HEALTHWATCH REDBRIDGE

England & Wales · Charity number 1156320

Details

Status	Registered
Legal form	Charitable company
Company number	08389279
Registered	2014-03-21
Register	View on the Charity Commission register

Contact

Address	Healthwatch Redbridge Redbridge Inst Of Adult Education Gaysham Avenue Ilford Essex IG2 6TD
Phone	02046354616
Email	cathy@healthwatchredbridge.co.uk
Website	www.healthwatchredbridge.co.uk

Activities

Objects: THE ADVANCEMENT OF HEALTH AND THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY OR FINANCIAL HARDSHIP BY: (A) PROVIDING INFORMATION AND ADVICE TO THE GENERAL PUBLIC ABOUT LOCAL HEALTH AND SOCIAL CARE SERVICES;(B) MAKING THE VIEWS AND EXPERIENCES OF MEMBERS OF THE GENERAL PUBLIC KNOWN TO HEALTH AND SOCIAL CARE PROVIDERS;(C) ENABLING LOCAL PEOPLE TO HAVE A VOICE IN THE DEVELOPMENT, DELIVERY AND EQUALITY OF ACCESS TO LOCAL HEALTH AND CARE SERVICES AND FACILITIES AND;(D) PROVIDING TRAINING AND THE DEVELOPMENT OF SKILLS FOR VOLUNTEERS AND THE WIDER COMMUNITY IN UNDERSTANDING, SCRUTINIZING, REVIEWING AND MONITORING LOCAL HEALTH AND CARE SERVICES AND FACILITIES.

Activities: HWR gives children, young people and adults a powerful voice ? making sure their views and experiences are heard by those who run, plan and regulate health and social care services. Healthwatch actively seeks views from all sections of the community, especially from those who sometimes struggle to be heard. We listen and share information with providers to ensure services are improved.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

Geography

- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£246,169	£275,591	-	-
2024-03-31	£282,347	£196,846	-	-
2023-03-31	£243,768	£166,957	-	-
2022-03-31	£159,050	£126,046	-	-
2021-03-31	£119,900	£118,284	-	-

Trustees

Name	Role	Appointed
Afreen Jahan		2024-11-19
David John Lee		2025-05-15
Gita Kumari Malhotra		2023-11-16
Gloria Ifeyinwa Onwubiko		2022-05-27
Jerusan Jehanathan		2024-11-19
Shahid Majid		2024-11-19

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HEALTHWATCH REDBRIDGE

England & Wales - Charity number 1156320

Accounts

Charity registration number 1156320 (England and Wales)

Company registration number 08389279

HEALTHWATCH REDBRIDGE

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

HEALTHWATCH REDBRIDGE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs Gloria Ifeyinwa Onwubiko	
	Ms Gita Kumari Malhotra	
	Mrs Afreen Jahan	(Appointed 19 November 2024)
	Mr Jerusan Jehanathan	(Appointed 19 November 2024)
	Mr Shahid Majid	(Appointed 19 November 2024)
	Mr David John Lee	(Appointed 15 May 2025)
Charity number (England and Wales)	1156320	
Company number	08389279	
Registered office	Redbridge Institute of Adult Education Gaysham Avenue Ilford Essex United Kingdom IG2 6TD	
Auditor	Reddy Siddiqui LLP 183-189 The Vale Acton London United Kingdom W3 7RW	

HEALTHWATCH REDBRIDGE

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HEALTHWATCH REDBRIDGE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

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

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" 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)".

Objectives and activities

The activities are to advance health by providing relief to those in need, by reason of youth, age, ill-health, disability or financial hardship by:

- continuing to develop our training offers in areas such as Mental Health First Aid.
- ensuring patients, users and carers with communication support needs have information provided in an accessible format so that they can read it, listen to it or have someone support them to understand it before they make decisions about their care.
- supporting independent advocacy within maternity and neonatal services through a pilot Health and social care services working better together.
- creating a Women’s Health project to understand the experiences of local women from diverse communities.
- increasing our Community Network of local statutory and Voluntary organisations which has enabled us to support involvement from underrepresented groups.

The policies adopted in furtherance of these objectives are:

- developing a communications strategy that has enabled us to increase our social media presence and to begin to identify new and powerful ways to interact with our members, stakeholders and partners
- reviewing our strategic priorities to identify and recruit staff to new roles, allowing us to better support local people
- creating a new training course to support health and social care staff to champion the Accessible Information Standard.

We continue to review our policies and practices to ensure they relate to our objectives and activities during the year.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

As the Chair of Healthwatch Redbridge, it is both an honour and privilege to introduce our Trustees' Report for 2024–2025. This last year has been one of transition, renewed energy and, above all, unwavering dedication to the people and communities we serve.

In 2024–25, we welcomed a new Communications Officer, Ellis Pearce to our staff team, as well as five new trustees to our Board, Afreen Jahan, Lisa Mina, Shahid Majid, Jerusan Jehanathan and David Lee strengthening our reach and messaging, our shared vision and drive for meaningful impact.

We also sharpened our focus on equity, as we worked to ensure that access to healthcare, and the outcomes it delivers, are fair for everyone. We have not only listened. We have carried people's stories forward into the rooms where services are shaped and decisions are made.

This year, we took real steps forward in promoting the Accessible Information Standard. Our advocacy is making a difference, with local providers changing how they communicate and recognising that people with disabilities, sensory impairments or language barriers deserve clear, dignified, person-centred care.

We continued to meet people where they are, not just geographically, but emotionally and culturally. We launched the Healthwatch Redbridge Women's Health Programme, starting with a well-received cervical screening research project. This work explored how fear, trauma and misinformation shape health behaviours. We heard directly from women in Redbridge about their concerns and experiences as we built unique education and outreach programmes around what they told us, and we plan to use these findings to affect change and have impact in the wider health system.

Our approach to all of our work remains one of balance - being independent enough to challenge and hold systems to account, and collaborative and trusted enough to build lasting solutions with our NHS and social care partners. Our independence is our backbone as we give strength to the voices of our local people.

None of this is possible without the people – the residents and communities of Redbridge, who have trusted us with their stories, struggles, and hopes, and as a result we have been able to highlight health service gaps, promote better care and influence change. Their voices are at the heart of our work, they are the very reason we exist, and we are proud to stand with them.

We also extend heartfelt thanks and acknowledge the hard work of our highly dedicated staff team and the incredible commitment of our volunteers.

There is no doubt that the current policy landscape is a challenging one for Healthwatch. The publication in summer 2025 of the Dash Review and the NHS 10 Year Health Plan have cast a shadow over the future of Healthwatch, generating uncertainty for both our staff and our residents.

So, as we look ahead, we do so with resolve, commitment but also realism. While we don't know what the future holds for Healthwatch, we do know is that our work is not done. People's experiences still need to be heard independently, so we continue to listen and amplify these voices, as we stand alongside our community with compassion and determination.

Setting our work priorities for 2024/25
We continue to play an important role in bringing local communities and services together through the development of our Redbridge Community Network. The network has grown to 48 organisations and is continuing to rise.

Each year, we create our work programme based on a review of issues we are made aware of during the year. This year, our board approved several projects including:

Training and development

- We have been influential in developing several training workshops and additional accessible resources for other our organisation, local stakeholder organisations and other local Healthwatch:
- Accessible Information Standards (AIS) training: We have continued to ensure people with communication support needs have their voices heard locally, this year, we developed 'Know Your Rights' training specifically for individuals with communication support needs to understand their rights under the AIS.

- Mental Health First Aid training: This year, we have trained over 50 new Mental Health First Aiders. The recognised qualification has supported not only the community and voluntary sector, but also health and social care providers, to support their workforce and members by being able to offer mental health support to people they work with. Our training is consistently oversubscribed.

Enter & View Visit

- We carried out a visit to Beech Ward Frailty Unit where we spoke to patients, relatives and staff about the care they received. Our recommendations have already led to changes to practice and encouragement to ensure regular audits are taking place involving staff and patients to support the service.

Maternity and Neonatal Independent Senior Advocate

- HWR was commissioned by NHS NEL to support the pilot project funded through NHS England. The two-year project supported the development of a Maternity and Neonatal Independent Senior Advocate across north east London. The pilot is due to finish in March 2026, but the impact for local women and birthing people has already led to development of a range of training for NHS Trusts and ensured the voices of women and families is being heard.

Women's Health Project

- We developed a project to understand the experiences of local women from diverse communities when accessing specific health services. We spoke to women about their use of cervical and breast screening, and the issue of appropriate menopause and peri-menopause support within the local area.

Healthwatch Community Network

- We continue to build partnerships and develop networking opportunities for local community and voluntary sector organisation. We held our annual marketplace event with over 25 stalls which were attended by over 200 members of the public.

Community Cash Fund

- Joining the Healthwatch Community Network also provides an opportunity for organisations to bid for small grants through our Community Cash Fund. We had two successful applications that enabled us to support issues around health inequalities in underrepresented groups.
- Mind Axis ran a series of Teashop drop-in cafés to explore how identity and culture can shape mental wellbeing.
- Redbridge Rainbow carried out a research project exploring peoples from LGBTQ+ communities' experiences of using health and care services.

Financial review

We continue to revisit our finances ensuring we are fully compliant with the requirements for the organisation and to best meet the needs of our members and non-members throughout the year.
It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three- and six-month's expenditure.

The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

The principal sources of income remain our main contract to provide the Healthwatch service within the London Borough of Redbridge. The charity has received significant funding from NHS NEL to support the maternity advocacy project, Redbridge Place Based Partnership Board for health inequalities projects, as well as some small commissions from organisations such as Healthwatch England and Saint Francis Hospice.

At the outset of each financial year the trustees discuss risks associated with undertaking activities and to the extent possible, work towards mitigating these risks. The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

The charity is a company limited by guarantee and was registered with the Charity Commission for England and Wales on 5th February 2013.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr Mohammed Dedat	(Resigned 19 November 2024)
Mrs Athena Rebecca Daniels	(Resigned 19 November 2024)
Mrs Lorraine Yvonne Silver	(Resigned 19 November 2024)
Mrs Gloria Ifeyinwa Onwubiko	
Ms Gita Kumari Malhotra	
Mr David James Lyon	(Resigned 28 May 2025)
Mrs Afreen Jahan	(Appointed 19 November 2024)
Mr Jerusan Jehanathan	(Appointed 19 November 2024)
Mr Shahid Majid	(Appointed 19 November 2024)
Ms Lisa Mina	(Appointed 19 November 2024 and resigned 14 September 2025)
Mr David John Lee	(Appointed 15 May 2025)

Ms Gita Kumari Malhotra is the Chair of the charity.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up, as stated in the dissolution clause of the memorandum and articles of association adopted on 5th February 2013. Since 2018, trustees are appointed by application, interview, and election to post.

Healthwatch Redbridge has a board of trustees comprising of members from a wide range of backgrounds. The trustees meet regularly. Day to day responsibility is currently delegated to the Chief Executive Officer, Ms Cathy Turland.

The Trustees do not consider there to be any related party matters requiring disclosure.

Our risk register aligns with our board priorities with a focus on the development of our long-term business plan. We have reviewed our governance arrangements this year to identify options to ensure we are managed appropriately for the size of our organisation.

Employee Involvement

Applications for employment by disabled persons are always fully considered, bearing in mind the aptitudes of the applicant concerned. In the event of members of staff becoming disabled, every effort is made to ensure that their employment within the charity continues and that the appropriate training is arranged. It is the policy of the charity that the training, career development and promotion of disabled persons is equitable to that of other employees.

The charity's policy is to consult and discuss with employees, through unions, staff meetings, matters likely to affect employees' interests.

Information of matters of concern to employees is given through information bulletins and reports which seek to achieve a common awareness on the part of all employees of the financial and economic factors affecting the group's performance.

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

Disclosure of information to auditor
In accordance with Section 418(2) of the Companies Act 2006, each trustee in office at the date the Trustees' Report is approved confirms that:

- so far as the trustees' are aware there is no relevant audit information of which the charity's auditor is unaware; and
- He/She has taken all the steps that he/she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity's auditor is aware of that information

The report of the trustees has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006

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

.....
Ms Gita Kumari Malhotra
Chair of Trustees

Date: 28th October 2025

HEALTHWATCH REDBRIDGE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

The trustees, who are also the directors of HEALTHWATCH REDBRIDGE 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 charity 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;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

HEALTHWATCH REDBRIDGE

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF HEALTHWATCH REDBRIDGE

Opinion
We have audited the financial statements of HEALTHWATCH REDBRIDGE (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet 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 charitable company's affairs as at 31 March 2025 and of its 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's responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 charity'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 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 our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within 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, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' 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 prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report.

Responsibilities of trustees
As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity'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
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.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: http://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF HEALTHWATCH REDBRIDGE

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.



Seema Siddiqui (Senior Statutory Auditor)
for and on behalf of Reddy Siddiqui LLP .....28/10/2025.....

Chartered Accountants
Statutory Auditor

183-189 The Vale
Acton
London
United Kingdom
W3 7RW

HEALTHWATCH REDBRIDGE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Donations and legacies	**3**	9,800	232,400	242,200	-	279,866	279,866
Investments	**4**	3,969	-	3,969	2,481	-	2,481
Total income		13,769	232,400	246,169	2,481	279,866	282,347
Expenditure on:							
Raising funds	**5**	-	1,010	1,010	-	508	508
Charitable activities	**6**	-	275,591	275,591	-	196,338	196,338
Total expenditure		-	276,601	276,601	-	196,846	196,846
Net income/(expenditure)		13,769	(44,201)	(30,432)	2,481	83,020	85,501
Transfers between funds		-	-	-	44,753	(44,753)	-
Net movement in funds	**8**	13,769	(44,201)	(30,432)	47,234	38,267	85,501
Reconciliation of funds:							
Fund balances at 1 April 2024		132,938	104,535	237,473	85,704	66,268	151,972
Fund balances at 31 March 2025		146,707	60,334	207,041	132,938	104,535	237,473

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

HEALTHWATCH REDBRIDGE

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Tangible assets	**12**		4,511		-
Current assets					
Debtors	**13**	5,979		18,398	
Cash at bank and in hand		215,251		232,378	
		221,230		250,776	
Creditors: amounts falling due within one year	**14**	(18,700)		(13,303)	
Net current assets			202,530		237,473
Total assets less current liabilities			207,041		237,473
The funds of the charity					
Restricted income funds	**15**		60,334		104,535
Unrestricted funds	**16**		146,707		132,938
			207,041		237,473

The financial statements were approved by the trustees on 28th October 2025

.....
Ms Gita Kumari Malhotra
Chair of Trustees

Company registration number 08389279 (England and Wales)

1 Accounting policies

Charity information

HEALTHWATCH REDBRIDGE is a private company limited by guarantee incorporated in England and Wales. The registered office is Redbridge Institute of Adult Education, Gaysham Avenue, Ilford, Essex, IG2 6TD, United Kingdom.

1.1 Basis of preparation

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" 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)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities not to prepare a statement of cash flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. 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 the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity 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.

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 as to how they may be used. The purpose and uses of the restricted funds are set out in the notes to the accounts.

