

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

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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

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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);

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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		Total	2021 Total £
		Unrestricted funds	Restricted funds		
	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
	<hr/>	<hr/>

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.