
	-	53,487	(59,465)	2,978	-

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2023

14 Statement of funds (continued)

Restricted funds – Group (continued)

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
General Restricted	-	17,469	(17,469)	-	-
Healthwatch Hounslow	233,622	-	-	(233,622)	-
Healthwatch Ealing	21,636	-	-	(21,636)	-
Healthwatch Waltham Forest	18,338	-	-	(18,338)	-
Healthwatch Bromley	8,102	-	-	(8,102)	-
Training & Research	2,110	-	-	(2110)	-
Other income	1,773	-	-	(1,773)	-
Clinical Commissioning Groups (CCG)	150,419	-	-	(150,419)	-
	<u>436,000</u>	17,469	(17,469)	(436,000)	-

Restricted funds - Charity

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
Restricted	-	-	-	-	-
	<u>-</u>	-	-	-	-

Healthwatch Hounslow

Funds received from London Borough of Hounslow (LBH) to deliver Healthwatch Hounslow, under a service agreement for the period from 1 April 2017 to 31 March 2023.

Healthwatch Ealing

Funds received from London Borough of Ealing (LBE) to deliver Healthwatch Ealing, under a service agreement for the period from 1 April 2017 to 31 March 2023.

Healthwatch Waltham Forest

Funds received from London Borough of Waltham Forest (LBWF) to deliver Healthwatch Waltham Forest and Advocacy service, under a service agreement for the period from 1 April 2017 to 30 June 2022.

Training and research

Funds received for a single piece of research from Ealing CCG and to provide training and engagement events.

Clinical Commissioning Groups (CCG)

CCG's have moved towards funding activities predominantly focused on engagement. These have included funding for digital feedback of patient experience, winter resilience education and training; Self-care and prevention including social prescribing and expanded enter and view.

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2023

15 Analysis of net assets between funds - group

	Unrestricted funds 2023 £	Revaluation reserve 2023 £	Restricted funds 2023 £	Total 2023 £
Tangible Fixed assets	67,103	460,548	-	527,651
Net current assets	(10,430)	-	-	(10,430)
Total	56,673	460,548	-	517,221

	Unrestricted funds 2022 £	Revaluation reserve 2022 £	Restricted funds 2022 £	Total 2022 £
Tangible Fixed assets	86,451	623,390	-	709,841
Net current assets	173,317	-	-	173,317
Total	259,768	623,390	-	883,158

16. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2023 £	Group 2022 £
Net expenditure for the year (as per SOFA)	(365,937)	(47,905)
Depreciation of tangible fixed assets	29,238	24,049
Tangible fixed asset impairments	162,842	-
Recognition of previously unidentified cash balances	-	33,248
Decrease in debtors	13,425	73,558
(Decrease) / increase in creditors	85,446	(16,623)
Net cash flow from operating activities	(74,986)	66,327

17. Analysis of changes in net funds

	At 1 April 2022 £	Cashflows £	At 31 March 2023 £
Cash at bank and in hand	108,643	(84,875)	23,768

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2023

18. Financial instruments

The carrying value of the Group's financial instruments are as follows:

	2023 £	2022 £
<i>Financial assets</i>		
Debt instruments measured at amortised cost:		
- Trade debtors	124,632	138,057
<i>Financial liabilities</i>		
Measured at amortised cost:		
Trade creditors	-	(6)
Other creditors	10,307	4,713

19. Pension contributions

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £28,727 (2022 - £23,809), amounts totalling £3,565 (2022: £2,003) were payable to the fund at the balance sheet date and are included in creditors.

20. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before he/she ceases to be a member.

21. Related party transactions

The group has taken advantage of the exemption not to disclose transactions entered into between group companies as the subsidiary is wholly owned. No disclosable related party transactions have been identified in the year.

22. Controlling parties

The Trustees consider that there is no controlling party.

Accounts

Charity registration number: 1154672
Company registration number: 08397315

Your Voice In Health & Social Care
(A Company Limited by Guarantee)

Annual Report and Consolidated Financial Statements
Year Ended 31st March 2022

Your Voice In Health & Social Care

Annual Report and Financial Statements

Year Ended 31st March 2022

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Your Voice In Health & Social Care

Charity Reference and Administrative Details

Year Ended 31st March 2022

Charity registration number	1154672
Company registration number	08397315
Trustees	S Clark, Chair R Jones N Hervey S Sharma H Kaur (resigned 30 November 2021)
Chief Executive	T Spilsbury
Registered office	45 St.Mary's Road London England W55RG
Auditor	Azets Audit Services Gladstone House 77-79 High St Heathrow TW20 9HY

Your Voice In Health & Social Care

Trustees' Annual Report

Year ended 31st March 2022

The Trustees present their annual report together with the audited financial statements of Your Voice in Health and Social Care ("the charitable company", "the charity", "YVHSC") for the period 1 April 2021 to 31 March 2022. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

The Trustees' Report and financial statements include the results for the charity and its wholly owned subsidiary, Carers Lewisham.

Since the group and the charitable company qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Objectives and aims for the public benefit

The objects of the charity (the "Objects") are:-

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.

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.

b. Activities Undertaken

The charity has now been established and funded for nine full years. During 2021/22 the charity continued to successfully deliver services by:

1. Engaging with the views of people about their needs and experience of local care services;
2. Establishing YVHSC as an effective organisation.
3. Scrutinising local care services;
4. Ensuring the promotion of continuous improvement of health and social care services;
5. Making the views of residents and their experience of care known to Healthwatch England and the Care Quality Commission (CQC);
6. Ensuring the care services meet the long-term care needs of the people of London and reduce inequalities in care.
7. Supporting the needs of carers, promoting wellbeing, information, advice and signposting to carers and the cared for.
8. Supporting families and carers of children with SEND to access education and social care support.

Your Voice In Health & Social Care

Trustees' Annual Report (continued)

Year Ended 31st March 2022

9. Promoting and providing opportunities for volunteers, interns and work placement students with a view to increasing employability and providing skills and training required for the workplace.

Objectives and activities (continued)

c. Achievements and performance

During 2021/22 YVHSC has:

1. Continued to expand the Healthwatch Directorate to incorporate Healthwatch Hammersmith and Fulham, successfully re-tendered for the Healthwatch Ealing contract and successfully re-tendered for the Healthwatch Bromley service for a period of six years. In addition, 21/22 saw the implementation of the new quality assurance programme by Healthwatch England which YVHSC has been a lead on consultation and incorporation.
2. Secured a local authority investment in young carers in Lewisham and successfully applied for a lottery funded programme to further support Young Carers to experience short breaks and embed the service in education. YVHSC has continued to support the Carers Counselling service to provide free counselling to carers.
3. YVHSC have expanded SEND provision to Hammersmith and Fulham and have been successful in the procurement of the Hammersmith and Fulham Special Educational Needs and Disability Information, Advice, Signposting and Support Service. The SENDIASS provision is a statutory provision and signifies progression in YVHSC strategy to expand into SEND provision. The SEND Directorate still represents a loss leader for the organisation while the service provision is increased.
4. YVHSC have invested in training and development for staff across YVHSC to better support Statutory provision in Healthwatch and SEND, including legally required training, and to better inform mental health training, safeguarding and carers assessments.
5. YVHSC have invested in staff support through the implementation of the Employee Assistance Programme. The Programme offers free and impartial legal and disciplinary advice as well as counselling and assistance for employees and their families.
6. YVHSC have expanded the volunteer hub to provide placements and support across the whole organisation and the Carers Lewisham subsidiary. The hub now provides training and careers advice via employment and college fairs.
7. YVHSC have continued to advise on specialist areas to promote the patient voice, this has included: Safeguarding, mental health and sexual health.
8. YVHSC have appointed a Head of HR and a Head of Policy and Governance to better support the organisation and ensure YVHSC remains robust and adherent to good practice and up to date policy and governance.

Regarding our subsidiary Carers Lewisham:

There are 3227 active carers on our database. This means they are receiving regular information about our services and activities/workshops/groups via email or post (unless they have asked not to).