Unrestricted funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

1.4 Income

Income is recognised when the charity 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.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1 Accounting policies

1.5 Expenditure

Expenditure

Liabilities are recognized as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Raising funds

Raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities, events and non-charitable trading.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both the direct pay and non-pay costs and support costs relating to those activities.

Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity, and include its audit fees and costs linked to the strategic management of the charity including trustee expenses.

Allocation and apportionment of costs

Support costs include administrative office functions and premises costs. These have been allocated to activity cost categories on a basis consistent with the use of resources: allocating premises costs on floor areas, staff costs by the time spent and other costs on a measure of usage.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, 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:

Computers	25%

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 charity 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).

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 Accounting policies

1.9 Financial instruments

The charity 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 charity's balance sheet when the charity 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 charity'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 charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2 Critical accounting estimates and judgements

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

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

3 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	9,800	-	9,800	-	-	-
Grants	-	232,400	232,400	-	279,866	279,866
	9,800	232,400	242,200	-	279,866	279,866
Grants						
London Borough of Redbridge	-	122,400	122,400	-	120,400	120,400
HIP	-	10,000	10,000	-	30,000	30,000
Maternity Project	-	100,000	100,000	-	110,000	110,000
General	-	-	-	-	19,466	19,466
	-	232,400	232,400	-	279,866	279,866

4 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	3,969	2,481

5 Expenditure on raising funds

	Restricted funds 2025 £	Restricted funds 2024 £
Fundraising and publicity		
Advertising	1,010	508

6 Expenditure on charitable activities

	Charitable Expenditure 2025 £	Charitable Expenditure 2024 £
Direct costs		
Staff costs	182,819	129,821
Insurance	319	295
Postage, printing & stationeries	3,343	2,239
Travelling	3,634	2,552
Consultancy	5,696	3,108
Sundry Expenses	8,687	4,529
Staff Training	31,060	18,755
Computer Expenses	5,006	6,793
Legal and professional	34	-
	240,598	168,092
Share of support and governance costs (see note 7)		
Support	31,898	25,246
Governance	3,095	3,000
	275,591	196,338
Analysis by fund		
Restricted funds	275,591	196,338

7 Support costs allocated to activities

	2025 £	2024 £
Depreciation	1,504	-
Premises	23,984	19,005
Accountancy Fee	6,410	6,241
Governance costs	3,095	3,000
	34,993	28,246
Analysed between:		
Charitable Expenditure	34,993	28,246

8 Net movement in funds

	2025 £	2024 £
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	3,095	3,000
Depreciation of owned tangible fixed assets	1,504	-

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

10 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
	6	5

Employment costs	2025 £	2024 £
Wages and salaries	182,819	129,821

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

There were no remuneration payment to any Key Management Personnel for YE 31.03.2025

11 Taxation

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

12 Tangible fixed assets

	Computers £
Cost	
Additions	6,015
At 31 March 2025	6,015
Depreciation and impairment	
Depreciation charged in the year	1,504
At 31 March 2025	1,504
Carrying amount	
At 31 March 2025	4,511

13 Debtors

Amounts falling due within one year:	2025 £	2024 £
Trade debtors	-	15,000
Other debtors	1,699	1,699
Prepayments and accrued income	4,280	1,699
	5,979	18,398

14 Creditors: amounts falling due within one year

	2025 £	2024 £
Other taxation and social security	4,275	2,661
Trade creditors	10,246	3,027
Other creditors	1,084	-
Accruals and deferred income	3,095	7,615
	18,700	13,303

15 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
	104,535	232,400	(276,601)	-	60,334

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
	66,268	279,866	(196,846)	(44,753)	104,535

16 Unrestricted funds

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

	At 1 April 2024 £	Incoming resources £	Transfers £	At 31 March 2025 £
General funds	132,938	13,769	-	146,707

16 Unrestricted funds

Previous year:	At 1 April 2023	Incoming resources	Transfers	At 31 March 2024
	£	£	£	£
General funds	85,704	2,481	44,753	132,938

17 Analysis of net assets between funds

	Unrestricted funds 2025	Restricted funds 2025	Total 2025
	£	£	£
At 31 March 2025:			
Tangible assets	4,511	-	4,511
Current assets/(liabilities)	142,196	60,334	202,530
	146,707	60,334	207,041

	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£
At 31 March 2024:			
Current assets/(liabilities)	132,938	104,535	237,473
	132,938	104,535	237,473

18 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

HEALTHWATCH REDBRIDGE

England & Wales - Charity number 1156320

Accounts

Charity registration number 1156320

Company registration number 08389279 (England and Wales)

HEALTHWATCH REDBRIDGE

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

HEALTHWATCH REDBRIDGE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr Mohammed Dedat	
	Mrs Athena Rebecca Daniels	
	Mrs Lorraine Yvonne Silver	
	Mrs Gloria Ifeyinwa Onwubiko	
	Ms Gita Kumari Malhotra	(Appointed 31 December 2023)
	Mr David James Lyon	(Appointed 31 December 2023)
Charity number	1156320	
Company number	08389279	
Registered office	1st Floor 103 Cranbrook Road Ilford Essex United Kingdom IG1 4PU	
Auditor	Reddy Siddiqui LLP 183-189 The Vale Acton London United Kingdom W3 7RW	

HEALTHWATCH REDBRIDGE

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HEALTHWATCH REDBRIDGE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their 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 charity'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).

Objectives and activities

The activities are to advance health by providing relief to those in need, by reason of youth, age, ill-health, disability or financial hardship by:

- Ensuring hospital discharge procedures are safe and people are provided with the right support and information to recover effectively
- Ensuring patients, users and carers with communication impairments have information provided in an accessible format so that they can read it, listen to it or have someone support them to understand it before they make a decision about their care
- Health and social care services working better together
- More information and availability of Mental Health services for children, adolescents and adults
- Better access, availability and continuity of GP services including out of hours services, as well as shorter waiting times in A&E.

The policies adopted in furtherance of these objectives are:

- developing a communications strategy that enables us to increase our social media presence and to begin to identify new and powerful ways to interact with our members, stakeholders and partners
- reviewing our strategic priorities to identify and recruit staff to new roles, allowing us to better support local people
- gained the Volunteer Charter Mark, which led us to make changes to the way we recruit and retain volunteers. Although lapsed now, we have discussed re-applying for this in the future.
- redesigning our Enter and View training, making it more accessible for deaf people increasing awareness of Healthwatch amongst stakeholders.

We continue to review our policies and practices to ensure they relate to our objectives and activities during the year.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

This year, we have focussed on developing networks within those communities where we know there are higher health inequalities.

Projects have been created through partnering local community organisations, which has provided a wealth of insight that we have shared with colleagues from the statutory sector.

This year, we have also been fortunate to be involved with a major NHS England pilot project to support the development of a Maternity and Neonatal Independent Senior Advocate role, working across eight boroughs within North East London. We are convinced this work will help us to ensure the family voice is central in maternity services.

Our commitment to ensuring accessible information is available to all patients and service users with communication support needs. This has enabled us to work both locally and nationally, contributing to the development of information workshops for Healthwatch, NHS staff and our colleagues within other health and social care settings.

We continue to benefit from the grants we provide to local communities through our Community Cash Fund. This year we have worked with many groups such people with mental health conditions, LGBTQ+ communities, disabled people, asylum seekers, rough sleepers, and children and young people.

Our staff and board have increased during the year. We have welcomed Donna Young and Rafat Kiani to our staff team and David Lyon and Gita Malhotra to our Board of Trustees.

Undoubtedly, we know this year will bring many changes, as we approach our Annual General Meeting where a few of our long-standing board members will be standing down. However, we are viewing this as an opportunity to review and develop our organisation, to go from strength to strength.
We give our heartfelt thanks to all the people of Redbridge who have engaged with us, and supported our work, either through volunteering, or sharing their thoughts and insights about local health and care services. We couldn't do what we do without you.

Setting our work programme priorities for 2023/24
We continue to play an important role in bringing local communities and services together through the development of our Redbridge Community Network. The network has grown to thirty-two organisations and is continuing to rise.

Joining the network also provided an opportunity for organisations to bid for a small grant through our Community Cash Fund. We had three successful applications that enabled us to support issues around health inequalities in underrepresented groups.

Work Plan 23/24

Each year, we create our work programme *based* on a review of issues we are made aware of during the year. This year, our board approved several projects including:

Improving quality care at King George Hospital:

- Working with the patient experience team at Barking, Havering and Redbridge University NHS Trust, we interviewed patients on two wards to understand their experiences as an in-patient and followed their journey with the discharge process. This has led the Trust to make changes to some of their systems.

Training and development

- We have been influential in developing several training workshops and additional accessible resources for our organisation, local stakeholder organisations and other local Healthwatch:

Accessible Information Standards

- We continue to ensure people with communication support needs have their voices heard locally. However, this year, we were commissioned to support the development of an introductory workshop for local Healthwatch across the country, joined our colleagues at Healthwatch England by supporting the national 'Your Care, Your Way' campaign which focused on gathering responses from individuals about the barriers they face when accessing services. We worked closely with Deaf people and people with Learning Disabilities through our links with other community organisations.

Mental Health First Aid

- This year, we have trained over 30 new MH First Aiders. The recognised qualification has supported not only the community and voluntary sector, but also health and social care providers, to support their workforce and members by being able to offer mental health support to people they work with.

Enter & View Training

- We were commissioned by Healthwatch England to create an accessible version of the national E&V training pack. So far, this has been viewed over 500 times online.

Maternity and Neonatal Independent Senior Advocate

- HWR was commissioned to support the NHS England pilot project supporting the introduction of a Maternity and Neonatal Independent Senior Advocate across North East London.

Supporting asylum seeker access to health care

- We have continued to work closely and develop links with organisations supporting asylum seekers living in temporary accommodation. Our outreach activities have increased, and we are supporting a range of people with issues from accessing education to carers support.

Women's Health Project

- We worked with HW England to interview local women from a range of diverse communities about their access to cervical screening. The data has formed part of a national review. This has led to us recently creating our own women's health project where we are seeking to speak to more women about their experiences locally. We are also planning to look at breast screening and menopause support over the next year.

Healthwatch Community Network

- We continue to build partnerships and develop networking opportunities for the local community and voluntary sector organisations. We have successfully held a marketplace event with over 20 stalls which were attended by over 200 members of the public. We have also been able to offer a range of small grants to develop a range of projects shown in our annual report.

Financial review

We continue to revisit our finances ensuring we are fully compliant with the requirements for the organisation and to best meet the needs of our members and non-members throughout the year. It is the policy of the charity that unrestricted funds, which have not been designated for a specific use, should be maintained at a level equivalent to between three- and six-month's expenditure.

The Trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

The principal sources of income remain our main contract to provide the Healthwatch service within the London Borough of Redbridge. The charity has received significant funding from NHS NEL to support the maternity advocacy project, Redbridge Place Based Partnership Board for health inequalities projects, as well as some small commissions from organisations such as Healthwatch England.

At the outset of each financial year the Trustees discuss risks associated with undertaking activities and to an extent, where possible, work towards mitigating these risks. The Trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

The charity is a company limited by guarantee and was registered with the Charity Commission for England and Wales on 5th February 2013.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr Mohammed Dedat	
Mrs Athena Rebecca Daniels	
Mrs Lorraine Yvonne Silver	
Ms Emma Rochelle Friddin	(Resigned 31 December 2023)
Mrs Gloria Ifeyinwa Onwubiko	
Ms Gita Kumari Malhotra	(Appointed 31 December 2023)
Mr David James Lyon	(Appointed 31 December 2023)

Mrs Lorraine Yvonne Silver is the Chair of the charity.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up, as stated in the dissolution clause of the memorandum and articles of association adopted on 5th February 2013. The trustees are appointed by election to post.

Healthwatch Redbridge has a board of trustees comprising of members from a wide range of backgrounds. The trustees meet regularly. Day to day responsibility is currently delegated to the Chief Executive Officer, Ms Cathy Turland.

The Trustees do not consider there to be any related party matters requiring disclosure.

We have developed a risk register and aligned it with our board priorities. We have concentrated on recruiting new Trustees over the next year as we see three of our long-standing Trustees step down. We will be reviewing our governance arrangements this year to identify options to ensure we are managed appropriately for the size of the organisation.

Employee Involvement

Applications for employment by disabled persons are always fully considered, bearing in mind the aptitudes of the applicant concerned. In the event of members of staff becoming disabled, every effort is made to ensure that their employment within the charity continues and that the appropriate training is arranged. It is the policy of the charity that the training, career development and promotion of disabled persons is equitable to that of other employees.

The charity's policy is to consult and discuss with employees, through unions, staff councils and at meetings, matters likely to affect employees' interests.

Information of matters of concern to employees is given through information bulletins and reports which seek to achieve a common awareness on the part of all employees of the financial and economic factors affecting the group's performance.

Auditor

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

Disclosure of information to auditor

In accordance with Section 418(2) of the Companies Act 2006, each trustee in office at the date the Trustees' Report is approved confirms that:

- so far as the trustees' are aware there is no relevant audit information of which the charity's auditor is unaware; and
- He/She has taken all the steps that he/she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity's auditor is aware of that information

The report of the trustees has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006

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

L. Silver

Mrs Lorraine Yvonne Silver
Trustee

15 November 2024

HEALTHWATCH REDBRIDGE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

The trustees, who are also the directors of HEALTHWATCH REDBRIDGE 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 charity 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;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

HEALTHWATCH REDBRIDGE

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF HEALTHWATCH REDBRIDGE

Opinion

We have audited the financial statements of HEALTHWATCH REDBRIDGE (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet 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 charitable company's affairs as at 31 March 2024 and of its 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's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity 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 charity'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 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 our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within 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, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' 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 prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity'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

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.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: http://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS OF HEALTHWATCH REDBRIDGE

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.

Seema Siddiqui (Senior Statutory Auditor)
for and on behalf of Reddy Siddiqui LLP

15 November 2024

Chartered Accountants
Statutory Auditor

183-189 The Vale
Acton
London
United Kingdom
W3 7RW

HEALTHWATCH REDBRIDGE

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**	-	279,866	279,866	-	243,768	243,768
Investments	**4**	2,481	-	2,481	-	-	-
Total income		2,481	279,866	282,347	-	243,768	243,768
Expenditure on:							
Raising funds	**5**	-	508	508	-	1,819	1,819
Charitable activities	**6**	-	196,338	196,338	-	165,138	165,138
Total expenditure		-	196,846	196,846	-	166,957	166,957
Net income		2,481	83,020	85,501	-	76,811	76,811
Transfers between funds		44,753	(44,753)	-	44,000	(44,000)	-
Net movement in funds	**8**	47,234	38,267	85,501	44,000	32,811	76,811
Reconciliation of funds:							
Fund balances at 1 April 2023		85,704	66,268	151,972	41,704	33,457	75,161
Fund balances at 31 March 2024		132,938	104,535	237,473	85,704	66,268	151,972

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

HEALTHWATCH REDBRIDGE

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Current assets					
Debtors	**12**	18,398		100,070	
Cash at bank and in hand		232,378		107,127	
		250,776		207,197	
Creditors: amounts falling due within one year	**13**	(13,303)		(55,225)	
Net current assets			237,473		151,972
The funds of the charity					
Restricted income funds	**15**		104,535		66,268
Unrestricted funds	**16**		132,938		85,704
			237,473		151,972

The financial statements were approved by the trustees on 15 November 2024

L. Silver

Mrs Lorraine Yvonne Silver
Trustee

Company registration number 08389279 (England and Wales)

1 Accounting policies

Charity information

HEALTHWATCH REDBRIDGE is a private company limited by guarantee incorporated in England and Wales. The registered office is 1st Floor, 103 Cranbrook Road, Ilford, Essex, IG1 4PU, United Kingdom.

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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. 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 the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity 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.

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 as to how they may be used. The purpose and uses of the restricted funds are set out in the notes to the accounts.

Unrestricted funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

1.4 Income

Income is recognised when the charity 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.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1 Accounting policies **(Continued)**

1.5 Expenditure

Expenditure
Liabilities are recognized as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Raising funds
Raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities, events and non-charitable trading.

Charitable activities
Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both the direct pay and non-pay costs and support costs relating to those activities.

Governance costs
Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity, and include its audit fees and costs linked to the strategic management of the charity including trustee expenses.

Allocation and apportionment of costs
Support costs include administrative office functions and premises costs. These have been allocated to activity cost categories on a basis consistent with the use of resources: allocating premises costs on floor areas, staff costs by the time spent and other costs on a measure of usage.

1.6 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.

1.7 Financial instruments

The charity 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 charity's balance sheet when the charity 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.

1 Accounting policies **(Continued)**

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 charity's contractual obligations expire or are discharged or cancelled.

1.8 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 charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2 Critical accounting estimates and judgements

In the application of the charity'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

	Restricted funds 2024 £	Restricted funds 2023 £
Grants	279,866	243,768

3 Income from donations and legacies **(Continued)**

	Restricted funds 2024 £	Restricted funds 2023 £
Grants		
London Borough of Redbridge	120,400	119,808
HIP	30,000	54,970
LAS Survey	-	5,000
Maternity Project	110,000	63,990
General	19,466	-
	279,866	243,768

4 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest receivable	2,481	-

5 Expenditure on raising funds

	Restricted funds 2024 £	Restricted funds 2023 £
Fundraising and publicity		
Advertising	508	1,819

6 Expenditure on charitable activities

	Charitable Expenditure 2024	Charitable Expenditure 2023
	£	£
Direct costs		
Staff costs	129,821	94,500
Insurance	295	289
Postage, printing & stationeries	2,239	2,638
Telephone & Fax	-	421
Travelling	2,552	2,414
Consultancy	3,108	13,070
Sundry Expenses	4,529	2,836
Staff Training	18,755	17,522
Computer Expenses	6,793	6,597
	168,092	140,287
Share of support and governance costs (see note 7)		
Support	25,246	21,851
Governance	3,000	3,000
	196,338	165,138
Analysis by fund		
Restricted funds	196,338	165,138

7 Support costs allocated to activities

	2024	2023
	£	£
Premises	19,005	15,540
Accountancy Fee	6,241	6,311
Governance costs	3,000	3,000
	28,246	24,851
Analysed between:		
Charitable Expenditure	28,246	24,851

8 Net movement in funds

	2024	2023
	£	£
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	3,000	3,000

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

10 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
	5	3

Employment costs	2024 £	2023 £
Wages and salaries	129,821	94,500

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

11 Taxation

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

12 Debtors

Amounts falling due within one year:	2024 £	2023 £
Trade debtors	15,000	99,970
Other debtors	1,699	100
Prepayments and accrued income	1,699	-
	18,398	100,070

13 Creditors: amounts falling due within one year

	Notes	2024 £	2023 £
Other taxation and social security		2,661	1,429
Government grants	14	-	45,000
Trade creditors		3,027	4,572
Accruals and deferred income		7,615	4,224
		13,303	55,225

14 Government grants

Deferred income is included in the financial statements as follows:

	2024	2023
	£	£
Deferred income is included within:		
Current liabilities	-	45,000
Movements in the year:		
Deferred income at 1 April 2023	45,000	-
Resources deferred in the year	(45,000)	45,000
Deferred income at 31 March 2024	-	45,000

15 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
	66,268	279,866	(196,846)	(44,753)	104,535

Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
	33,457	243,768	(166,957)	(44,000)	66,268

16 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	Transfers	At 31 March 2024
	£	£	£	£
General funds	85,704	2,481	44,753	132,938

Previous year:	At 1 April 2022	Incoming resources	Transfers	At 31 March 2023
	£	£	£	£
General funds	41,704	-	44,000	85,704

17 Analysis of net assets between funds

	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£
At 31 March 2024:			
Current assets/(liabilities)	132,938	104,535	237,473
	132,938	104,535	237,473

	Unrestricted funds 2023	Restricted funds 2023	Total 2023
	£	£	£
At 31 March 2023:			
Current assets/(liabilities)	85,704	66,268	151,972
	85,704	66,268	151,972

18 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

HEALTHWATCH REDBRIDGE

England & Wales - Charity number 1156320

Accounts

Charity registration number 1156320

Company registration number 08389279 (England and Wales)

HEALTHWATCH REDBRIDGE

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

HEALTHWATCH REDBRIDGE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr Mohammed Dedat	
	Mrs Athena Rebecca Daniels	
	Mrs Lorraine Yvonne Silver	
	Ms E Friddin	
	Mrs G Onwubiko	(Appointed 27 May 2022)
Charity number	1156320	
Company number	08389279	
Registered office	1st Floor 103 Cranbrook Road Ilford Essex United Kingdom IG1 4PU	
Auditor	Reddy Siddiqui LLP 183-189 The Vale Acton London United Kingdom W3 7RW	

HEALTHWATCH REDBRIDGE

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HEALTHWATCH REDBRIDGE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their report and financial statements for the year ended 31 March 2023.

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 charity'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).

Objectives and activities

The activities are to advance health by providing relief to those in need, by reason of youth, age, ill-health, disability or financial hardship by:

- Ensuring hospital discharge procedures are safe and people are provided with the right support and information to recover effectively
- Ensuring patients, users and careers with communication impairments have information provided in an accessible format so that they can read it, listen to it or have someone support them to understand it before they make a decision about their care
- Health and social care services working better together
- More information and availability of Mental Health services for children, adolescents and adults
- Better access, availability and continuity of GP services including out of hours services, as well as shorter waiting times in A&E.

The policies adopted in furtherance of these objects are:

- developing a communications strategy that enables us to increase our social media presence and to begin to identify new and powerful ways to interact with our members, stakeholders and partners
- reviewing our strategic priorities to identify and recruit staff to new roles, allowing us to better support local people
- gained the Volunteer Charter Mark, which led us to make changes to the way we recruit and retain volunteers. Although lapsed now, we have discussed re-applying for this in the future.
- redesigning our Enter and View training, making it more accessible for deaf people increasing awareness of Healthwatch amongst stakeholders.

We continue to review our policies and practices to ensure they relate to our objectives and activities during the year.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

From working with seldom heard communities, to successfully tendering for our contract: this year has certainly been challenging but rewarding.

We were delighted to hear that we were again, awarded the contract to provide the Healthwatch service in Redbridge for three years, with an option to extend for a further two years to 2028.

We have also been effective in securing additional contracts and commissions to support the work of our organisation with a particular focus on health inequalities.

The opportunity to work closely with our local Healthwatch (LHW) colleagues from across north east London (NEL) has led to a number of projects engaging with disabled people, maternity service users, and care homes which has ensured the voices of seldom heard groups is loud and strong in Redbridge.

Our face-to-face outreach work has gradually increased, with people feeling more confident engaging at events. This has helped us to increase our work commitments. We are looking forward to increasing our outreach across health and social care settings over the next year.

We continue to implement a hybrid model of office and working from home. This has become the 'new normal' for most organisations, both within the community and statutory sector.

Our aim last year was to develop stronger partnerships with statutory, community, and voluntary sector organisations to improve the services across our borough and beyond. We believe we have been able to evidence this throughout our work with particular focus on our Community Network and partnership working across the Integrated Care System.

Setting our work programme priorities for 2022/23

We continue to play an important role in bringing local communities and services together through the development of our Redbridge Community Network. The network has grown to 32 organisations and is continuing to rise.

Joining the network also provided an opportunity for organisations to bid for a small grant through our Community Cash Fund. We had three successful applications that enabled us to support issues around health inequalities in underrepresented groups.

Work Plan 22/23

Each year, we create our work programme based on a review of issues we are made aware of during the year. This year, our board approved several projects including:

Making Safeguarding Personal – Hearing the voice of service users

- This project began in 2021 by speaking with service users and carers who had used the local authority safeguarding service. A published report produced several recommendations which formed the basis for a future action plan. We have been supporting the implementation of the recommendations through a task and finish group.

GP Directed Enhanced Service

- We led the review in NE London of GP support provided to care homes throughout the pandemic. The service provided care homes with additional support to reduce hospital admissions for older people and people with learning disabilities.

Covid vaccination uptake

- We worked with NHS England to support the Covid-19 booster programme. We held a series of focus groups with Pakistani and Bangladeshi communities to understand their needs.

Accessible Information Standards

- We continue to ensure people with communication support needs have their voices heard. This year, we joined our colleagues at Healthwatch England by supporting the national Error in formula >#YourCareYourWay<- campaign which focused on gathering responses from individuals about the barriers they face when accessing services. We worked closely with Deaf people and people with Learning Disabilities through our links with other community organisations.

Identifying ethnicity barriers to accessing maternity services

- We led a joint project to identify the inequalities in maternity access for different communities in north east London. This work was used to form part of the NHS NEL Equity and Equality Strategy, submitted to NHS England as part of the outcomes of the Ockenden Review. Over 1,000 surveys and almost 100 interviews were carried out across five main maternity sites.

- This work led to the creation of the first 'Maternity Choices Week' in February where volunteers interviewed over 400 pregnant people across north east London maternity units.

- The outcome of this work has led HWR to host the pilot project supporting the introduction of a Maternity and Neonatal Independent Senior Advocate across north east London.

Promoting positive mental health: reducing the stigma

- We secured additional funding to support the introduction of free Mental Health First Aid training for community and voluntary sector organisations across Redbridge. To date, we have trained 16 new MH first aiders.

Supporting asylum seeker access to health care

- We worked closely with organisations supporting asylum seekers living in temporary accommodation.

Financial review

We continue to revisit our finances ensuring we are fully compliant with the requirements for the organisation and to best meet the needs of our members and non-members throughout the year.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure.

The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

The principal sources of income remain our main contract to provide the Healthwatch service within the London Borough of Redbridge. The charity has received significant funding from NHS NEL to support a number of maternity projects, Redbridge Place Based Partnership Board for health inequalities projects, as well as some small commissions from organisations such as Healthwatch England, NHS England, and the London Ambulance Service.

At the outset of each financial year the trustees discuss risks associated with undertaking activities and to the extent possible, work towards mitigating these risks. The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance, and management

The charity is a company limited by guarantee and was registered with the Charity Commission for England and Wales on 5th February 2013.

This year has seen some of our longest serving trustees stand down for a variety of reasons, and we would like to say a personal thank you to each for their contribution over the years. The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr Mohammed Dedat
Mrs Athena Rebecca Daniels
Mrs Lorraine Yvonne Silver
Ms E Friddin
Mrs G Onwubiko (Appointed 27 May 2022)

Mrs Lorraine Yvonne Silver is the Chair of the charity.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up, as stated in the dissolution clause of the memorandum and articles of association adopted on 5th February 2013. The trustees are appointed by election to post.

Healthwatch Redbridge has a board of trustees comprising of members from a wide range of backgrounds. The trustees meet regularly. Day to day responsibility is currently delegated to the Chief Executive Officer, Ms Cathy Turland.

The Trustees do not consider there to be any related party matters requiring disclosure.

We carried out an audit of the organisation using the HWE Quality Standards Framework. This helped the board understand where there were potential needs within the organisation and to identify and report our standards to HWE. All HW organisations were asked to carry out the audit to support the development of quality standards across England.

In September, we held a Board and Staff Development Day to review the organisation and identify plans ahead of the re-tendering of the Healthwatch contract.

We have identified a specific risk that some of our longest serving trustees will be required to stand down as they reach the end of their length of service, and we are actively recruiting new trustees. We will be reviewing our governance arrangements this year to identify options to ensure we are managed appropriately for the size of the organisation.

Employee Involvement

Applications for employment by disabled persons are always fully considered, bearing in mind the aptitudes of the applicant concerned. In the event of members of staff becoming disabled, every effort is made to ensure that their employment within the charity continues and that the appropriate training is arranged. It is the policy of the charity that the training, career development and promotion of disabled persons is equitable to that of other employees.

The charity's policy is to consult and discuss with employees, through unions, staff councils and at meetings, matters likely to affect employees' interests.

Information of matters of concern to employees is given through information bulletins and reports which seek to achieve a common awareness on the part of all employees of the financial and economic factors affecting the group's performance.

Auditor

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

Disclosure of information to auditor

In accordance with Section 418(2) of the Companies Act 2006, each trustee in office at the date the Trustees' Report is approved confirms that:

- so far as the trustees' are aware there is no relevant audit information of which the charity's auditor is unaware; and
- He/She has taken all the steps that he/she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity's auditor is aware of that information

The report of the trustees has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006

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

L. Silver

Mrs Lorraine Yvonne Silver **Trustee**

19 October 2023

HEALTHWATCH REDBRIDGE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2023

The trustees, who are also the directors of HEALTHWATCH REDBRIDGE 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 charity 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;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

HEALTHWATCH REDBRIDGE

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HEALTHWATCH REDBRIDGE

Opinion

We have audited the financial statements of HEALTHWATCH REDBRIDGE (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet 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 charitable company's affairs as at 31 March 2023 and of its 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's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity 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 charity'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 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 our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within 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, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' 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 prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity'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

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.

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

further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: http://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS OF HEALTHWATCH REDBRIDGE

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.

Seema Siddiqui (Senior Statutory Auditor)
for and on behalf of Reddy Siddiqui LLP

19 October 2023

Chartered Accountants
Statutory Auditor

183-189 The Vale
Acton
London
United Kingdom
W3 7RW

HEALTHWATCH REDBRIDGE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Income from:							
Donations and legacies	3	-	243,768	243,768	-	159,050	159,050
Expenditure on:							
Raising funds	4	-	1,819	1,819	-	507	507
Charitable activities	5	-	165,138	165,138	-	125,539	125,539
Total expenditure		-	166,957	166,957	-	126,046	126,046
Net incoming resources before transfers		-	76,811	76,811	-	33,004	33,004
Gross transfers between funds		44,000	(44,000)	-	-	-	-
Net income for the year/ Net movement in funds		44,000	32,811	76,811	-	33,004	33,004
Fund balances at 1 April 2022		41,704	33,457	75,161	31,628	10,529	42,157
Fund balances at 31 March 2023		85,704	66,268	151,972	31,628	43,533	75,161

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

HEALTHWATCH REDBRIDGE

BALANCE SHEET

AS AT 31 MARCH 2023

Income funds

Restricted funds - general	66,268	43,533
Unrestricted funds	85,704	31,628
	151,972	75,161

	Notes	2023 £	2023 £	2022 £	2022 £
Current assets					
Debtors	**11**	100,070		35,480	
Cash at bank and in hand		107,127		48,151	
		207,197		83,631	
Creditors: amounts falling due within one year	**12**	(55,225)		(8,470)	
Net current assets			151,972		75,161

The financial statements were approved by the Trustees on 19 October 2023

L. Silver

Mrs Lorraine Yvonne Silver
Trustee

Company registration number 08389279

1 Accounting policies

Charity information

HEALTHWATCH REDBRIDGE is a private company limited by guarantee incorporated in England and Wales. The registered office is 1st Floor, 103 Cranbrook Road, Ilford, Essex, IG1 4PU, United Kingdom.

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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. 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 the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity 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.

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 as to how they may be used. The purpose and uses of the restricted funds are set out in the notes to the accounts.

Unrestricted funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

1.4 Income

Income is recognised when the charity 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.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

(Continued)

1 Accounting policies

1.5 Expenditure

Expenditure

Liabilities are recognized as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Raising funds

Raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities, events and non-charitable trading.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both the direct pay and non-pay costs and support costs relating to those activities.

Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity, and include its audit fees and costs linked to the strategic management of the charity including trustee expenses.

Allocation and apportionment of costs

Support costs include administrative office functions and premises costs. These have been allocated to activity cost categories on a basis consistent with the use of resources: allocating premises costs on floor areas, staff costs by the time spent and other costs on a measure of usage.

1.6 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.

1.7 Financial instruments

The charity 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 charity's balance sheet when the charity 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.

(Continued)

1 Accounting policies

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 charity's contractual obligations expire or are discharged or cancelled.

1.8 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 charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2 Critical accounting estimates and judgements

In the application of the charity'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 Donations and legacies

	Restricted funds 2023	Restricted funds general 2022
	£	£
Services provided under contract	243,768	159,050

(Continued)

3 Donations and legacies

Grants receivable for core activities		
London Borough of Redbridge	119,808	159,050
HIP	54,970	-
LAS Survey	5,000	-
Maternity Project	63,990	-
	243,768	159,050

4 Raising funds

	Restricted funds general 2023	Restricted funds general 2022
	£	£
Fundraising and publicity		
Advertising	1,819	507
	1,819	507

5 Charitable activities

	Charitable Expenditure Heading 1 2023	Charitable Expenditure Heading 1 2022
	£	£
Staff costs	94,500	89,792
Insurance	289	286
Postage, printing & stationeries	2,638	659
Telephone and fax	421	788
Travelling	2,414	276
Consultancy	13,070	960
Sundry expenses	2,836	437
Staff training	17,522	291
Computer expenses	6,597	4,592
	140,287	98,081
Share of support costs (see note 6)	21,851	24,698
Share of governance costs (see note 6)	3,000	2,760
	165,138	125,539

6 Support costs

	Support costs	Governance costs	2023	Support costs	Governance costs	2022
	£	£	£	£	£	£
Premises	15,540	-	15,540	17,500	-	17,500
Accountancy fees	6,311	-	6,311	7,198	-	7,198
Audit fees	-	3,000	3,000	-	2,760	2,760
	21,851	3,000	24,851	24,698	2,760	27,458
Analysed between						
Charitable activities	21,851	3,000	24,851	24,698	2,760	27,458

Governance costs includes payments to the auditors of £3000 (2022- £2760) for audit fees.

7 Auditor's remuneration

Fees payable to the charity's auditor and associates:	2023	2022
	£	£
Audit of the charity's annual accounts	3,000	2,760

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

9 Employees

The average monthly number of employees during the year was:

	2023	2022
	Number	Number
	3	3

Employment costs	2023	2022
	£	£
Wages and salaries	94,500	89,792

There were no employees whose annual remuneration was more than £60,000.

10 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

11 Debtors

	2023	2022
Amounts falling due within one year:	**£**	**£**
Trade debtors	99,970	-
Other debtors	100	-
Prepayments and accrued income	-	35,480
	100,070	35,480

12 Creditors: amounts falling due within one year

	Notes	2023	2022
		£	**£**
Other taxation and social security		1,429	1,652
Government grants	**13**	45,000	-
Trade creditors		4,572	519
Accruals and deferred income		4,224	6,299
		55,225	8,470

13 Government grants

Deferred income is included in the financial statements as follows:

	2023	2022
	£	**£**
Deferred income is included within:		
Current liabilities	45,000	-
Movements in the year:		
Warning! Figures do not agree by:	45,000	-

14 Analysis of net assets between funds

	Unrestricted funds 2023	Restricted funds 2023	Total 2023	Unrestricted funds 2022	Restricted funds 2022	Total 2022
	£	**£**	**£**	**£**	**£**	**£**
Fund balances at 31 March 2023 are represented by:						
Current assets/(liabilities)	151,972	-	151,972	75,161	-	75,161
	151,972	-	151,972	75,161	-	75,161

15 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

HEALTHWATCH REDBRIDGE

England & Wales - Charity number 1156320

Accounts







healthwatch
Redbridge

2021/2022 Annual Report



Lorraine Silver
HW Redbridge Chair



Cathy Turland
HW Redbridge CEO

Joint message from our Chair and Chief Executive

Since 2020, Healthwatch Redbridge continues to demonstrate it can adapt to the restrictions placed on all organisations throughout the pandemic, and to emerge a stronger, more capable organisation; still ready to challenge and highlight current health and social care issues.

Our work this year has seen us identify and respond to a range of issues ranging from highlighting the barriers to accessing local dental services, the continuing impact of the Covid-19 pandemic for disabled people, and interviewing individuals to understand the effects a safeguarding review can have.

Although there was a need to change the way we work, we have still been able to engage effectively with different communities, through online events and telephone contacts. A very small part of our outreach has been in person, on a few occasions, but we hope that this will increase over the coming year.

None of this would have been possible without the support and involvement of our Board, staff and volunteers. There have been many challenges, but they have all stepped up; discussing issues and adapting to this 'new normal', with enthusiasm.



We are also very pleased to welcome our new board members, Emma Friddin and Gloria Onwubiko, who will continue to support our work as we move forward this year. We would not be able to do as much as we have without them.

The coming year will also have its own challenges, as we prepare for re-contracting in 2022/23. Our work has got us to where we are now, we will now continue our journey and see where it leads.

L. Silver

Lorraine Silver – Chair

Cathy Turland

Cathy Turland – Chief Executive



Our reports have spoken to people about



Dental Services in Redbridge



Patient Experience of Dental Services



GP Access



Safeguarding



Through signposting we helped **148** local residents access healthcare information, and local support.



In March, we established *Healthwatch Redbridge Community Network*: a network of local charities and organisations coming together to get their messages on health and wellbeing heard. Eight organisations had joined by the end of March.

There are now **25** members, and rising.



We Created 'Highlighting Heroes', a newsletter recognising community members who have been a source of inspiration to others.

13 people were nominated for the first newsletter.

We have **169** responses to the Post-Covid survey, with **250** free text responses, giving us rich insight into the lived experience of service users with Post-Covid-19 syndrome, to highlight key aspects of their journey to seek support.



61 people completed our dentistry survey.





We won the joint award for the *'Working with your integrated care system'* category in a major national awards scheme. *(see page 22)*

About us

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. We also share them with Healthwatch England, the national body, to help improve the quality of services across the country. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make health and care better for people.

In summary - Healthwatch Redbridge is here to:

- Help people find out about local health and social care services.
- Listen to what people think of services.
- Help improve the quality of services by letting those running services and the government know what people want from care.
- Encourage people running services to involve people in changes to care.

Everything that Healthwatch Redbridge does will bring the voice and influence of local people to the development and delivery of local services, putting local people at the heart of decision-making processes.







Our staff members:
Cathy Turland - *CEO*
Miranda Peers - *Volunteer Coordinator*
Dawn Hobson - *Projects Officer*
Nat Cato - *Communications Officer*



Healthwatch Redbridge Volunteer Coordinator, Miranda Peers, signposting at the Disability Festival in Christchurch Green

Healthwatch Redbridge Community Network

- Healthwatch Redbridge working with local organisations

In March 2022 we were excited to launch the Healthwatch Redbridge Community Network. As a local organisation who has always worked closely with other Redbridge Voluntary and Community Sector (VCS) organisations, we wanted to utilise our local networks and formally embed working alongside fellow Redbridge VCS organisations within all our work. Our work through the pandemic reiterated the importance of local organisations working together and this inspired us to create the Healthwatch Redbridge Community Network.

The aim of the Healthwatch Redbridge Community Network is to be a two-way process. We want local organisations to share their members experiences of health and social care services with us, whilst at the same time we want to fulfil our role of providing information and signposting to local people to help ensure that all local people have access to the support and services they need.

healthwatch Redbridge
Community Network





Within three months of launching the Healthwatch Redbridge Community Network, 25 organisations within the borough joined and became members:

- Barking, Havering and Redbridge University Hospitals NHS Trust
- Positive East
- Black Woman Kindness Initiative
- Ilford and District Diabetes UK Group
- Ilford High Road Baptist Church
- Redbridge Community Hubs Team (Redbridge Council)
- Living Streets
- Mind in North East London's Safe Connections Suicide Prevention Hub
- The Association of Redbridge African Caribbean Communities (TARACC)
- NELFT - Expert Patients Programme
- NELFT - Patient Experience Team
- Whipps Cross Hospital - Community Forum
- One Place East
- Jewish Care
- Refugee and Migrant Forum of Essex & London (RAMFEL)
- Redbridge CVS
- Redbridge Faith Forum
- Redbridge Talking Therapies (NHS IAPT Service)
- Saint Francis Hospice
- Talk for Health
- Stronger Together Project
- Age UK Redbridge, Barking & Havering
- Sensory Services Ltd & RNID
- Ilford Shopmobility
- MTC Learning/Blossom

Working alongside other Redbridge VCS organisations helps us engage and hear from all members of local communities. Gathering information from the diverse communities across Redbridge helps us to have a greater understanding of what is and is not working for different people, helping us understand the diverse differences of the needs of local people.

The Healthwatch Redbridge Community Network has an estimated combined reach of over 15,100 people on our contact lists (some organisations didn't provide a figure).

The response to the HWR Community Network has been wonderful and united, with organisations telling us…

> *"We need a Community Network so groups are aware of each other, and so that the community is aware of all groups. The more groups can share information and experience, the more successful their work will be. It gives the opportunity to strengthen what each group is doing, eliminate unnecessary duplication of effort and create partnerships where appropriate."*
>
> - Rosemary

> *"Collaborative Community engagement strengthens Health understanding and care. "*
>
> - Christine, Ilford and District Diabetic Group

> *"When community groups and services get together, we are much better placed to discover issues that affect people across the borough. Not only that, it gives us a much better understanding of what the issues are, and how best we can collectively respond."*
>
> - Darren Morgan

> *"Redbridge Faith Forum is delighted to support the new Community Network which will be a much needed resource for Redbridge residents to enable them to learn about and navigate local services to access the most appropriate healthcare."*
>
> - Karen Kent

> *"Having the opportunity to be part of this network will enable us to share updates and good practice, get information about what is the current needs, support local needs and maybe share opportunities as they arise, as well as network."*
>
> - Sheila

> *"Having a community network to reach into as an external organisation has really helped us to make contacts in the borough and promote our programmes to residents that we otherwise wouldn't have been able to contact."*
>
> - Mike Lawrence

> *"Saint Francis Hospice has been a regular member at the events hosted by Healthwatch Redbridge. The Community Network enables the voluntary sector to have a voice in ensuring the people in Redbridge receive the best possible care. Healthwatch are a greater support to Saint Francis Hospice, they have taken part in end of life conferences and regularly attend our Individual Experience Management Group to assist in scrutinising the feedback and development of our services."*
>
> - Jan Scott

> *"When people using our services told us about the difficulties, they were having accessing health and social care we asked Healthwatch to help. They worked with us and facilitated research exploring the barriers people were facing. All sessions were tailored to make sure everyone was listened to and evidence gathered to raise concerns collectively. Feedback from those participating highlighted how Healthwatch's friendly and inclusive approach and commitment to making sure everyone gets the health and social care support they need.*
>
> *In setting up a community network Healthwatch are making sure there are the forums and spaces for individuals and organisations to come together and support each other. Healthwatch regularly help promote what local services have to offer and are helping to facilitate stronger relationships. Thankyou Healthwatch."*
>
> - Erica Miles

How the Healthwatch Redbridge Community Network can help your organisation



Click on the image above, or this link to view the video

Since we launched the HWR Community Network we have developed a webpage on our website specifically with Community Network information. It has been viewed 1,020 times. Members can find one another, enabling them to find information and make links. We produced a Community Network special edition newsletter which went out to all our members. We will also hold the Healthwatch Redbridge Community Network Fair during the summer, enabling HWR Community Network members to network with each other, build partnerships and meet members of the public to raise awareness of their services.

Join the Healthwatch Redbridge Community Network

If you would like to join the Healthwatch Redbridge Community Network, please complete the application form available on our webpage. We look forward to welcoming more members over the coming months.

Highlighting Heroes

In June 2021 we were thrilled to launch a new initiative, Highlighting Heroes. After a very challenging 15 months, we thought it would be a good idea to create a positive piece of work and recognise some of the individuals who have really made a difference during the pandemic. We asked for nominations from the local community of those people who had gone out of their way to help others.

Nominees


Sreeparna Roy


Kristy Cody


Ashley Nayeck


Claire Hartley


Abdullah Mohammed


David Howard


Jason Blackwell


Marianne Govinden


Dr Corinna Midgley


Rough Sleepers Mental Health Team


Bushra Tahir


Lesley Caroline

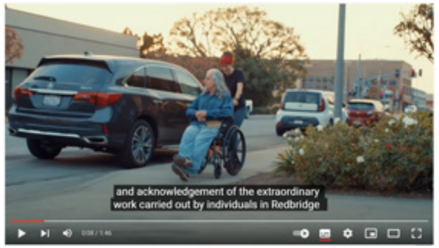

Lorraine Dawes


Dr Sudarshan Kapur


Rekha Wuntakal


Rodalyn Lucas

Highlighting Heroes



Click on the image above, or this link to view the video



Highlighting Heroes Newsletter

We wanted to receive nominations for health or care professionals, or someone who works for a community organisation, or volunteers, friends or neighbours.

We produced a newsletter to share the stories of those who have helped others. We were delighted with the variety of nominations we received from across the health and care sector which shone a light on the extraordinary ways people helped others during the most challenging of times. Many displayed an incredible act of kindness, or really stepped up and helped someone who was struggling.

Nominate your Hero

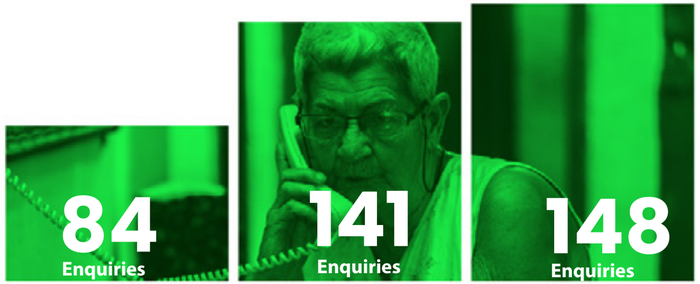
We have continued to highlight heroes in our new, ongoing newsletter. If you would like to nominate someone, please complete the nomination form.

Helping you find the answers

Healthwatch Redbridge is the official consumer champion for users of health and social care services. We listen to people's service related enquiries, and offer individual signposting and information.

We have been helping more local people in recent years through our dedicated information and signposting service. From 2021-2022 we have helped 148 local people with 459 issues. We have had a 76% increase in the number of issues that we have helped with since 2019/20.

Helping local people find support with their enquiries

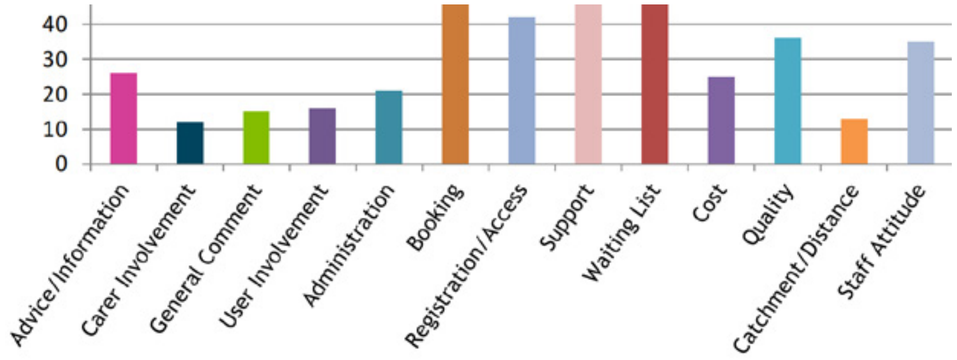


2019-2020 | 2020-2021 | (2021-2022)

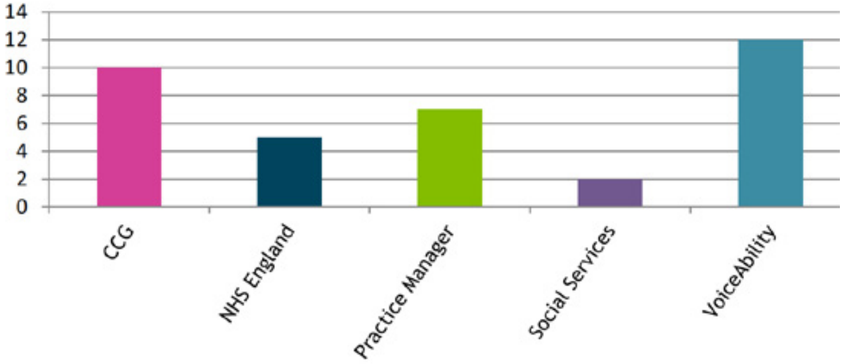
We work in partnership with VoiceaAbility, an independent charity that provides a free NHS complaints advocacy service for Redbridge.

Since the pandemic, staff have adapted to hybrid working, with contacts and cloud-based access to relevant information on hand to help you find the answers to your queries. If we can't find the answer when you contact us, we will get your details and aim to get back to you within 24 hours (within the working week). Your concerns are important to us. If you are unable to contact us digitally, we can be contacted by phone or by post.

459 issues from 148 people (2021-2022)



Signposting destinations (2021-2022)



Helping you find the answers...

CASE STUDY



What was the Issue?

We were contacted through our Information and Signposting service by a woman whose son needed four teeth to be extracted prior to having a brace fitted. Her dentist told her that he couldn't do it and he suggested referring her to a community service in Kent.

She was disappointed as her appointment had already been delayed due to Covid-19 and she thought the dentist would have been able to complete the extraction as he knew her son's situation. She had been told the wait may be as much as one-two years. Obviously, the woman was very concerned about potentially having such a long wait. The dentist suggested that she could have it done privately as it would be quicker, but this would cost £2000.

What was the impact on the patient?

The woman told us, ***"This has caused us emotional and physical stress. I have to take a day off from work and my son has missed his school."***

What did we do?

We contacted North East London Clinical Commissioning Group and made some enquiries as to whether there were alternative services available. We highlighted that her son was a child and therefore should not have to pay for treatment. We were pointed in the direction of Barking, Havering and Redbridge University Trust Hospital's Maxillofacial Department. After some telephone calls and emails, we were provided with the appropriate referral email address that the woman's dentist could use to refer her son to the service. We passed this onto the woman.

What was the outcome?

Our intervention ensured the child was able to have his dental treatment in a timely manner without further stress and delays.

The woman contacted us to let us know she had received an appointment for the end of July. She thanked us our help...

> *"I really appreciate your assistance."*

CASE STUDY

What was the Issue?

A GP practice was relying on the family members of a profoundly Deaf woman to interpret during GP appointments, rather than book a BSL interpreter.

What happened?

RNID began requesting a BSL interpreter be booked for the patient's appointments from November 2021. By March 2022 this was still not happening, with the GP practice relying on the patient to bring a family member to her appointments.

What was the impact on the patient?

When family members are used for interpreting, it can cause a feeling of a lack of privacy. It also creates dependence on family members, rather than enabling the patient to be independent. Family members are not qualified or even registered RSLI (Registered Sign Language Interpreter) so you cannot ensure that everything is being relayed fully from verbal or written English to BSL vital information may have been missed, it may not have been communicated clearly in BSL to the patient which puts them at risk.

What did we do?

We emailed the Practice Manager summarising the issue and re-stating the request. We highlighted that additional time will be needed for appointments to allow for face-to-face interpreting. We asked for the patient's communication needs to be recorded and flagged on their patient's system in line with the Accessible Information Standard. We pointed out that the patient's communication needs will need to be shared with any secondary care services if referrals are made.
We requested that the patient receive a very basic text with her appointment details, including that a BSL interpreter has been booked and that we are informed once this has happened.

What was the outcome?

Within an hour, the Practice Manager had confirmed that a BSL booking had been made for the patient's appointment and her patient records and been flagged with the need for a BSL interpreter for future appointments.



> *"Once again, I cannot say thank you enough and the good use of the internet to find Health Watch that has supported me at such a difficult time. Thank you for listening and understanding patient needs."*
>
> - Redbridge GP service user

> *"Thank you for your efforts on our behalf which are very much appreciated. I do not think this sensible outcome would have been achieved on our own."*
>
> - Redbridge GP service user

> *"Awww! Thank you so much, you really have made my day, as it is really hard at times being so isolated."*
>
> - Redbridge GP service user

Information & Signposting Report: April 2021-March2022



Medical Conditions/Topics

Top identified medical conditions/topics include Dentistry, Older People and Social Care.

Services

GP services account for almost half of identified issues (48%) with dentists accounting for around a third (29%).

Download the report



Contact us

Please contact us if you need information or have a complaint or praise regarding a health or social care service.

Call: 020 8553 1236 between 9am-5pm Mon to Fri

post: Healthwatch Redbridge
1st Floor, 103 Cranbrook Road,
Ilford, Essex, IG1 4PU

email: info@healthwatchredbridge.co.uk

web: www.healthwatchredbridge.co.uk/contact-us

facebook: facebook.com/HealthwatchRedbridge

twitter: @HWRedbridge

Healthwatch Redbridge wins joint National award

"Award recognises Healthwatch Redbridge for collaborating to provide fast, regular and comprehensive insight about people's experiences of care."

Healthwatch Redbridge has won a prestigious national award for joining forces with its neighbouring Healthwatch to provide fast, regular and comprehensive insight about people's experiences of care with local service leaders. The award was presented during Healthwatch Week – a virtual conference celebrating the vital work of Healthwatch which featured high-profile speakers including NHS England chief executive Amanda Pritchard and historian and BAFTA award-winning TV presenter Professor David Olusoga.

Healthwatch Redbridge was one of eight local Healthwatch who jointly won the 'Working with your integrated care system' category in the Healthwatch Awards 2021, which were run by Healthwatch England. The timely and valuable feedback gained from the group of eight will help North East London Health and Care Partnership to develop services that meet the needs of its diverse population.

"Working with your integrated care system"
Providing fast, regular and comprehensive insight about people's experiences of care with local service leaders...



Commenting on the award, Healthwatch Redbridge Chief Executive, Cathy Turland, said:

"We are extremely proud of the work that has been done across north east London, not least the work we as Local Healthwatch have contributed in working together to ensure local people have the opportunity to be included in the way health and care services are shaped in the future."

Lorraine Silver, Healthwatch Redbridge Chair added:

" We are overjoyed to have won the Healthwatch England Network Award together with the other Local Healthwatch. Working together enables us to engage with more residents across our patch and to also help improve health and social services for our residents. It is such an honour to receive this award which acknowledges all the hard work that has been done and encourages all of us to go forward and achieve much more."

Sir Robert Francis QC, Chair of Healthwatch England, said:

"The Healthwatch Awards have been a fantastic chance to showcase how Healthwatch makes such a difference to people's lives and Healthwatch Redbridge's tireless work for its community during the pandemic is a perfect example of this. I would like to congratulate the Healthwatch Redbridge team for their achievements and dedication to the local people they serve."



PROJECT

Dentistry Services Project

May 2021 - signposting data review

We were made aware early on during the pandemic, through our Information and Signposting service, that patients were finding it difficult to access dentists:

- 25% of enquiries to our Information and Signposting service related to this issue
- Online meetings by local Community groups highlighted concerns over dental access
- Covid-19 survey in 2020 highlighted issues of access
- Nationwide coverage in press and Healthwatch England

> *"We are only seeing patients on our list. We may be open in July (for new patients), depending on circumstances."*
>
> - Redbridge dental practice

> *"We are full at the moment; no appointments are being offered."*
>
> - Redbridge dental practice

We wanted to identify the extent of the issue in Redbridge and developed a telephone questionnaire which our volunteers used to ring the 39 dental practices we identified as offering NHS services.

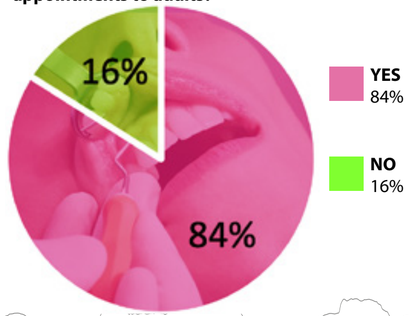
Findings: a discrepancy

- Most dental practices told us they were able to offer NHS appointments to adults
- Patients told they were having problems accessing NHS dentist services
- Only a handful of practices told us they were operating a waiting list

This discrepancy gave us a reason to monitor our signposting. This was done for a 3 month period, enabling us to identify unregistered patients as those unable to access services.

In the survey, dental practices were asked:

Are you currently offering NHS dental appointments to adults?



Dental appointments for adults (and children) NHS dental appointments are currently being offered for adults at 27/32 (84%) of the 32 practices we received responses from.

Of the five practices that told us they do not have any current appointments available for adults; two are in the IG2 postcode area and three in IG3. Patients still have limited access to practices as the remaining two dentists in IG2 and three in IG3 told us they have available appointments.



PROJECT

Methodology: review of patient dental experience

July-December 2021

- Survey of 61 dental patients
- Mystery Shopper exercise – dental practices
- Review of online patient feedback

Three months after our initial report on dentistry in May 2021, we continued to hear from local people who were finding it difficult to access dentists. To understand local concerns, we created a survey to gather local feedback. We also conducted a mystery shopping exercise to understand what might happen when a patient rings a dentist wanting an urgent appointment. Additionally, we reviewed patient feedback comments left on the NHS website, online reviews, and individual dental practice websites.

Thematic findings

Access for unregistered patients
Although we had been told by dentists that they were seeing patients, feedback suggested many patients were finding it difficult to book an appointment. Our findings showed it was easier for a dental patient to access an appointment if they were currently registered with a dentist. Patients who were not registered with a practice were more likely to encounter problems accessing a dentist when they needed one.

None of the dental practices contacted as part of our Mystery Shopper exercise could offer an NHS appointment. Most appointments were for emergency treatment and not for a regular

> *"I was told due to no NHS appointment available I was told to go private and have pay for a service that was very expensive and one that I could not afford so had to take a loan out to cover the cost."*
> - Redbridge dental service user



review however, some patients told us they were waiting more than three months for an appointment.

Confusion, costs, affordability
Although most patients understood they would be charged for their treatment; many were concerned or confused and felt the full costs were either prohibitive, or not fully explained.

Patient impact
This in turn meant that some 6 patients did not complete the necessary dental treatment course advised by the dentist. More worryingly, some patients had resorted to DIY measures and removed their own teeth. Emergency treatments appeared the most confusing, with many patients saying they were charged differing amounts for private treatment. Some also said they were not given full details of the final cost prior to beginning the treatment. Some patients felt unable to afford the costs and therefore did not receive the necessary full course of treatment, or were left in debt, having had to borrow the required amount.

PROJECT

Recommendations:

1. Every person should have access to an NHS dentist
2. More support should be available for emergency dental treatment
3. Ensure NHS dental services are transparent and affordable, with appropriate costs explained fully prior to treatment
4. Greater awareness that poor dental health can have further health implications

Impact

- Our report has highlighted a group of unregistered patients who are experiencing acute dental access difficulties;
- Escalation to Healthwatch England, contributing to a national picture and local stakeholder awareness;
- Supported the British Dental Association in calling on the Chancellor to use the forthcoming Spending Review to provide vital investment in NHS dentistry; a subsequent £50 million funding injection has taken place
- Development of a guide for patients in finding an NHS Dentist



A guide to accessing dental services in Redbridge

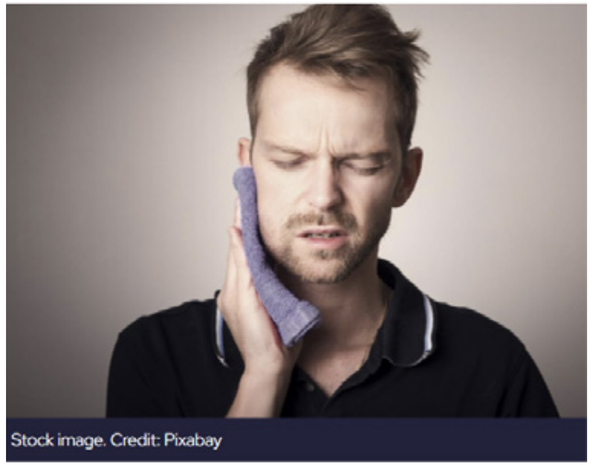
Local media coverage of our report on patient dental experiences:

> *"Thanks for your help, it's a horrible situation and has affected me personally, I don't get why no one's doing anything (except you guys!). Your independent input is clearly invaluable."*
>
> - Josh Mellor, Local Democracy Reporter for Redbridge, Waltham Forest and Havering

Guardian-Series

Redbridge resident pulled out own tooth because they couldn't see dentist

13th January



Stock image. Credit: Pixabay



By Josh Mellor
@jshmellor
Local Democracy Reporter for Redbridge, Waltham Forest and Havering

A Redbridge resident pulled out their own tooth after finding it impossible to get a dentist appointment during the pandemic.

PROJECT

Making Safeguarding Personal

– Voice of the Service User - working with Redbridge Safeguarding Adults Board

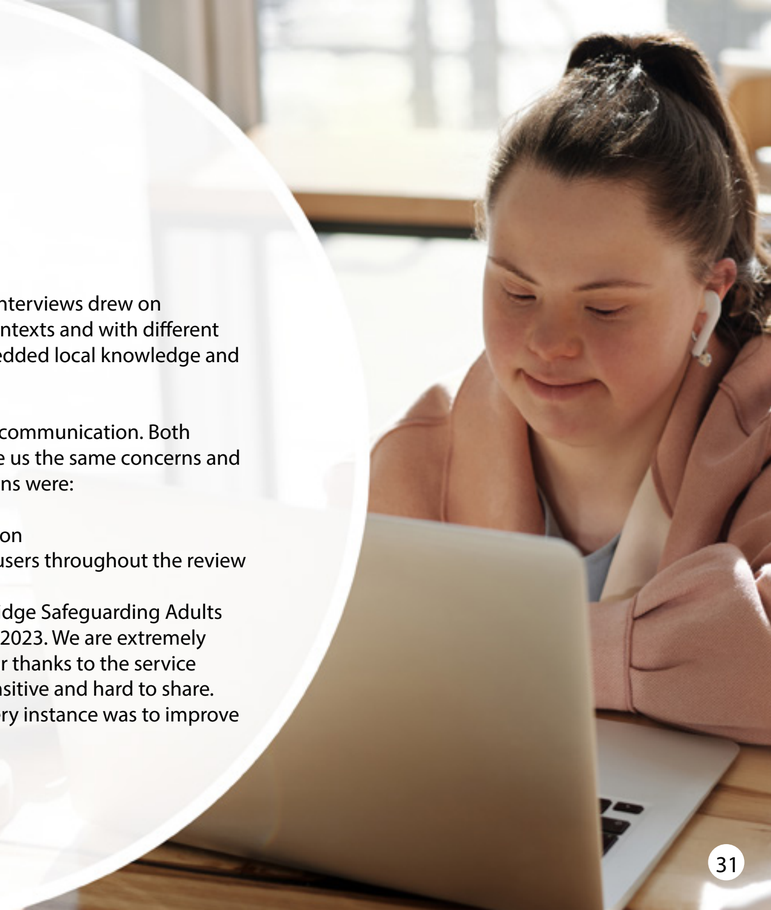
We have been working with Redbridge Safeguarding Adults Board to hear, understand and act on the voice of service users with experience of the process of being part of a safeguarding review, either directly or as a family member, or as an advocate working closely with the service user. The project tested the Redbridge approach to Making Safeguarding Personal, which aims to ensure service users are at the centre of the review, and formed part of the Redbridge Safeguarding Adults Board priority plan for 2021-2022. Recommendations were drawn from qualitative analysis via a series of themes, and centre around the timing and nature of communication during a safeguarding enquiry.

We spoke to 5 service users for in-depth interviews, and 3 safeguarding leads of large community and voluntary organisations in Redbridge. Our independence as a local Healthwatch was a great asset in negotiating these matters with service users. Although we had a small sample size, rich recent data helped illuminate the lived experience of having a safeguarding enquiry in Redbridge involving immediate family members. The second section of the data had a wider reach. Safeguarding leads were able to discuss multiple safeguarding enquiries, spanning many years, due to their extensive experience working with vulnerable service users. Their interviews drew on combined advocacy experience in varying contexts and with different forms of abuse or neglect, and drew on embedded local knowledge and insight.

We were able to highlight a central theme of communication. Both service users and the safeguarding leads gave us the same concerns and recommendations. The main recommendations were:

- Clear timings of communication intervention
- Personalised information given to service users throughout the review

These findings have been accepted by Redbridge Safeguarding Adults Board and are part of a priority plan for 2022-2023. We are extremely grateful to all the interviewees, with particular thanks to the service users for whom the issues discussed were sensitive and hard to share. We recognise their contribution, which in every instance was to improve the service for others.



PROJECT

Post-Covid-19 Syndrome

– Collaborative Project with Healthwatch Havering, Barking and Dagenham; North East London Clinical Commissioning Group; Barking, Havering and Redbridge University Hospitals NHS Trust; and the Long Covid Clinic at King George Hospital

This project aims to hear and present the perspectives of local service users who have symptoms of Post-Covid-19 syndrome. There are several reasons for undertaking the work:

- The reported symptoms vary widely
- As a new clinical area there remain uncertainties in treatment pathways
- Recent clinical guidelines indicate holistic assessment and shared decision-making
- Routes of access to support are not well evaluated
- There are potential demographic factors affecting uptake of support and equality of access
- To support the recent call of Healthwatch England to gather data on patient experience.
- To clearly articulate and present Redbridge, Barking and Dagenham and Havering community patient voice to shape and develop services in this new clinical area

We designed the work with Healthwatch Havering and Barking and Dagenham, and then began collaboration with the Long Covid service at BHRUT. With all the communications teams working together we were able to design and send out a survey which has given 169 responses, 250 free text comments, in-depth interviews and also interviews with local GPs.

Interim findings

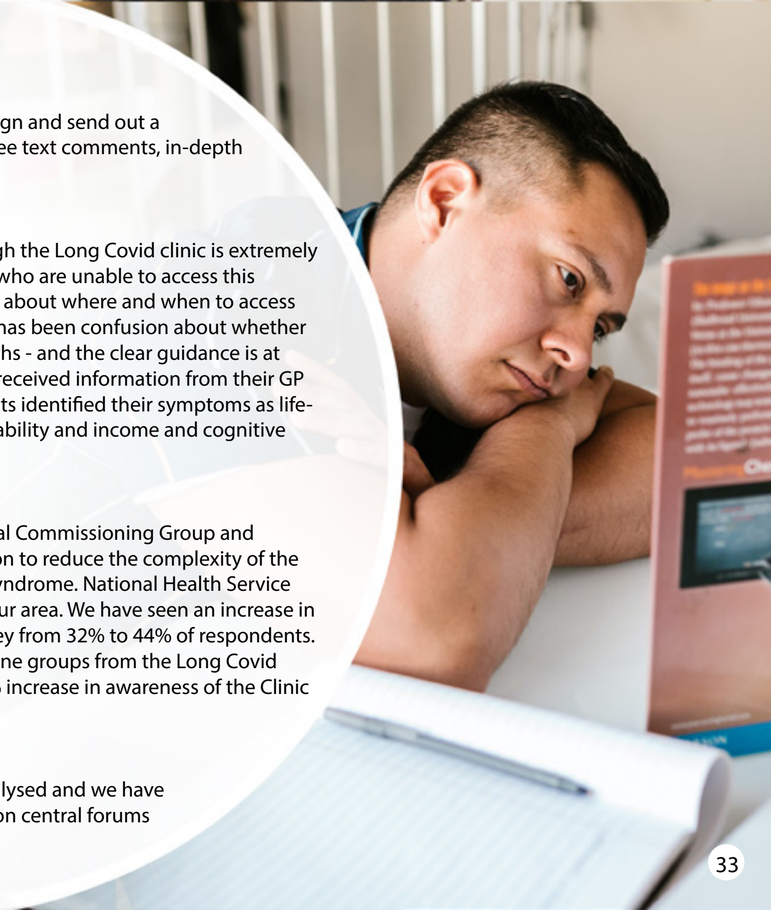
The interim findings have shown that although the Long Covid clinic is extremely well-evaluated, there are many service users who are unable to access this provision. This is because there is uncertainty about where and when to access support and fear of being disbelieved. There has been confusion about whether the referral should be at 12 weeks or 12 months - and the clear guidance is at 12 weeks. However, some service users have received information from their GP which they find confusing. 79% of respondents identified their symptoms as life-changing, with debilitating tiredness, loss of ability and income and cognitive impairment being key themes.

Impact

We have fed these findings back to the Clinical Commissioning Group and Long Covid Service and Clinic, who took action to reduce the complexity of the referral form used by GPs for Post-Covid-19 syndrome. National Health Service England have since simplified the forms for our area. We have seen an increase in diagnosis during the time of the 6 week survey from 32% to 44% of respondents. The Clinic was then further promoted via online groups from the Long Covid service; and on the survey we have seen a 6% increase in awareness of the Clinic itself.

Next steps

The Survey and all interviews will now be analysed and we have been invited to share this at North East London central forums to encourage similar work across the patch.



PROJECT

Accessible Information Standards (AIS)

For people with communication support needs, it is crucial that information is accessible and available in all formats, when requested.

For patients, or people using social care services it is incredibly important to be able to understand the information provided; whether that information forms the basis of a health-related diagnosis, or the outcomes of a social care assessment.

Since 2015, Healthwatch Redbridge has championed the rights of people with communication support needs, using the Accessible Information Standard (AIS), created by NHS England.

In 2022, we worked closely with Healthwatch England (HWE) as they began a national campaign on accessible information. This campaign was called 'Your Care, Your Way'. Our CEO was invited to be part of the national campaign working group and part of an internal Barts Health working group looking at AIS across outpatients' communications.



We built upon our previous evidence pool, carrying out focus groups and interviews, expanding the work to understand whether the Covid-19 pandemic had impacted on the experiences of patients, service users, and carers when accessing health and social care services.

Our local Disabled People's User Led Organisation, One Place East (OPE), approached us to support them in gathering disabled people's concerns about the issues with accessing health appointments (only telephone appointments and triage was being offered). Issues that existed before the pandemic had worsened. We worked with their 'Open Voice Forum' and carried out a series of focus groups. The report is currently being drafted and will include a series of video interviews.



PROJECT

Further evidence of the barriers being faced by profoundly Deaf patients has been highlighted through our signposting service, which has seen an increase in the number of support requests from the local branch of Sensory Services Ltd & RNID - the national hearing loss charity. Many Deaf patients and carers were having difficulty accessing BSL Interpreters. We worked with Sensory Services Ltd & RNID Support Workers to identify where the issues were and to use our NHS networks to ensure the issues were addressed. Although, we were happy to support with individual cases; it was clear that these responses were time-consuming and did not deal with the main issue, which was the lack of a consistent approach within the health system.

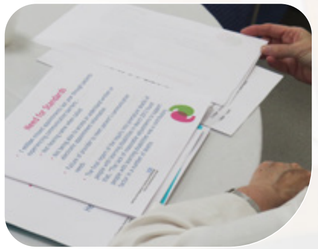
Since April 2022, we have partnered with Sensory Services Ltd & RNID, and the Clinical Commissioning Group to understand how the whole system could be improved. These are early days, but the initial response has been supportive, with a willingness to understand and address the concerns raised.

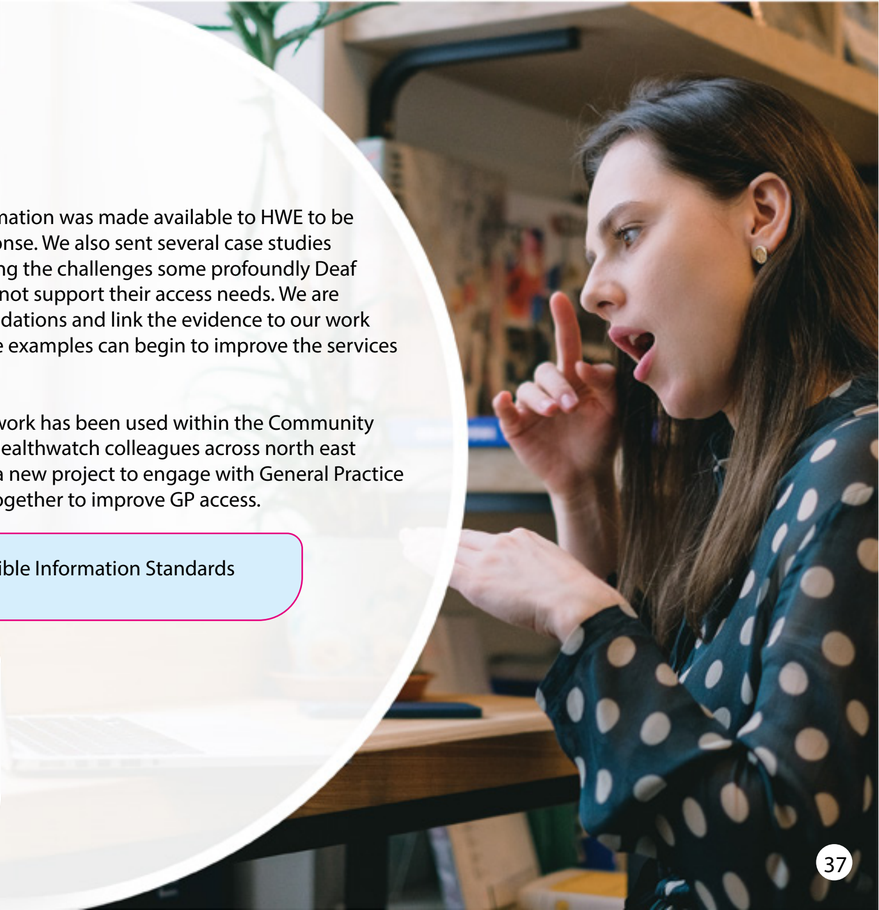
> *"I just want to see a doctor face to face...*
>
> *...and Easy read leaflets without jargon."*
>
> - One Place East GP service user

The draft One Place East report information was made available to HWE to be included within their campaign response. We also sent several case studies from the Deaf community, highlighting the challenges some profoundly Deaf people have with a system that does not support their access needs. We are also beginning to prepare recommendations and link the evidence to our work programme to understand how these examples can begin to improve the services for Deaf and Disabled People

The evidence gathered through our work has been used within the Community Insight System and shared with our Healthwatch colleagues across north east London. The results will form part of a new project to engage with General Practice to understand how we can all work together to improve GP access.

To find out more about our Accessible Information Standards work, please visit our website





Enter and View

Enter and view is one of the powers that we have available to us to monitor and challenge health and social care services. It means that we have the right to enter and view (announced or unannounced) any premises where publicly funded care is provided to people in Redbridge except for services where social care services are provided to people under the age of 18.

Generally, this would apply to places such as residential homes, nursing homes, GP practices and hospital wards, for example. Enter and View (E&V) activities are organised through our staff, with the support of trained volunteers who are called Authorised Representatives. Our representatives are tasked with gathering the views of people who are directly using health and social care services and to create E&V Reports to reflect

During a visit, Healthwatch would focus on:

- Observing how people experience the service through watching and listening
- Speaking to people using the service, their carers and relatives to find out more about their experiences and views
- Observing the nature and quality of services
- Reporting their findings to providers, regulators, the local authority, and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners based on what was found during the visit



Over the last two years, due to the Covid-19 pandemic, we have not completed E&V activities as we felt it could be an unnecessary risk to service users, our Authorised Representatives, and staff.

We use an accessible E&V training session that we developed based on the national guidance. The training has been developed with the support of people with Learning Disabilities. The training has also been updated to reflect new Covid-19 regulations on vaccination requirements for persons entering care homes. We will ensure our existing Authorised Representatives are provided with refresher training prior to conducting any new visits. We are also currently recruiting for new representatives.

We have successfully offered the training package to other Local Healthwatch organisations and currently, it is being used in thirteen areas across the country.

Enquire about volunteering with us

Contact: Miranda Peers
email: miranda@healthwatchredbridge.co.uk

Call: 020 8553 1236
between 09:00 – 17:00 Monday to Friday



Volunteering with us

We continue to be incredibly grateful for and appreciative of our volunteers who have continued to volunteer during the most unsettling time over the last two years. Working with our volunteers enables us to produce projects we would struggle to produce without their experience and input.

Our Volunteer Roles

Community Outreach Volunteers go to libraries, hospitals and health fairs in Redbridge to promote Healthwatch Redbridge and to ask the public about their experiences with NHS services.

Enter and View Volunteers are trained to conduct visits to health and social care premises. The volunteers will enter the premises and ask patients/staff questions about their experiences of using a certain NHS service.

Healthwatch Redbridge Representatives attend events and speak on the behalf of the charity. They update the public and NHS staff around Healthwatch matters and the work that we are currently doing.

Research Volunteers ensure that we have the most up-to-date information on changes to services. They also check that Healthwatch Redbridge is not replicating any work that another organisation is doing. The volunteer also researches information on any projects that Healthwatch wishes to carry out.

Board Members meet once a month to discuss projects, finances and any issues regarding the charity. They make the final decisions and represent Healthwatch Redbridge at variety of meetings across the borough.

This year we interviewed two Board members to find out what their roles involve and what inspires them to volunteer with us.

VOLUNTEER

Why I volunteer with Healthwatch Redbridge...



Lorraine Silver
- Chair

1. What is your role as a Healthwatch Redbridge Board member?
For the past 18 months I have Chaired the Healthwatch Redbridge Board. However, I have been on the Board for many years and prior to that, I was part of the Redbridge Local Involvement Network (RedbridgeLINk). This was the previous organisation supporting patient and user engagement in the borough prior to Healthwatch Redbridge.

2. What tasks do you do when volunteering for Healthwatch Redbridge?
My role is voluntary. I sit on various health panels and my role is to make sure that the patient voice is heard so that patients' health and social care is improved. Also, that future health and care services meet the needs of all residents.

3. Do you feel your role makes a difference to Healthwatch Redbridge? If so, how?
My role does make a difference to Healthwatch Redbridge because at present I am able to interact with other Healthwatch across the country, via the internet, and finding out what services work for them and could work for us. I have attended training sessions organised by Healthwatch England which is enabling me to improve and use the new skills with other Board Members, all office staff and our volunteers.

4. What do you personally gain from being a volunteer for Healthwatch Redbridge?
I have the opportunity to work with highly skilled, passionate and committed people who work or volunteer for Healthwatch Redbridge. We are all dedicated in what we are trying to achieve for all our residents. Highlighting health inequalities, influencing the decision making process and being able to make a difference to the communities that Healthwatch Redbridge serves.

Lorraine Silver



Emma Friddin
(Co-Opted June 2021, elected Nov 2021)

Why I volunteer with Healthwatch Redbridge...

1. What is your role as a Healthwatch Redbridge Board member?
My role as Board Member includes maintaining oversight of Healthwatch Redbridge work, together with the rest of the Healthwatch Redbridge Board, to ensure that Healthwatch Redbridge is conducting it's statutory duties and is utilising it's resources effectively.

2. What tasks do you do when volunteering for Healthwatch Redbridge?
I have over 7.5 years past experience of working at another local Healthwatch, so I use these experiences as best as I can in my capacity as a Board Member at Healthwatch Redbridge. This involves helping with the planning of projects and work plans through monthly Board meetings and day to day, helping to plan and proof read reports. My main experience is within Research and Communications, so I contribute to these areas where I can. I also use my experiences of being a local resident and user of health services to help the work of Healthwatch Redbridge be the best it can be.

3. Do you feel your role makes a difference to Healthwatch Redbridge? If so, how?
I like to think my expertise and skills helps the Healthwatch Redbridge team and Board think of things they possibly haven't considered, or think of things in a different light. I try to contribute to discusisions as best as I can, to help us, as a Team and Board come up with ideas and solutions together. It is very much about coming together as a group to share ideas and thoughts to achieve an outcome. As a Board, it is up to us to support and scrutinise the work of Healthwatch Redbridge, as much as it is the role of Healthwatch Redbridge to support and scrutinise local health and care services.

4. What do you personally gain from being a volunteer for Healthwatch Redbridge?
I gain invaluable experience of working with a highly skilled Board and Team. I feel like I am contributing to my local community and feel that I am putting my experience of utilising local Health services to good use. I feel very honoured to work alongside a great Chief Executive, Chair, Team and Board.

Emma Friddin

VOLUNTEER

Why volunteer with Healthwatch Redbridge?

- Volunteering with us will give you a chance to gain new skills and brush up on existing ones. These can be skills that you can write on your CV and discuss at job interviews. Some of our volunteers have used it as a stepping stone to getting a job.
- Volunteering will give you an opportunity to meet new people and develop communication and interpersonal skills.
- You will get opportunities to network at community events.
- If you have worked or volunteered in health and social care, it can be a chance to share your experience and knowledge.
- If you have not been in a professional setting for a while (or ever), volunteering can be a great way to develop confidence in this area.
- As a volunteer, you will be well placed to find out about changes and updates to health and social care services in Redbridge and the projects we are working on. In addition to this, you will be able to have your say and share your views on any ongoing consultations.
- You will be making a difference by helping shape and improve services and influence change.

Enquire about volunteering with us

Contact: Miranda Peers
email: miranda@healthwatchredbridge.co.uk

Call: 020 8553 1236
between 09:00 – 17:00 Monday to Friday



Governance and Decision Making

Our governance structure is based on a small Board of Trustees and can have up to eight members. We currently have five Trustees. This year we have recruited a new Board member; Emma Friddin joined us in June as a co-opted member and was duly confirmed at our Annual General Meeting in November 2021.

We have recently co-opted a new Board member, Gloria Onwubiko.


Lorraine Silver
Chair


Cathy Turland
CEO


Athena Daniels


Mo Dedat


Emma Friddin
(Co-Opted June 2021, elected Nov 2021)


Gloria Onwubiko
(Co-Opted June 2022)

As is a non-executive Board, many operational day-to-day tasks are delegated to staff, individual Board Members or volunteers. Trustee skills include areas such as finance, HR, health and care specialist knowledge, business development and communications. The roles include Chair, Treasurer and Company Secretary which is currently part of the CEO's role.



Meeting monthly, the Board approves the annual budgets, agrees additional projects, reviews the work programme, checking project timeframes and identifying risk, and is responsible for setting the budgets and reviewing spend.

We are currently carrying out a quality audit of our services, using the Quality Standard Framework created by Healthwatch England. This review will help us to understand where our organisation is working well, and where we need to work on improvements.

Finance

Income	
Healthwatch Contract:	£ 116,400
Surplus HW Income from 20/21:	£ 4,284
Additional Income:	£ 5,366
Total income:	£ 126,050
Expenditure	
Staffing:	£ 90,256
Operational:	£ 2,692
Office:	£ 33,098
Total expenditure:	£ 126,046
Carried forward to 21/22:	£ 4

Note: This report does not include audited accounts for the year as these will be presented at our next AGM.

Work Plan – future priorities:

We continue to review potential projects for the coming year; however, we will prioritise any work required to support local COVID-19 initiatives. Our work programme for 2022/23 was published on our website in May 2022.

We are continuing a number of projects such as looking at accessible information, surveying Care Home managers to identify the support they currently receive from their local GP practice, and continuing the development of a Healthwatch Community Network for community and voluntary organisations.

This year, through the Healthwatch Redbridge Community Network, we have agreed to re-launch our Community Cash Fund small grants provision. We hope to provide small grants to local community organisations to support us in identifying health inequality issues across the borough.



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Contact us

If you have a query about an NHS health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone.

Healthwatch Redbridge is here for you.

Address:
1st Foor, 103 Cranbrook Road
Ilford, IG1 4PU

Phone number: 020 8533 1236
Email: info@healthwatchredbridge.co.uk
Website: www.healthwatchredbridge.co.uk
Twitter: @HWRedbridge
Facebook: Healthwatch Redbridge

Our annual report will be publicly available on our website by 30 June 2022.

We will also be sharing it with Healthwatch England, CQC, NHS England, Redbridge Clinical Commissioning Group, Redbridge Overview and Scrutiny Committee, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

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healthwatch Redbridge

Charity registration number 1156320

Company registration number 08389279 (England and Wales)

HEALTHWATCH REDBRIDGE

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

HEALTHWATCH REDBRIDGE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr Mohammed Dedat Mrs Athena Rebecca Daniels Mrs Lorraine Yvonne Silver Ms E Friddin	 (Appointed 27 May 2021)
Charity number	1156320	
Company number	08389279	
Registered office	1st Floor 103 Cranbrook Road Ilford Essex United Kingdom IG1 4PU	
Auditor	Reddy Siddiqui LLP 183-189 The Vale Acton London W3 7RW	

HEALTHWATCH REDBRIDGE

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HEALTHWATCH REDBRIDGE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their report and financial statements for the year ended 31 March 2022.

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 charity'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).

Objectives and activities

The activities are to advance health by providing relief to those in need, by reason of youth, age, ill-health, disability or financial hardship by:

- Ensuring hospital discharge procedures are safe and people are provided with the right support and information to recover effectively
- Ensuring patients, users and careers with communication impairments have information provided in an accessible format so that they can read it, listen to it or have someone support them to understand it before they make a decision about their care
- Health and social care services working better together
- More information and availability of Mental Health services for children, adolescents and adults
- Better access, availability and continuity of GP services including out of hours services, as well as shorter waiting times in A&E.

The policies adopted in furtherance of these objects are:

- developing a communications strategy that enables us to increase our social media presence and to begin to identify new and powerful ways to interact with our members, stakeholders and partners
- reviewing our strategic priorities to identify and recruit staff to new roles, allowing us to better support local people
- gained the Volunteer Charter Mark, which led us to make changes to the way we recruit and retain volunteers. Although lapsed now, we have discussed re-applying for this in the future.
- redesigning our Enter and View training, making it more accessible for deaf people increasing awareness of Healthwatch amongst stakeholders.

We continue to review our policies and practices to ensure they relate to our objectives and activities during the year.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

Since 2020, Healthwatch Redbridge continues to demonstrate it can adapt to the restrictions placed on all organisations throughout the pandemic, and to emerge a stronger, more capable organisation; still ready to challenge and highlight current health and social care issues.

Our work this year has seen us identify and respond to a range of issues ranging from highlighting the barriers to accessing local dental services, the continuing impact of the Covid-19 pandemic for disabled people, and interviewing individuals to understand the effects a safeguarding review can have.

Although there was a need to change the way we work, we have still been able to engage effectively with different communities, through online events and telephone contacts. A very small part of our outreach has been in person, on a few occasions, but we hope that this will increase over the coming year.

None of this would have been possible without the support and involvement of our Board, staff and volunteers. There have been many challenges, but they have all stepped up; discussing issues and adapting to this 'new normal', with enthusiasm.

We are also very pleased to welcome new board members, Emma Friddin and Gloria Onwubiko, who will continue to support our work as we move forward this year. We would not be able to do as much as we have without them.

The coming year will also have its own challenges, as we prepare for re-contracting in 2022/23. However, for now, we will continue our work in accordance with our current pathway and hope that Healthwatch Redbridge will have the privilege of being awarded the new contract next year.

Setting our work programme priorities for 2022/23

We continue to play an important role in bringing local communities and services together. It has continued to be difficult to engage in person with local people as we continue to feel the effects of the Covid pandemic.

We have begun to work using a hybrid model of office and working from home. Our goal this year has been to develop stronger partnerships with statutory, community, and voluntary sector organisations to improve the services across our borough and beyond. We are slowly reintroducing in-person and face-to-face events

We increased our social media presence to ensure local people had access to updated and current information provided through trusted sources such as Redbridge Council, Public Health Redbridge (PHR), NHS England, Healthwatch England (HWE), Barts Health Trust, Barking, Havering and Redbridge University Trust (BHRUT), and the Barking & Dagenham, Havering and Redbridge Clinical Commissioning Group (BHRCCG).

Work Plan 22/23

Each year, we create our work programme based on a review of issues we are made aware of and trends identified during the year. Based on some of the issues discovered, our board approved several projects this year including:

Making Safeguarding Personal – Hearing the voice of service users

- We carried out several in-depth interviews with service users and carers who had used the local authority safeguarding service. We have produced a report with recommendations which will be presented to the Redbridge Safeguarding Adults Board in April 2022. We are confident these recommendations will form the basis for future user engagement opportunities.

Accessing Dental Services

- Since April 2021, over a quarter of telephone and online enquiries have raised concerns about access to dental practices and people who are struggling to book an appointment. The issue of access to dentists began prior to Covid-19, but the pandemic has made the situation much worse.

- We carried out a patient survey, mystery shopping exercise, and researched patient feedback through online feedback forums. This information has been shared both locally and nationally.

- We created and published an accessible user guide to support local people to understand how they might be able to access dental services in the borough. This year, we are planning to review community dental services for disabled and older people.

Accessible Information Standards

- We worked closely with our national body, Healthwatch England (HWE) and NHS England, as they completed a national consultation on accessible information.

- We worked with One Place East (OPE) to gather disabled people's comments and concerns about the issues of accessing GP appointments (only telephone appointments and triage offered). Issues existed before the pandemic but have worsened. A report on the findings with video clips of user stories is currently being completed. We are also working with people who are profoundly Deaf in order to identify issues and lead to service improvements.

Post Covid Syndrome Review

- Due to national concerns raised recently where it is estimated that over 100,000 people have Covid symptoms lasting more than three months, we wanted to understand the impact of Long Covid within our borough.

- With support from Public Health Redbridge, we are currently completing a project to engage with patients using the Long Covid Clinic at King George Hospital.

Community Network and Community Cash Fund

- We planned to increase our community reach by launching a new Healthwatch Community Network in March 2022.

- We will hold in-person and online meetings each quarter to encourage more Voluntary and Community Sector (VCS) organisations to be involved.

- This work will tie in with the launch of our Community Cash Fund. We have re-established our small grants funding programme for Community Network members to increase our community reach and highlight the issues of health inequalities within the borough.

Financial review

We continue to revisit our finances ensuring we are fully compliant with the requirements for the organisation and to best meet the needs of our members and non-members throughout the year.
It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised.

This level of reserves has been maintained throughout the year.

The principal sources of income remain our main contract to provide the Healthwatch service within the London Borough of Redbridge. The charity has also received some small commissions from organisations such as Redbridge Clinical Commissioning Group and Redbridge Safeguarding Adults Board during the year to support a number of patient engagement projects.

At the outset of each financial year the trustees discuss risks associated with undertaking activities and to the extent possible, work towards mitigating these risks. The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

The charity is a company limited by guarantee and was registered with the Charity Commission for England and Wales on 5th February 2013.

This year has seen some of our longest serving trustees stand down for a variety of reasons, and we would like to say a personal thank you to each for their contribution over the years. The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr Mohammed Dedat
Mrs Athena Rebecca Daniels
Mrs Lorraine Yvonne Silver
Ms E Friddin (Appointed 27 May 2021)

Mrs Lorraine Yvonne Silver is the Chair of the charity.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up, as stated in the dissolution clause of the memorandum and articles of association adopted on 5th February 2013. The trustees are appointed by election to post.

Healthwatch Redbridge has a board of trustees comprising of members from a wide range of backgrounds. The trustees meet regularly. Day to day responsibility is currently delegated to the Chief Executive Officer, Ms Cathy Turland.

The Trustees do not consider there to be any related party matters requiring disclosure.

We are currently carrying out the HWE Quality Standards Framework audit throughout our organisation. This will help the board to understand where there are potential needs within the organisation and to identify and report our standards to HWE. All HW organisations are being asked to carry out the audit to support the development of quality standards across England.

Disabled persons
Applications for employment by disabled persons are always fully considered, bearing in mind the aptitudes of the applicant concerned. In the event of members of staff becoming disabled, every effort is made to ensure that their employment within the charity continues and that the appropriate training is arranged. It is the policy of the charity that the training, career development and promotion of disabled persons should, as far as possible, be identical to that of other employees.

The charity's policy is to consult and discuss with employees, through unions, staff councils and at meetings, matters likely to affect employees' interests.

Information of matters of concern to employees is given through information bulletins and reports which seek to achieve a common awareness on the part of all employees of the financial and economic factors affecting the group's performance.

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

Disclosure of information to auditor
In accordance with Section 418(2) of the Companies Act 2006, each trustee in office at the date the Trustees' Report is approved confirms that:

- so far as the trustees' are aware there is no relevant audit information of which the charity's auditor is unaware; and
- He/She has taken all the steps that he/she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity's auditor is aware of that information

The report of the trustees has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006

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

L. Silver

Mrs Lorraine Yvonne Silver
Trustee

9 December 2022

HEALTHWATCH REDBRIDGE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2022

The trustees, who are also the directors of HEALTHWATCH REDBRIDGE 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 charity 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;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

HEALTHWATCH REDBRIDGE

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF HEALTHWATCH REDBRIDGE

Opinion

We have audited the financial statements of HEALTHWATCH REDBRIDGE (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet 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 charitable company's affairs as at 31 March 2022 and of its 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's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity 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 charity'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 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 our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within 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, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' 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 prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity'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

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.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: http://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS OF HEALTHWATCH REDBRIDGE

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.

Seema Siddiqui (Senior Statutory Auditor)
for and on behalf of Reddy Siddiqui LLP

9 December 2022

Chartered Accountants
Statutory Auditor

183-189 The Vale
Acton
London
W3 7RW

HEALTHWATCH REDBRIDGE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Income from:							
Donations and legacies	3	-	159,050	159,050	-	119,900	119,900
Expenditure on:							
Raising funds	4	-	507	507	-	1,103	1,103
Charitable activities	5	-	125,539	125,539	-	117,181	117,181
Total expenditure		-	126,046	126,046	-	118,284	118,284
Net income for the year/ Net movement in funds		-	33,004	33,004	-	1,616	1,616
Fund balances at 1 April 2021		31,628	10,529	42,157	31,628	8,913	40,541
Fund balances at 31 March 2022		31,628	43,533	75,161	31,628	10,529	42,157

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

HEALTHWATCH REDBRIDGE

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Current assets					
Debtors	10	35,480		130	
Cash at bank and in hand		48,151		46,381	
		83,631		46,511	
Creditors: amounts falling due within one year	11	(8,470)		(4,354)	
Net current assets			75,161		42,157
Income funds					
Restricted funds - general			43,533		10,529
Unrestricted funds			31,628		31,628
			75,161		42,157

The financial statements were approved by the Trustees on 9 December 2022

L Silver

Mrs Lorraine Yvonne Silver
Trustee

Company registration number 08389279

1 Accounting policies

Charity information

HEALTHWATCH REDBRIDGE is a private company limited by guarantee incorporated in England and Wales. The registered office is 1st Floor, 103 Cranbrook Road, Ilford, Essex, IG1 4PU, United Kingdom.

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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. 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 the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity 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.

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 as to how they may be used. The purpose and uses of the restricted funds are set out in the notes to the accounts.

Unrestricted funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

1.4 Income

Income is recognised when the charity 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.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1 Accounting policies **(Continued)**

1.5 Expenditure

Expenditure
Liabilities are recognized as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Raising funds
Raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities, events and non-charitable trading.

Charitable activities
Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both the direct pay and non-pay costs and support costs relating to those activities.

Governance costs
Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity, and include its audit fees and costs linked to the strategic management of the charity including trustee expenses.

Allocation and apportionment of costs
Support costs include administrative office functions and premises costs. These have been allocated to activity cost categories on a basis consistent with the use of resources: allocating premises costs on floor areas, staff costs by the time spent and other costs on a measure of usage.

1.6 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.

1.7 Financial instruments

The charity 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 charity's balance sheet when the charity 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.

1 Accounting policies **(Continued)**

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 charity's contractual obligations expire or are discharged or cancelled.

1.8 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 charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2 Critical accounting estimates and judgements

In the application of the charity'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 Donations and legacies

	Restricted funds general 2022	Restricted funds general 2021
	£	£
Services provided under contract	159,050	119,900
Grants receivable for core activities		
London Borough of Redbridge	159,050	119,900
	159,050	119,900

4 Raising funds

	Restricted funds general 2022 £	Restricted funds general 2021 £
Fundraising and publicity		
Advertising	507	1,103
	507	1,103

5 Charitable activities

	Charitable Expenditure Heading 1 2022 £	Charitable Expenditure Heading 1 2021 £
Staff costs	89,792	83,275
Insurance	286	286
Postage, printing & stationeries	659	382
Telephone and fax	788	403
Travelling	276	65
Consultancy	960	960
Sundry expenses	437	674
Staff training	291	795
Computer expenses	4,592	3,883
	98,081	90,723
Share of support costs (see note 6)	24,698	23,728
Share of governance costs (see note 6)	2,760	2,730
	125,539	117,181

6 Support costs

	Support costs	Governance costs	2022	Support costs	Governance costs	2021
	£	£	£	£	£	£
Premises	17,500	-	17,500	17,500	-	17,500
Accountancy fees	7,198	-	7,198	6,228	-	6,228
Audit fees	-	2,760	2,760	-	2,730	2,730
	24,698	2,760	27,458	23,728	2,730	26,458
Analysed between						
Charitable activities	24,698	2,760	27,458	23,728	2,730	26,458

Governance costs includes payments to the auditors of £2760 (2021- £3000) for audit fees.

7 Auditor's remuneration

Fees payable to the charity's auditor and associates:	2022	2021
	£	£
Audit of the charity's annual accounts	2,760	2,730

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

9 Employees

The average monthly number of employees during the year was:

	2022	2021
	Number	Number
	3	3

Employment costs	2022	2021
	£	£
Wages and salaries	89,792	83,275

There were no employees whose annual remuneration was more than £60,000.

10 Debtors

	2022	2021
Amounts falling due within one year:	**£**	**£**
Trade debtors	-	130
Prepayments and accrued income	35,480	-
	35,480	130

11 Creditors: amounts falling due within one year

	2022	2021
	£	**£**
Other taxation and social security	1,652	1,598
Trade creditors	519	519
Other creditors	6,299	2,237
	8,470	4,354

12 Analysis of net assets between funds

	Unrestricted funds 2022	Restricted funds 2022	Total 2022	Unrestricted funds 2021	Restricted funds 2021	Total 2021
	£	**£**	**£**	£	£	£
Fund balances at 31 March 2022 are represented by:						
Current assets/(liabilities)	75,161	-	75,161	42,157	-	42,157
	75,161	-	75,161	42,157	-	42,157

13 Related party transactions

There were no disclosable related party transactions during the year (2021 - none).

Healthwatch Redbridge
103 Cranbrook Road
Ilford, Essex IG1 4PU
Tel: 020 8553 1236
Web: www.healthwatchredbridge.co.uk
Email: info@healthwatchredbridge.co.uk

5 December 2022

REDDY SIDDIQUI & KABANI
183-189 THE VALE
LONDON W3 7RW

Dear Sir(s),

RE: HEALTHWATCH REDBRIDGE
YEAR ENDED: 31/03/2022

During the course of your audit of our financial statements for the above period, the following representations were made to you by management and trustees.

1. We have fulfilled our responsibilities as directors under the Companies Act 2006 for preparing financial statements, in accordance with the applicable financial reporting framework FRS 102 and for making accurate representations to you as auditors.

   We confirm that in our opinion the financial statements give a true and fair view and in particular that where any additional information must be disclosed in order to give a true and fair view that information has in fact been disclosed.

2. We confirm that all accounting records have been made available to you for the purpose of your audit, in accordance with your terms of engagement, and that all the transactions undertaken by the Charity have been properly reflected and recorded in the accounting records. All other records and related information, including minutes of all management and shareholders' meetings, have been made available to you. We have given you unrestricted access to persons within the Charity in order to obtain audit evidence and have provided any additional information that you have requested for the purposes of your audit.

3. We confirm that significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable.

4. We confirm that all known actual or possible litigation and claims whose effects should be considered when preparing the financial statements have been disclosed to the auditor and accounted for and disclosed in accordance with the applicable financial reporting framework FRS 102 and the Charities Act 2016.

5. We confirm that, at the balance sheet date, the charity had no liabilities or contingent liabilities other than those disclosed in the financial statements

6. We confirm that there have been no events since the balance sheet date which require disclosing or which would materially affect the amounts in the accounts, other than those already disclosed or included in the accounts.

7. We confirm that we are aware that a related party of the Charity is a person or organisation which either (directly or indirectly) controls, has joint control of, or significantly influences the Charity or vice versa and as a result will include: shareholders (as a guide with more than 20% of the voting rights), trustees, other key management, close family and other business interests of the previous.

8. We confirm that all related party relationships and transactions have been accounted for and disclosed in accordance with the applicable financial reporting framework SORP (FRSSE).

9. We confirm that the charity has had at no time during the year any arrangement, transaction or agreement to provide credit facilities (including loans, quasi-loans or credit transactions) for trustees nor to guarantee or provided security for such matters, except as disclosed in the notes to the accounts.

10. We confirm that we have disclosed to you all related party transactions relevant to the charity, and that there were no related party transactions during the year.

11. We confirm that the Charity has not contracted for any capital expenditure other than as disclosed in the financial statements.

12. We acknowledge our responsibility for the design and implementation of controls to prevent and detect fraud. We confirm that we have disclosed to you the results of our risk assessment of the risk of fraud in the business.

13. We confirm that there have been no actual or suspected instances of fraud involving management or employees who have a significant role in internal control or that could have a material effect on the financial statements. We also confirm that we are not aware of any allegations of fraud by former employees, regulators or others.

We confirm that, having considered our expectations and intentions for the next twelve months and the availability of working capital, the charity is a going concern.

We acknowledge our responsibility for the design and implementation of internal controls to prevent and detect fraud. We confirm that we have disclosed to you the results of our own assessment of the risk of fraud in the charity.

We have reviewed appropriateness of accounting policies, estimates by evaluating estimation techniques whether judgement is required to establish the monetary amount

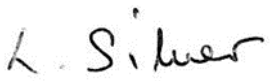
We confirm that there have been no actual or suspected instances of fraud involving trustees, management or employees who have a significant role in internal control or that could have a material effect on the financial statements. We also confirm that we are not aware of any allegations of fraud by former trustees, employees, and regulators or others

14. We confirm that we are not aware of any matters of material significance e that should be reported to the Charity Commission.

15. We acknowledge our legal responsibilities regarding disclosure of information to you as auditors and confirm that:
    - so far as each trustee is aware, there is no relevant audit information of which you as auditors are unaware; and
    - each trustee has taken all the steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that you are aware of that information.

We confirm that the above representations are made on the basis of enquiries of management and staff with relevant knowledge and expertise (and, where appropriate, of supporting documentation) sufficient to satisfy ourselves that we can properly make these representations to you and that to the best of our knowledge and belief they accurately reflect the representations made to you by the trustees during the course of your audit.

Yours faithfully,



_____

Signed on behalf of the board of trustees by:

Trustee Name: **Lorraine Silver, Chair**

Date: **9th December 2022**

HEALTHWATCH REDBRIDGE

England & Wales - Charity number 1156320

Accounts

Charity Registration No. 1156320

Company Registration No. 08389279 (England and Wales)

HEALTHWATCH REDBRIDGE

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

HEALTHWATCH REDBRIDGE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr Mohammed Dedat Mrs Athena Rebecca Daniels Mrs Lorraine Yvonne Silver
Charity number	1156320
Company number	08389279
Registered office	1st Floor 103 Cranbrook Road Ilford Essex United Kingdom IG1 4PU
Auditor	Reddy Siddiqui LLP 183-189 The Vale Acton London W3 7RW

HEALTHWATCH REDBRIDGE

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HEALTHWATCH REDBRIDGE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

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 charity'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)".

Objectives and activities

The activities are to advance health by providing relief to those in need, by reason of youth, age, ill-health, disability or financial hardship by:

- Ensuring hospital discharge procedures are safe and people are provided with the right support and information to recover effectively
- Ensuring patients, users and careers with communication impairments have information provided in an accessible format so that they can read it, listen to it or have someone support them to understand it before they make a decision about their care
- Health and social care services working better together
- More information and availability of Mental Health services for children, adolescents and adults
- Better access, availability and continuity of GP services including out of hours services, as well as shorter waiting times in A&E.

The policies adopted in furtherance of these objects are:

- developing a communications strategy that enables us to increase our social media presence and to begin to identify new and powerful ways to interact with our members, stakeholders and partners
- reviewing our strategic priorities to identify and recruit staff to new roles, allowing us to better support local people
- actively seeking to gain the Volunteer Charter Mark, which has led us to make changes to the way we recruit and retain volunteers
- redesigning our Enter and View training, making it more accessible for deaf people increasing awareness of Healthwatch amongst stakeholders.

There has been no change in these during the year.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

For Healthwatch Redbridge, this year has demonstrated the value of independent organisations such as ours, being able to champion the concerns of local people when faced with major changes within health and social care services over which they had no control.

During what has been an unprecedented year, Healthwatch Redbridge has continued to develop meaningful and innovative ways to engage with seldom heard communities within Redbridge, particularly in these challenging times.

Our Annual Report for this year provides an insight into how our work has reacted to the pandemic. Throughout the year we have identified and have responded to issues as diverse as hospital discharge concerns, the lack of phlebotomy services within Redbridge, Care Home support during the pandemic, and concerns raised regarding the access to GP services.

None of this work would have been possible without acknowledging the effort our staff and volunteers have put in to ensure our organisation has risen to the challenges of remote working and ensuring the voices of under-represented communities is still being heard.

We have also faced challenges within our own organisation where some of our board members made the decision to leave for various reasons. We cannot thank them enough for the many years they have given to the organisation. If it were not for their support, our organisation would not be as strong as it is today.

Setting our work programme priorities for 2020/21

We continue to play an important role in bringing local communities and services together. During the year however, we have not been able to visit local health and social care services to ensure local people are given the opportunity to tell us about the health and social care services they use.

Our future work programme was significantly revised to respond to the immediate requirements of the emerging Covid pandemic. We adapted to new working practices which concentrated on engaging with people online and through surveys. We also developed, and in some cases, strengthened our contacts with other community and voluntary sector organisations to ensure we can improve the services across our borough and beyond. Staff have worked from home all year, with access to cloud-based IT systems and re-directed phone lines.

We increased our social media presence to ensure local people had access to updated and current information provided through trusted sources such as Redbridge Council, Public Health Redbridge (PHR), NHS England, