

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

CONTENTS

	Page
Trustees' report	1 - 6
Statement of trustees' responsibilities	7
Independent auditor's report	8 - 10
Statement of financial activities	11
Balance sheet	12
Statement of cash flows	13
Notes to the financial statements	14 - 25

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

Date: 26/03/2025
.....

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