It is difficult to say exactly how many carers we are providing "ongoing support" to, as many carers need practical advice information with a specific issue and when this is solved can manage their caring situation independently. They are however still likely to attend workshops etc. which fit their interests, learning needs and lifestyle. Many carers also come back for advice/information/support when something unexpected happens in their caring situation/life.

We do not have a large number of re-occurring support groups - instead we focus on workshops and events that are relevant, informative and/or enjoyable for carers allowing them to create natural peer-supporting

Your Voice In Health & Social Care

Trustees' Annual Report (continued)

Year Ended 31st March 2022

relationships. This is a strategy based on feedback and previous experiences of what our carers said they wanted and needed.

The current young carers service (funded by Phoenix, BBC Children in Need, and LBL) has continued to run successfully and has funding going forward into 2025. The service continues to run holiday workshops and a summer beach trip. Staff also set up a partnership between Carers Lewisham and NCS The Challenge to have one of their young adult groups work with our charity. Ten to twelve young people (aged 15-17) came to our office to help decorate some of the rooms.

The YC staff created a new set of surveys for the Young Carers who participate in the trips they organise. They have also revised and implemented a new parent survey which was used this summer. The YC mailing list has been updated in year by cross referencing with the attendance sheet from the outings to create a final address list. By sending out the surveys to last year's participants, we were able to provide Phoenix much needed data for the year-end report. As an incentive the parents who returned surveys got priority on the Saturday autumn trips.

The YC service is well known and recently was contacted by a playwright and director (Alfie James) to write and produce a play about the lives of carers. The director wants to perform it locally and invited CL, together with the carers, to collaborate on the script and maybe even the acting.

Financial review

a. Going concern

Since the year end, YVHSC have experienced significant delays in income being realised due to significant delays in local authority payments. This coupled with the cost-of-living bonus, redundancies to reduce expenditure and extended digital transfer has impacted on the organisational reserves which has led to 2023/24 and 2024/25 identified as consolidation years to improve efficiency and increase current reserves.

Nonetheless, the group has been successful in winning new contracts since the year end. Whilst the current level of reserves held for both YVHSC and CL are regarded as inadequate, trustees and management are working towards levels equivalent to 6 months and 3 months of operational reserves respectively. This is being achieved through efficiency reviews across both organisations with all contracts being reviewed for efficiency savings. Steps already undertaken have included requesting CPI uplifts for contracts, a review of free services provided, a review of central services, evaluating the use of assets held and improving financial procedures for new contract tendered.

Given these steps and the current position of the group, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

b. Reserves policy

The Trustees consider that the maximum level of reserves should be approximately three months of total recurring expenditure, equating to £230,000 for 2022. As part of the organisation's financial review and restructure YVHSC will be seeking to increase reserves to 6 months of total recurring expenditure. In line with Charity Commission recommendations, we will focus on making provisions for unrestricted reserves and ensuring the levels remain adequate to ensure the following:

- A. Continuity of service across Healthwatch, Carers and SEND Directorates.
- B. Funding of the on-going business and its sustained long-term future.
- C. Funding of new projects.
- D. Funding for specific proposed capital expenditure. .
- E. Protection of employees' jobs.
- F. Provision for rises in statutory charges i.e. NI and Business Rates.

In addition, there are certain underlying needs identified by the Trustees, which are explained below. The Trustees deem it necessary to set aside cover for the loss or reduction of statutory or other funding of specific projects and to provide for any such project that suffers accordingly. Generally, projects are funded on a

Your Voice In Health & Social Care

Trustees' Annual Report (continued)

Year Ended 31st March 2022

two-year basis and it will be our policy to set aside reserves for where funding is not renewed. The Trustees, aware of the responsibility, have taken, and will continue to take, every step available to obtain, where possible, the increased funding necessary to continue their operation or provide for closure costs. i.e. statutory redundancy payments in the case of failed or insufficient funding. The board of Trustees will continue to monitor the levels of all reserves and reviews will be made on a quarterly basis, using, where available, the latest budget information.

As at 31 March 2022, the charity held reserves of £135,259 (2021: £181,740) of which £nil (2021: £nil) related to restricted funds. The charity's free reserves at 31 March 2022 were £135,259 (2021: £181,740), which is below the target set by the Trustees. Plans are in place to seek new funding streams in the coming years, which are expected to improve the charity's free reserve position.

As at 31 March 2022, the group held reserves of £883,158 (2021: £931,063), of which £nil (2021: £436,000) related to restricted funds. The group's free reserves at 31 March 2022 were £173,317 (2021: (£224,227)).

During the year, the Trustees reviewed the group's income streams. The Trustees identified that income from several of the group's contracts had historically been reported as restricted funding. The Trustees have therefore made a fund transfer during the year, to move historic balances on these contracts to unrestricted funds.

The Trustees have reviewed the restricted grant awards that the group has received. These include grants from The Jack Petchey Foundation and The Screwfix Foundation. The Trustees consider these grants to be fully utilised as at 31 March 2022.

c. Remuneration of key management

The remuneration of management is benchmarked against other comparable organisations identified both on income and accountability; special attention is given to the organisations responsibilities as a deliverer of statutory responsibilities. In the case of the Chief Executive the salary is adjusted on previous experience and incorporates a bonus structure based on performance.

d. Fundraising

The charity does not undertake fundraising activities.

Financial review

e. Risk Management

The Board has instructed the Chief Executive to conduct a review of the major risks to which the charity is exposed. A risk register has been established and will be updated annually. The key risks faced by the charity include the cessation of the Healthwatch Hounslow agreement. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. This has led to the organisation implementing a system of emergency procedures and contingency plans. Procedures are in place to ensure compliance with health and safety of staff, volunteers and clients. The Board is committed to ensuring consistent quality of delivery for all operational aspects of the charity. A key element in the management of financial risk is the continued working with an independent accounting service and the setting of the reserves policy and its regular review by the Trustee Board.

Structure, governance and management

a. Constitution

The charity is a charitable company limited by guarantee and was incorporated on 11 February 2013. It is also a registered charity and became registered with the Charity Commission on 20 November 2013.

Your Voice In Health & Social Care

Trustees' Annual Report (continued)

Year Ended 31st March 2022

b. Governing Document

The charitable company is controlled by its governing document, the memorandum and articles of association, adopted on 11 February 2013 and as amended by a special resolution registered at Companies House on 13 November 2013.

c. Recruitment and appointment of Trustees

New Trustees are introduced to the charity by meetings with the Chair and Chief Executive where they are briefed on the workings of the charity and their responsibilities. They are then invited to attend a committee meeting as an observer.

d. Trustee induction and training

Trustees are then given an induction pack that includes details on:

- Role description
- Organisational Chart
- Organisational Work plan
- Code of Practice
- Introduction of Board Members
- Budget List of forthcoming meetings
- Guide to Healthwatch
- Policies and Procedures
- Insurance Coverage
- Declaration of Commitment
- Legal Responsibilities & Forms

Plans for future periods

Due to the financial pressures prevalent across the Health and Social Care sector YVHSC are seeking to secure contracted work programmes focused on engagement and be less reliant on spot purchase commissioned research activity, this is:

Bid for further Carers contracts through the Carers Lewisham subsidiary and Your Voice Carers

Bid for Healthwatch contracts through the Healthwatch Directorate.

Bid for and develop the YVHSC SEND Directorate to offer greater support to Parents/Carers of children with SEND and diversify the YVHSC offer.

Plans for future periods (continued)

YVHSC will not be bidding on contracts that fail to meet a minimum central cost contribution threshold so as to support efficiency and enable growth of adequate reserves.

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial. 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 Group and the Company and of their incoming resources and application of resources, including their income and expenditure, 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 of the Charities SORP (FRS 102);

Your Voice In Health & Social Care

Trustees' Annual Report (continued)

Year Ended 31st March 2022

- make judgments and accounting estimates that are reasonable and prudent; state whether applicable UK Accounting Standards (FRS 102) 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 Group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Group and the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Group and 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 Group and the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to the auditors

We, the directors of the company who held office at the date of approval of these Financial Statements as set out above each confirm, so far as we are aware, that:

- there is no relevant audit information of which the company's auditors are unaware; and
- we have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Small companies exemption

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

On behalf of the board



S Clark, (Chair of Trustees)

Date: 25 May 2022

Independent Auditor's Report to the Members of Your Voice In Health & Social Care

Opinion

We have audited the financial statements of Your Voice in Health & Social Care (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2022 which comprise the Consolidated Statement of Financial Activities (including Income and Expenditure account), Consolidated Balance Sheet, Company Balance Sheet, Consolidated Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2022, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group and parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Independent Auditor's Report to the Members of Your Voice In Health & Social Care

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies' exemption[s]5 [in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the parent charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and report in accordance with this Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities is available on the FRC's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud
- Reviewing minutes of meetings of those charged with governance
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the company through enquiry and inspection
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations; and

Independent Auditor's Report to the Members of Your Voice In Health & Social Care

- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.

Azets Audit Services

Paul Creasey (Senior Statutory Auditor)
For and on behalf of Azets Audit Services
Statutory Auditor and Chartered Accountants
Egham

25 May 2023

Your Voice In Health & Social Care

Consolidated Statement of Financial Activities (Including Income and Expenditure Account)

Year Ended 31st March 2022

		2022			
		Unrestricted funds	Restricted funds	Total	2021 Total
	Note	£	£	£	£
Income and endowments from:					
Donations and legacies	3	16,879	-	16,879	957,356
Charitable activities	4	1,347,611	17,469	1,365,080	346,800
Other income	5	-	-	-	3,450
Total income and endowments		1,364,490	17,469	1,381,959	1,307,606
Expenditure on:					
Charitable activities	6	1,412,395	17,469	1,429,864	1,510,507
Total expenditure		1,412,395	17,469	1,429,864	1,510,507
Net expenditure		(47,905)	-	(47,905)	(202,901)
Transfers between funds		436,000	(436,000)	-	-
Net movement in funds	16	388,095	(436,000)	(47,905)	(202,901)
Reconciliation of funds:					
Total funds brought forward	16	495,063	436,000	931,063	1,133,964
Total funds carried forward	16	883,158	-	883,158	931,063

All income and expenditure derive from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

Your Voice In Health & Social Care

Consolidated Balance Sheet

As at 31st March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	12	709,841	719,290
		709,841	719,290
Current assets			
Debtors	14	143,353	216,912
Cash at bank and in hand		108,643	56,918
		251,996	273,830
Creditors: amounts falling due within one year	15	(78,679)	(62,057)
Net current assets		173,317	211,773
Net assets		883,158	931,063
Group Funds			
Restricted funds	16	-	436,000
Unrestricted funds	16	883,158	495,063
Total group funds	16	883,158	931,063

The financial statements were approved and authorised for issue by the Board on 25 May 2023.

Signed on behalf of the board of trustees


S Clark
 (Chair of Trustees)

Date: 25 May 2023

The notes on pages 17 to 31 form part of these financial statements.

Your Voice In Health & Social Care

Company Balance Sheet

As at 31st March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	12	6,065	-
		<u>6,065</u>	<u>-</u>
Current assets			
Debtors	14	105,855	170,567
Cash at bank and in hand		88,615	52,598
		<u>194,470</u>	<u>223,165</u>
Creditors: amounts falling due within one year	15	(65,276)	(41,425)
Net current assets		<u>129,194</u>	<u>181,740</u>
Net assets		<u>135,259</u>	<u>181,740</u>
Charity Funds			
Restricted funds	16	-	-
Unrestricted funds	16	135,259	181,740
Total charity funds	16	<u>135,259</u>	<u>181,740</u>

The Company's net movement in funds for the year was £46,481 (2021– £9,970).

The financial statements were approved and authorised for issue by the Board on 25 May 2023.

Signed on behalf of the board of trustees


S Clark
 (Chair of Trustees)

Date: 25 May 2023

The notes on pages 17 to 31 form part of these financial statements.

Your Voice In Health & Social Care

Consolidated Statement of Cash Flows

Year Ended 31st March 2022

	Note	2022 £	2021 £
Cash flow from operating activities	18	66,325	(128,704)
Net cash flow from operating activities		66,325	(128,704)
Cash flow from investing activities			
Purchase of tangible fixed assets		(14,600)	-
Net cash flow from investing activities		(14,600)	
Net increase / (decrease) in cash and cash equivalents		51,725	(128,704)
Cash and cash equivalents at 1st April 2021		56,918	185,622
Cash and cash equivalents at 31st March 2022		108,643	56,918
Cash and cash equivalents consists of:			
Cash at bank and in hand		108,643	56,918
Cash and cash equivalents at 31st March 2022		108,643	56,918

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

1. Accounting policies

(a) General information and basis of preparation

Your Voice in Health and Social Care is a private charitable company limited by guarantee, registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 3 of these financial statements.

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) – 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS 102. The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Company and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The Company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

(b) Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Consolidated Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

(c) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

1. Accounting policies (continued)

(c) Expenditure (continued)

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

(d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Group; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

(e) Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost (with the exception of leasehold properties which are carried at valuation) less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Leasehold land and buildings	Straight line over 50 years
Computer equipment	Straight line over 4 years

(f) Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

(g) Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

(h) Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

1. Accounting policies (continued)

(i) Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their segment value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

(j) Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year.

(k) Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(l) Going concern

Trustees and management have reviewed forecasts covering the period to 31 March 2024. The group has been successful in winning new contracts since the year end. Whilst the current level of reserves held for both YVHSC and CL are regarded as inadequate, trustees and management are working towards levels equivalent to 6 months and 3 months of operational reserves respectively. This is being achieved through efficiency reviews across both organisations with all contracts being reviewed for efficiency savings. Steps already undertaken have included requesting CPI uplifts for contracts, a review of free services provided, a review of central services, evaluating the use of assets held and improving financial procedures for new contract tendered.

Given these steps and the current position of the group, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

(m) Judgements and key sources of estimation uncertainty

No significant judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies.

The key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year include:

The Leasehold property is included in the financial statements at valuation. This value was last revised in 2017 and will be refreshed in 2023.

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

3 Income from donations and legacies - group

	2022 £	2021 £
Donations	16,879	1,413
Grants	-	955,943
	<u>16,879</u>	<u>957,356</u>

£15,989 of the income above (2021 - £1,413) was attributable to unrestricted and £nil (2021 - £955,943) was attributable to restricted funds.

4 Income from charitable activities – group

	2022 £	2021 £
Contractual payments	1,347,611	-
Performance related grants	17,469	-
Other charitable income	-	346,800
	<u>1,365,080</u>	<u>346,800</u>

£1,347,611 of the income above (2021 - £346,800) was attributable to unrestricted and £nil (2021 - £955,943) was attributable to restricted funds.

5 Other incoming resources - group

	2022 £	2021 £
Other operating income	-	3,450
	<u>-</u>	<u>3,450</u>

Other income was £nil (2021 - £3,450) which was entirely attributable to unrestricted funds.

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

6 Analysis of expenditure on charitable activities – group

a) Summary by activity

	Activities undertaken directly 2022 £	Support costs 2022 £	Total 2022 £
Adult	1,152,518	277,346	1,429,864
Children & Young People	-	-	-
	1,152,518	277,346	1,429,864

	Activities undertaken directly 2021 £	Support costs 2021 £	Total 2021 £
Adult	1,252,867	257,515	1,510,382
Children & Young People	125	-	125
	1,252,992	257,515	1,510,507

b) Summary by fund

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Adult	1,412,395	17,469	1,429,864
Children & Young People	-	-	-
	1,412,395	17,469	1,429,864

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Adult	35,120	1,475,262	1,510,382
Children & Young People	125	-	125
	35,245	1,475,262	1,510,507

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

7 Analysis of expenditure by activities - group

Analysis of direct costs

	Adult 2022 £	Total 2022 £	Total 2021 £
Staff costs	1,071,864	1,071,864	1,227,922
Volunteer Costs	4,315	4,315	792
Consultancy	-	-	2,820
Counselling	3,409	3,409	-
Transportation	1,224	1,224	2,107
Travelling	1,764	1,764	-
Partner fees	62,627	62,627	-
Don't Tone Alone	3,960	3,960	7,683
Staff Training	2,200	2,200	9,177
Other	1,155	1,155	2,491
Total	1,152,518	1,152,518	1,252,992

Analysis of support costs

	Adults 2022 £	Total 2022 £	Total 2021 £
Staff costs	50,783	50,783	-
Depreciation	24,050	24,050	36,645
Marketing	634	634	59
Newsletter	10,491	10,491	8,754
Training	5,650	5,650	3,723
DBS costs	3,523	3,523	495
Rent and rates	31,364	31,364	42,608
Travel costs	12,430	12,430	5,084
Office costs	11,128	11,128	15,826
Light & heat	3,438	3,438	-
Telephone	9,069	9,069	9,586
Postage, printing & stationary	18,930	18,930	13,477
Legal & professional	12,223	12,223	5,800
ITTF	18,628	18,628	23,427
Recruitment	7,670	7,670	1,681
Website costs	910	910	18,938
Computer software & maintenance	20,395	20,395	11,987
Insurance	362	362	-
Hounslow feedback centre	10,272	10,272	10,272
Lewisham feedback centre	15,408	15,408	-
Ealing DFC	-	-	362
Bank charges	566	566	37,386
Subscriptions	2,692	2,692	-
Governance costs	30,618	30,618	10,160
Other	(23,888)	(23,888)	1,245
Total	277,346	277,346	257,515

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

8 Net income / (expenditure) for the year

Net income / (expenditure) is stated after charging / (crediting):

	2022 £	2021 £
Auditor's remuneration:		
Audit fees: Charity	10,000	4,650
Audit fees: Subsidiary	6,650	3,000
Non-audit fees: Group	3,350	750
Prior year Auditor:		
Adjustment regarding 2021 fees	(2,400)	-
Depreciation of tangible fixed assets	24,049	36,645

9 Trustees' and key management personnel remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2021: £NIL).

During the year, no Trustee expenses have been incurred (2021: £NIL)

Key management personnel consist of the Trustees and Chief Executive. The emoluments paid to key management for the year totalled £105,837 (2021: £90,103).

10 Staff costs and employee benefits

The average monthly number of employees during the Year was as follows:

Group

	2022 Number	2021 Number
Administrative and operational staff	50	48

Company

	2022 Number	2021 Number
Administrative and operational staff	39	38

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

10 Staff costs and employee benefits (continued)

The total staff costs and employee benefits were as follows:

Group

	2022 £	2021 £
Wages and salaries	1,015,261	1,140,454
Social security	77,432	56,596
Defined contribution pension costs	29,954	30,872
	<u>1,122,647</u>	<u>1,227,922</u>

Company

	2022 £	2021 £
Wages and salaries	815,154	757,354
Social security	65,564	56,596
Defined contribution pension costs	23,809	20,964
	<u>904,527</u>	<u>834,914</u>

The number of employees who received total employee benefits (excluding employer pension costs) of more than £60,000 is as follows:

	2022 Number	2021 Number
£80,001 - £90,000	-	1
£90,001 - £100,000	1	-
	<u>1</u>	<u>1</u>

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

12 Tangible fixed assets

Group

	Long term leasehold property £	Computer equipment £	Total £
Cost or valuation:			
At 1 April 2021	775,956	159,931	935,887
Additions	-	14,600	14,600
At 31 March 2022	775,956	174,531	950,487
Depreciation:			
At 1 April 2021	62,076	154,521	216,597
Charge for the year	15,519	8,530	24,049
At 31 March 2022	77,595	163,051	240,646
Net book value:			
At 31 March 2022	698,361	11,480	709,841
At 31 March 2021	713,880	5,410	719,290

Company

	Computer equipment £	Total £
Cost or valuation:		
At 1 April 2021	19,505	19,505
Additions	11,885	11,885
At 31 March 2022	31,390	31,390
Depreciation:		
At 1 April 2021	19,505	19,505
Charge for the year	5,820	5,820
At 31 March 2022	25,325	25,325
Net book value:		
At 31 March 2022	6,065	6,065
At 31 March 2021	-	-

The net book value of land and buildings comprised:

	2022 £	2021 £
Land and buildings:		
Long leasehold	698,361	713,880

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

12 Tangible fixed assets (continued)

Tangible fixed assets held at valuation

The historic cost equivalent of land and buildings included at valuation are as follows:

	2022	2021
	Land and buildings	Land and buildings
	£	£
Cost	187,914	187,914
Accumulated depreciation	(18,791)	(15,033)
Net book value	169,123	172,881

The leasehold property was revalued in the year ended 31 March 2017, based on an informal valuation conducted by Holly Purvis BA Hons PG Dip Surv MRICS of Stiles Harold Williams Partnership LLP.

13. Investments

Your Voice in Health and Social Care is the sole member of Carers Lewisham, a charitable company registered in England and Wales (Company Registration number 03681548; Charity Registration number 1073592).

The results of Carers Lewisham consolidated within these financial statements are as follows:

	2022	2021
	£	£
Income from donations & legacies	15,989	1,413
Income from charitable activities	266,691	328,102
Other income	-	3,450
Direct charitable expenditure	(180,662)	(417,286)
Support costs	(103,444)	(128,550)
Net expenditure for the year	(1,426)	(212,871)

	31 March 2022	31 March 2021
	£	£
Assets	761,302	769,955
Liabilities	(13,405)	(20,632)
	747,897	749,323

Unrestricted funds	747,987	657,429
Restricted funds	-	91,894
	747,987	749,323

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

14 Debtors due within one year

Group

	2022	2021
	£	£
Trade debtors	138,057	216,912
Prepayments and accrued income	5,296	-
	143,353	216,912

Company

	2022	2021
	£	£
Trade debtors	100,560	170,567
Prepayments and accrued income	5,295	-
	105,855	170,567

15 Creditors: amounts falling due within one year

Group

	2022	2021
	£	£
Trade creditors	(6)	(6)
Other tax and social security	22,763	18,450
Other creditors	4,713	2,982
Accruals and deferred income	51,209	40,631
	78,679	62,057

Company

	2022	2021
	£	£
Other tax and social security	18,708	18,450
Other creditors	3,122	2,982
Accruals and deferred income	43,446	19,993
	65,276	41,425

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

16 Statement of funds

Unrestricted funds - Group

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Unrestricted	(187,131)	1,364,490	(1,412,395)	494,804	259,768
Revaluation reserve	682,194	-	-	(58,804)	623,390
	495,063	1,364,490	(1,412,395)	436,000	883,158
	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
Unrestricted	15,770	4,863	(35,245)	(172,519)	(187,131)
Revaluation reserve	682,194	-	-	-	682,194
	697,964	4,863	(35,245)	(172,519)	495,063

Unrestricted funds - Charity

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Unrestricted	181,740	1,101,810	(1,148,291)	-	135,259
	181,740	1,101,810	(1,148,291)	-	135,259

Restricted funds - Group

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
General Restricted	-	17,469	(17,469)	-	-
Healthwatch Hounslow	233,622	-	-	(233,622)	-
Healthwatch Ealing	21,636	-	-	(21,636)	-
Healthwatch Waltham Forest	18,338	-	-	(18,338)	-
Healthwatch Bromley	8,102	-	-	(8,102)	-
Training & Research	2,110	-	-	(2,110)	-
Other income	1,773	-	-	(1,773)	-
Clinical Commissioning Groups (CCG)	150,419	-	-	(150,419)	-
	436,000	17,469	(17,469)	(436,000)	-

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

16 Statement of funds (continued)

Restricted funds – Group (continued)

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
General Restricted	-	1,302,743	(1,475,262)	172,519	-
Healthwatch Hounslow	233,622	-	-	-	233,622
Healthwatch Ealing	21,636	-	-	-	21,636
Healthwatch Waltham Forest	18,338	-	-	-	18,338
Healthwatch Bromley	8,102	-	-	-	8,102
Training & Research	2,110	-	-	-	2,110
Other income	1,773	-	-	-	1,773
Clinical Commissioning Groups (CCG)	150,419	-	-	-	150,419
	436,000	1,302,743	(1,475,262)	172,519	436,000

Restricted funds - Charity

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Restricted	-	17,469	(17,469)	-	-
	-	17,469	(17,469)	-	-

Healthwatch Hounslow

Funds received from London Borough of Hounslow (LBH) to deliver Healthwatch Hounslow, under a service agreement for the period from 1 April 2017 to 31 March 2023.

Healthwatch Ealing

Funds received from London Borough of Ealing (LBE) to deliver Healthwatch Ealing, under a service agreement for the period from 1 April 2017 to 31 March 2023.

Healthwatch Waltham Forest

Funds received from London Borough of Waltham Forest (LBWF) to deliver Healthwatch Waltham Forest and Advocacy service, under a service agreement for the period from 1 April 2017 to 30 June 2022.

Training and research

Funds received for a single piece of research from Ealing CCG and to provide training and engagement events.

Clinical Commissioning Groups (CCG)

CCG's have moved towards funding activities predominantly focused on engagement. These have included funding for digital feedback of patient experience, winter resilience education and training; Self-care and prevention including social prescribing and expanded enter and view.

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

17 Analysis of net assets between funds - group

	Unrestricted funds 2022 £	Revaluation reserve 2022 £	Restricted funds 2022 £	Total 2022 £
Tangible Fixed assets	86,451	623,390	-	709,841
Net current assets	173,317	-	-	173,317
Total	259,768	623,390	-	883,158

	Unrestricted funds 2021 £	Revaluation reserve 2021 £	Restricted funds 2021 £	Total 2021 £
Tangible Fixed assets	37,096	682,194	-	719,290
Net current assets	(224,227)	-	436,000	211,773
Total	(187,131)	682,194	436,000	931,063

18. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2022 £	Group 2021 £
Net expenditure for the year (as per SOFA)	(47,905)	(202,901)
Depreciation of tangible fixed assets	24,049	36,645
Recognition of previously unidentified cash balances	33,248	(13,238)
Decrease in debtors	73,558	-
(Decrease) / increase in creditors	(16,623)	50,790
Net cash flow from operating activities	66,325	(128,704)

19. Analysis of cash and cash equivalents

	Group 2022 £	Group 2021 £
Cash in hand	108,643	56,918
Total cash and cash equivalents	108,643	56,918

Your Voice In Health & Social Care

Notes to the Financial Statements

Year Ended 31st March 2022

20. Analysis of changes in net funds

	At 1 April 2021	Cashflows	At 31 March 2022
	£	£	£
Cash at bank and in hand	56,918	51,725	108,643

21. Financial instruments

The carrying value of the Group's financial instruments are as follows:

	2022 £	2021 £
<i>Financial assets</i>		
Debt instruments measured at amortised cost:		
- Trade debtors	138,057	216,912
<i>Financial liabilities</i>		
Measured at amortised cost:		
Trade creditors	(6)	(6)
Other creditors	4,713	2,982

22. Pension contributions

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £23,809 (2021 - £34,811), amounts totalling £2,003 (2021: £1,193) were payable to the fund at the balance sheet date and are included in creditors.

23. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before he/she ceases to be a member.

24. Related party transactions

The group has taken advantage of the exemption not to disclose transactions entered into between group companies as the subsidiary is wholly owned. No disclosable related party transactions have been identified in the year.

25. Controlling parties

The Trustees consider that there is no controlling party.

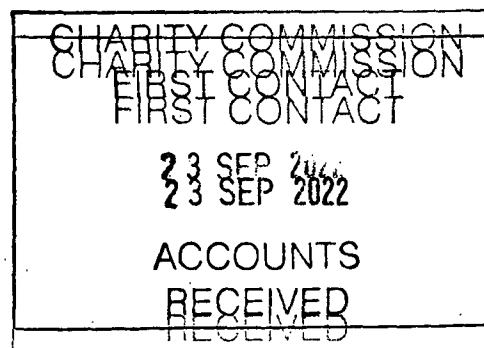
Accounts

Registered number: 08397315
Charity number: 1154672

AMENDED ACCOUNTS
YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

Trustees' Report and Financial Statements

For the year ended 31 March 2021



YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

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YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

Reference and Administrative Details of the Company, its Trustees and Advisers
For the year ended 31 March 2021

Trustees	S Clark, Chair R Hardy-King (Resigned 14 July 2020) R Jones N. Hervey S. Sharma (appointed 1 July 2020) H. Kaur (resigned 30 November 2021)
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Company registered number	08397315
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Charity registered number	1154672
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Registered office	45 St. Marys Road London England W55RG
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Independent auditors	Xeinadin Audit Limited 12 Conqueror Court Sittingbourne ME10 5BH
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YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

Trustees' Report
For the year ended 31 March 2021

The Trustees present their annual report together with the audited financial statements of the Company for the 1 April 2020 to 31 March 2021. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the group and the Company qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Objectives and aims for the public benefit

The objects of the charity (the "Objects") are:-

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; and
- b) Making the views and experiences of members of the general public known to health and social care providers; and
- 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;

To promote citizenship, community development, and social inclusion for the public good and the improvement of health and social care and other relevant related public services; and

To further such other exclusively charitable purposes according to the law of England and Wales as the Trustees in their absolute discretion from time to time determine.

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.

YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

Trustees' Report (continued)
For the year ended 31 March 2021

Objectives and activities (continued)

b. Activities Undertaken

The charity has now been established and funded for six full years. During 2020/21 the charity continued to successfully deliver services by:

1. Engaging with the views of people about their needs and experience of local care services;
2. Establishing YVHSC as an effective organisation.
3. Scrutinising local care services;
4. Ensuring the promotion of continuous improvement of health and social care services;
5. Making the views of residents and their experience of care known to Healthwatch England and the Care Quality Commission (CQC);
6. Ensuring the care services meet the long-term care needs of the people of London and reduce inequalities in care.

YOUR VOICE IN HEALTH & SOCIAL CARE

(A Company Limited by Guarantee)

Trustees' Report (continued) For the year ended 31 March 2021

Objectives and activities (continued)

Achievements and performance

a. During 2020/21 YVHSC has:

1. Carers Lewisham (Company Number 03681548) has become established as a wholly owned subsidiary of Your Voice in Health and Social Care governed under the existing structure of YVHSC. Carers Lewisham maintains a management committee but all aspects of governance, staffing, contracts and finance are the sole responsibility of the YVHSC governance structure. The Carers Lewisham Management Committee is an advisory board to steer the strategic direction of the subsidiary organisation. Through this structure Carers Lewisham has continued to grow and expand capacity.
2. Through the subsidiary agreement YVHSC have further underpinned Young Carers support and sought to establish further Carers Services.
3. YVHSC have secured existing contracts in Bromley and Ealing for a further 6 and 5 years respectively.
4. YVHSC have expanded provision to include The Hammersmith and Fulham Special Educational Needs and Disabilities Information Advice and Support Services (SENDIASS). This represents an important step into SENDIASS provision that is a statutory requirement.
5. YVHSC have secured the Ealing Carers Support Service that is due to commence in April 2022.
6. YVHSC have successfully secured continued commissioning for a digital feedback centre to increase our overall patient feedback to approximately 5,000 experiences per Healthwatch. YVHSC have recruited a Patient Experience Manager specifically to work with this platform and gather patient experiences.
7. YVHSC now have a significant voluntary presence with 19 volunteer roles available resulting in over 15,000 hours of volunteer input in 2020/2021. YVHSC have now incorporated a Volunteer and Training Hub to better support volunteer coordination and deliver training across the organisation.
8. YVHSC are a partner organisation in the Government's Kickstarter programme and are rolling out participatory roles across 8 London Boroughs.
9. YVHSC's Emerging Communities Programme, supported by volunteers, is pioneering active engagement with newer and harder to reach communities to minimise isolation and reduce inequalities in health and social care provision. This programme is being promoted throughout London

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

YOUR VOICE IN HEALTH & SOCIAL CARE

(A Company Limited by Guarantee)

Trustees' Report (continued) For the year ended 31 March 2021

b. Reserves policy

The Trustees consider that the maximum level of reserves should be approximately six months of total recurring expenditure, equating to £248,000 for 2021. In line with Charity Commission recommendations we will focus on making provisions for unrestricted reserves and ensuring the levels remain adequate to ensure the following:

- A. Continuity of service to the people in Hounslow, Ealing, Waltham Forest and Bromley
- B. Funding of the on-going business and its sustained long-term future.
- C. Funding of new projects.
- D. Funding for specific proposed capital expenditure.
- E. Protection of employees' jobs.
- F. Provision for rises in statutory charges i.e. NI and Business Rates.

In addition, there are certain underlying needs identified by the Trustees, which are explained below.

The Trustees deem it necessary to set aside cover for the loss or reduction of statutory or other funding of specific projects and to provide for any such project that suffers accordingly.

Generally, projects are funded on a two-year basis and it will be our policy to set aside reserves for where funding is not renewed.

The Trustees, aware of the responsibility, have taken, and will continue to take, every step available to obtain, where possible, the increased funding necessary to continue their operation or provide for closure costs. i.e. statutory redundancy payments in the case of failed or insufficient funding.

The board of Trustees will continue to monitor the levels of all reserves and reviews will be made on a quarterly basis, using, where available, the latest budget information.

As at 31 March 2021, the charity held reserves of £973,101 (2020: £11339647) of which £270,274 (2020: £436,000) related to restricted funds. Plans are in place to seek new funding streams in the coming years, which are expected to improve the charity's free reserve position.

c. Remuneration of key management

The remuneration of management is benchmarked against other comparable organisations identified both on income and accountability; special attention is given to the organisations responsibilities as a deliverer of statutory responsibilities. In the case of the Chief Executive the salary is adjusted on previous experience and incorporates a bonus structure based on performance.

d. Fundraising

The charity does not undertake fundraising activities

e. Risk Management

The Board has instructed the Chief Executive to conduct a review of the major risks to which the charity is exposed. A risk register has been established and will be updated annually. The key risks faced by the charity include the cessation of the Healthwatch Hounslow agreement. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. This has led to the organisation implementing a system of emergency procedures and contingency plans. Procedures are in place to ensure compliance with health and safety of staff, volunteers and clients. The Board is committed to ensuring consistent quality of delivery for all operational aspects of the charity. A key element in the management of financial risk is the continued working with an independent accounting service and the setting of the reserves policy and its regular review by the Trustee Board.

Structure, governance and management

YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

Trustees' Report (continued)
For the year ended 31 March 2021

Structure, governance and management (continued)

a. Constitution

The charity is a charitable company limited by guarantee, and was incorporated on 11 February 2013. It is also a registered charity and became registered with the Charity Commission on 20 November 2013.

b. Governing Document

The charitable company is controlled by its governing document, the memorandum and articles of association, adopted on 11 February 2013 and as amended by a special resolution registered at Companies House on 13 November 2013.

c. Responsibilities of the Board of Trustees

The Trustees (who are also directors of Your Voice in Health & Social Care ("VYHSC") for the purposes of company law) are responsible for preparing the Report of the Trustees 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.

d. Recruitment and appointment of Trustees

New Trustees are introduced to the charity by meetings with the Chair and Chief Executive where they are briefed on the workings of the charity and their responsibilities. They are then invited to attend a committee meeting as an observer.

YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

Trustees' Report (continued)
For the year ended 31 March 2021

Structure, governance and management (continued)

e. Trustee induction and training

Trustees are then given an induction pack that includes details on:

- | | |
|---------------------------------|----------------------------------|
| - Role description | • Organisational Chart |
| • Organisational Work plan | - Code of Practice |
| • Introduction of Board Members | - Budget |
| List of forthcoming meetings | - Guide to Healthwatch |
| - Policies and Procedures | - Insurance Coverage |
| - Declaration of Commitment | - Legal Responsibilities & Forms |

YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

Trustees' Report (continued)
For the year ended 31 March 2021

Plans for future periods

Due to the financial pressures prevalent across the Health and Social Care sector YVHSC are seeking to secure contracted work programmes focused on engagement and be less reliant on spot purchase commissioned research activity, this is:

Bid for further Healthwatch contracts.

Bid for further Carers contracts through the Carers Lewisham subsidiary

Bid for and develop the YVHSC SEND Directorate to offer greater support to Parents/Carers of children with SEND and diversify the YVHSC offer.

- Support Kickstarter Participation.
- Supporting emerging communities and harder to reach groups;
Understanding social isolation and loneliness in the context of better mental health awareness and understanding.

YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

Trustees' Report (continued)
For the year ended 31 March 2021

Plans for future periods (continued)

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial. 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 Group and the Company and of their incoming resources and application of resources, including their income and expenditure, 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 of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Group and the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Group and 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 Group and the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees on
23 August 2022 and signed on their behalf by:

S Clark
(Chair of Trustees)



YOUR VOICE IN HEALTH & SOCIAL CARE

(A Company Limited by Guarantee)

Independent Auditors' Report to the Members of Your Voice in Health & Social Care

Disclaimer of opinion

We were engaged to have audited the financial statements of Your Voice in Health and Social Care (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2021 which comprise the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet, the Company Balance Sheet, the Consolidated Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

We do not express an opinion on the accompanying financial statements of the charitable company. Because of the significance of the matter described in the basis for disclaimer of opinion section of our report, we have not been able to obtain sufficient appropriate audit evidence to provide a basis for an audit opinion on these financial statements.

Basis for disclaimer of opinion

The accounting system operated by the charitable company has not been set up to run coterminous with the accounting period and entries are made with inconsistent dates to supporting information. The accounting system has also not been set up in such a way to track income and expenditure by fund, nor is there any tracking of this outside of the finance system. In addition, there are a significant number of items which have been selected for testing for which there is no supporting documentation available, both in terms of incoming and outgoing resources. The inconsistencies identified, combined with the lack of supporting information has resulted in an inability to arrive at an audit opinion on the accuracy, existence, completeness and cut off of various balances throughout the financial statements for the year ended 31 March 2021.

In addition to the disclaimer of opinion, a known material error has been identified within wages costs for the year which would have otherwise led to a modification to the audit opinion.

Other information

Because of the significance of the matter described in the basis for disclaimer of opinion section of our report, we have been unable to form an opinion, whether based on the work undertaken in the course of the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

YOUR VOICE IN HEALTH & SOCIAL CARE

(A Company Limited by Guarantee)

Independent Auditors' Report to the Members of Your Voice in Health & Social Care (continued)

Matters on which we are required to report by exception

Notwithstanding our disclaimer of an opinion on the financial statements, in the light of the knowledge and understanding of the group and its environment obtained in the course of the audit performed subject to the pervasive limitation described above, we have not identified material misstatements in the trustees' report.

Arising from the limitation of our work referred to above:

- we have not obtained all the information and explanations that we considered necessary for the purpose of our audit; and
- we were unable to determine whether adequate accounting records have been kept.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our responsibility is to conduct an audit of the group's financial statements under section 151 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

However, because of the matter described in the basis for disclaimer of opinion section of our report, we were not able to obtain sufficient appropriate audit evidence to provide a basis for an audit opinion on these financial statements.

We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

YOUR VOICE IN HEALTH & SOCIAL CARE

(A Company Limited by Guarantee)

Independent Auditors' Report to the Members of Your Voice in Health & Social Care (continued)

Use of the audit report

This report is made solely to the group's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the group's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the group and the group's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Anne Crawford

Senior Statutory Auditor on behalf of

Xeinadin Audit Limited

Sittingbourne

Date: 17/9/2022

Xeinadin Audit Limited are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

Consolidated Statement of financial activities (incorporating Income and expenditure account)
For the year ended 31 March 2021

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations and legacies	3	1,413	955,943	957,356	1,318,002
Charitable activities	4		346,800	346,800	552,152
Investments	5				54
Other income	6	3,450		3,450	15,524
Total income		4,863	1,302,743	1,307,606	1,885,732
Expenditure on:					
Charitable activities	7	35,245	1,475,262	1,510,507	992,555
Total expenditure		35,245	1,475,262	1,510,507	992,555
Net (expenditure)/income		(30,382)	(172,519)	(202,901)	893,177
Transfers between funds	16	(172,519)	172,519		
Net movement in funds		(202,901)		(202,901)	893,177
Reconciliation of funds:					
Total funds brought forward		697,964	436,000	1,133,964	240,787
Net movement in funds		(202,901)		(202,901)	893,177
Total funds carried forward		495,063	436,000	931,063	1,133,964

YOUR VOICE IN HEALTH & SOCIAL CARE

{A Company Limited by Guarantee}

Registered number: 08397315

Consolidated Balance Sheet As at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	12	719,290	755,935
		<u>719,290</u>	<u>755,935</u>
Current assets			
Debtors	13	216,912	203,674
Cash at bank and in hand		56,918	185,622
		<u>273,830</u>	<u>389,296</u>
Creditors: amounts falling due within one year	14	(62,057)	(11,267)
Net current assets		<u>211,773</u>	<u>378,029</u>
Total assets less current liabilities		<u>931,063</u>	<u>1,133,964</u>
Net assets excluding pension asset		<u>931,063</u>	<u>1,133,964</u>
Total net assets		<u>931,063</u>	<u>1,133,964</u>
Charity funds			
Restricted funds	16	436,000	436,000
Unrestricted funds	16	495,063	697,964
Total funds		<u>931,063</u>	<u>1,133,964</u>

YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)
Registered number: 08397315

Consolidated Balance Sheet (continued)
As at 31 March 2021

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on
23 August 2022 and signed on their behalf by:

SClark
(Chair of Trustees)



The notes on pages 19 to 34 form part of these financial statements.

YOUR VOICE IN HEALTH & SOCIAL CARE

(A Company Limited by Guarantee)

Registered number: 08397315

**Company Balance Sheet
As at 31 March 2021**

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	12		1,400
			<u>1,400</u>
Current assets			
Debtors	13	170,567	61,682
Cash at bank and in hand		52,598	139,880
		<u>223,165</u>	<u>201,562</u>
Creditors: amounts falling due within one year	14	(41,425)	(31,192)
		<u>181,740</u>	<u>170,370</u>
Net current assets			
		<u>181,740</u>	<u>171,770</u>
Total assets less current liabilities			
		<u>181,740</u>	<u>171,770</u>
Net assets excluding pension asset			
		<u>181,740</u>	<u>171,770</u>
Total net assets		<u>181,740</u>	<u>171,770</u>
Charity funds			
Restricted funds	16		161,617
Unrestricted funds	16	181,740	10,153
		<u>181,740</u>	<u>171,770</u>
Total funds		<u>181,740</u>	<u>171,770</u>

YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)
Registered number: 08397315

Company Balance Sheet (continued)
As at 31 March 2021

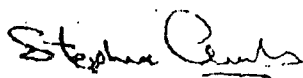
The Company's net movement in funds for the year was £9,970 (2020 - £(69,017)).

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on
23 August 2022 and signed on their behalf by:

S Clark
(Chair of Trustees)



The notes on pages 19 to 34 form part of these financial statements.

YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

Consolidated Statement of Cash Flows
For the year ended 31 March 2021

	2021 £	As restated 2020 £
Cash flows from operating activities		
Net cash used in operating activities	(128,704)	944,757
Cash flows from investing activities		
Dividends, interests and rents from Investments		21
Purchase of tangible fixed assets		(919,182)
Net cash provided by/(used in) Investing activities		(919,161)
Cash flows from financing activities		
Net cash provided by financing activities		
Change in cash and cash equivalents in the year	(128,704)	25,596
Cash and cash equivalents at the beginning of the year	185,622	160,026
Cash and cash equivalents at the end of the year	56,918	185,622

The notes on pages 19 to 34 form part of these financial statements

YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

Notes to the Financial Statements
For the year ended 31 March 2021

1. General information

Your Voice in Health and Social Care is a charitable company limited by guarantee, registered in England and Wales. The registered and principal office is disclosed on page 1.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Your Voice in Health & Social Care meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Company and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The Company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

2.2 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Consolidated Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

Notes to the Financial Statements
For the year ended 31 March 2021

2. Accounting policies (continued)

2.3 Expenditure (continued)

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.4 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Group; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £NIL or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Fixtures and fittings	• straight line over 2 years
Computer equipment	- straight line over 2 years

2.6 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.7 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

Notes to the Financial Statements
For the year ended 31 March 2021

2. Accounting policies (continued)

2.9 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their seWement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.10 Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year.

2.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

YOUR VOICE IN HEALTH & SOCIAL CARE
(A Company Limited by Guarantee)

Notes to the Financial Statements
For the year ended 31 March 2021

3. Income from donations and legacies

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Donations	1,413		1,413	821,059
Grants		955,943	955,943	496,943
	<u>1,413</u>	<u>955,943</u>	<u>957,356</u>	<u>1,318,002</u>
<i>Total 2020</i>	<u>735,421</u>	<u>582,581</u>	<u>1,318,002</u>	

4. Income from charitable activities

	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from charitable activities -Adult	328,102	328,102	222,441
Clinical Commissioning Group income	13,698	13,698	91,465
Other charitable income	5,000	5,000	238,246
	<u>346,800</u>	<u>346,800</u>	<u>552,152</u>

5. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Bank interest			54
	<u></u>	<u></u>	<u></u>

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For the year ended 31 March 2021

6. Other incoming resources

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Other operating income	3,450	3,450	5,550
Hire of facilities			9,974
	<u>3,450</u>	<u>3,450</u>	<u>15,524</u>

7. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Adult	35,245	1,475,137	1,510,382	983,414
Children and Young People Services		125	125	9,141
	<u>35,245</u>	<u>1,475,262</u>	<u>1,510,507</u>	<u>992,555</u>
<i>Total 2020</i>	<u>63,159</u>	<u>929,396</u>	<u>992,555</u>	

8. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £	Total funds 2020 £
Adult	1,252,867	257,515	1,510,382	983,414
Children and Young People Services	125		125	9,141
	<u>1,252,992</u>	<u>257,515</u>	<u>1,510,507</u>	<u>992,555</u>
<i>Total 2020</i>	<u>767,881</u>	<u>224,674</u>	<u>992,555</u>	

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Notes to the Financial Statements For the year ended 31 March 2021

8. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Adult 2021 £	Children and Young People Services 2021 £	Total funds 2021 £	Total funds 2020 £
Staff costs	1,227,922		1,227,922	725,834
Carers Fees				6,094
Respite Costs				1,853
Exercise Classes				152
Volunteer Costs	792		792	9,929
Consultancy	2,820		2,820	4,197
Insurance				637
Transportation	2,107		2,107	5,449
Project Supplies				1,770
Don't Tone Alone	7,683		7,683	4,471
Staff Training	9,177		9,177	211
Other direct costs	2,366	125	2,491	7,284
	1,252,867	125	1,252,992	767,881
Total 2020	758,740	9,141	767,881	

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Notes to the Financial Statements
For the year ended 31 March 2021

8. Analysis of expenditure by activities (continued)

Analysis of support costs

	Adult 2021 £	Total funds 2021 £	Total funds 2020 £
Depreciation	36,645	36,645	3,166
Marketing	59	59	4,752
Newsletter	8,754	8,754	6,102
Winter resilience			5,000
Training	3,723	3,723	3,426
Consulting	1,245	1,245	1,090
DBS costs	495	495	1,670
Rent and rates	42,608	42,608	48,359
Travel costs	5,084	5,084	10,924
Office costs	15,826	15,826	23,362
Telephone	9,586	9,586	4,974
Postage, printing and stationery	13,477	13,477	17,108
Legal and professional	5,800	5,800	13,844
ITTF	23,427	23,427	16,733
Recruitment	1,681	1,681	6,925
Website costs	18,938	18,938	16,521
Computer software and maintenance	11,987	11,987	6,998
Insurance			908
Hounslow feedback centre	10,272	10,272	5,136
Ealing DFC	362	362	12,094
Bank charges	37,386	37,386	9,515
Governance costs	10,160	10,160	6,067
	<u>257,515</u>	<u>257,515</u>	<u>224,674</u>

9. Auditors' remuneration

	2021 £	2020 £
Fees payable to the Company's auditor for the audit of the Company's annual accounts	4,650	4,680
Fees payable to the Company's auditor in respect of: All non-audit services not included above	<u>750</u>	

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10. Staff costs

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Wages and salaries	1,140,454	667,756	757,354	607,541
Social security costs	56,596	30,032	56,596	30,032
Contribution to defined contribution pension schemes	30,872	28,046	20,964	28,046
	<u>1,227,922</u>	<u>725,834</u>	<u>834,914</u>	<u>665,619</u>

The average number of persons employed by the Company during the year was as follows:

	Group 2021 No.	Group 2020 No.	Company 2021 No.	Company 2020 No.
Administrative and operational staff	48	53	38	36

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2021 No.	Group 2020 No.
In the band £80,001 - £90,000	1	

Key management personnel consist of the Trustees and Chief Executive. The emoluments paid to key management for the year totalled £90,103 (2019: £71,680).

11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL).

During the year ended 31 March 2021, no Trustee expenses have been incurred (2020 - £NIL).

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12. Tangible fixed assets

Group

	Long-term leasehold property £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation				
At 1 April 2020	775,956	140,476	19,455	935,887
At 31 March 2021	775,956	140,476	19,455	935,887
Depreciation				
At 1 April 2020	31,038	130,859	18,055	179,952
Charge for the year	31,038	4,207	1,400	36,645
At 31 March 2021	62,076	135,066	19,455	216,597
Net book value				
At 31 March 2021	713,880	5,410		719,290
At 31 March 2020	744,918	9,617	1,400	755,935

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12. Tangible fixed assets (continued)

Company

	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation			
At 1 April 2020	50	19,455	19,505
At 31 March 2021	50	19,455	19,505
Depreciation			
At 1 April 2020	50	18,055	18,105
Charge for the year		1,400	1,400
At 31 March 2021	50	19,455	19,505
Net book value			
At 31 March 2021			
At 31 March 2020		1,400	1,400

13. Debtors

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Due within one year				
Trade debtors	216,912	75,819	170,567	60,282
Other debtors		126,455		
Prepayments and accrued income		1,400		1,400
	216,912	203,674	170,567	61,682

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14. Creditors: Amounts falling due within one year

	Group 2021 £	<i>Group</i> <i>2020</i> £	Company 2021 £	<i>Company</i> <i>2020</i> £
Bank overdrafts		16,055		
Trade creditors	(6)	(39,006)		
Other taxation and social security	18,450	11,546	18,450	11,499
Other creditors	2,982	3,534	2,982	3,193
Accruals and deferred income	40,631	19,138	19,993	16,500
	<u>62,057</u>	<u>11,267</u>	<u>41,425</u>	<u>31,192</u>

15. Financial instruments

	Group 2021 £	<i>Group</i> <i>2020</i> £	Company 2021 £	<i>Company</i> <i>2020</i> £
Financial assets				
Financial assets measured at fair value through income and expenditure	56,918	185,622	52,598	139,880
	<u>56,918</u>	<u>185,622</u>	<u>52,598</u>	<u>139,880</u>

Financial assets measured at fair value through income and expenditure comprise trade and other debtors.

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16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Unrestricted funds					
General fund	697,964	4,863	(35,245)	(172,519)	495,063
Restricted funds					
Restricted funds		1,302,743	(1,475,262)	172,519	
Healthwatch Hounslow	233,622				233,622
Healthwatch Ealing	21,636				21,636
Healthwatch Waltham Forest	18,338				18,338
Healthwatch Bromley	8,102				8,102
Training and Research	2,110				2,110
Other income	1,773				1,773
Clinical Commissioning Groups (CCG)	150,419				150,419
	436,000	1,302,743	(1,475,262)	172,519	436,000
Total offunds	1,133,964	1,307,606	(1,510,507)		931,063

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Notes to the Financial Statements
For the year ended 31 March 2021

16. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2019</i>	<i>Income</i>	<i>Expenditure</i>	<i>Balance at 31 March 2020</i>
	£	£	£	£
Unrestricted funds				
General fund	10,124	750,999	(63,159)	697,964
Restricted funds				
Restricted funds	28,285	1,134,733	(929,396)	233,622
Healthwatch Hounslow	21,636			21,636
Healthwatch Ealing	18,338			18,338
Healthwatch Waltham Forest	8,102			8,102
Healthwatch Bromley	2,110			2,110
Training and Research	1,773			1,773
Other income	150,419			150,419
	230,663	1,134,733	(929,396)	436,000
Total of funds	240,787	1,885,732	(992,555)	1,133,964

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Notes to the Financial Statements
For the year ended 31 March 2021

16. Statement of funds (continued)

Healthwatch Hounslow

Funds received from London Borough of Hounslow (LBH) to deliver Healthwatch Hounslow, under a service agreement for the period from 1 April 2017 to 31 March 2022.

Healthwatch Ealing

Funds received from London Borough of Ealing (LBE) to deliver Healthwatch Ealing, under a service agreement for the period from 1 April 2017 to 31 March 2022.

Healthwatch Waltham Forest

Funds received from London Borough of Waltham Forest (LBWF) to deliver Healthwatch Waltham Forest and Advocacy service, under a service agreement for the period from 1 April 2017 to 30 June 2022.

Training and research

Funds received for a single piece of research from Ealing CCG and to provide training and engagement events.

Clinical Commissioning Groups (CCG)

CCG's have moved towards funding activities predominantly focused on engagement. These have included funding for digital feedback of patient experience, winter resilience education and training; Self-care and prevention including social prescribing and expanded enter and view.

17. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
General funds	697,964	4,863	(35,245)	(172,519)	495,063
Restricted funds	436,000	1,302,743	(1,475,262)	172,519	436,000
	1,133,964	1,307,606	(1,510,507)		931,063

Summary of funds - prior year

	Balance at 1 April 2019 £	Income £	Expenditure £	Balance at 31 March 2020 £
General funds	10,124	750,999	(63,159)	697,964
Restricted funds	230,663	1,134,733	(929,396)	436,000
	240,787	1,885,732	(992,555)	1,133,964

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Notes to the Financial Statements
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18. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	719,290		719,290
Current assets	(162,170)	436,000	273,830
Creditors due within one year	(62,057)		(62,057)
Total	495,063	436,000	931,063

Analysis of net assets between funds - prior year

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	592,090	163,845	755,935
Current assets	117,141	272,155	389,296
Creditors due within one year	(11,267)		(11,267)
Total	697,964	436,000	1,133,964

19. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2021 £	Group As restated 2020 £
Net income/expenditure for the year (as per Statement of Financial Activities)	(202,901)	893,177
Adjustments for:		
Depreciation charges	36,645	165,013
Dividends, interests and rents from investments		(21)
Increase in debtors	(13,238)	(92,155)
Increase/(decrease) in creditors	50,790	(21,257)
Net cash provided by/(used in) operating activities	(128,704)	944,757

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20. Analysis of cash and cash equivalents

	Group 2021 £	Group As restated 2020 £
Cash in hand	56,918	185,622
Total cash and cash equivalents	56,918	185,622

21. Analysis of changes in net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	185,622	(128,704)	56,918
Bank overdrafts repayable on demand	(16,055)	16,055	
	169,567	(112,649)	56,918

22. Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £34,811 (2020 - £28,046), amounts totalling £1,193 (2020: £1,193) were payable to the fund at the balance sheet date and are included in creditors.

23. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before he/she ceases to be a member.

24. Related party transactions

No related party transactions have been identified in the year.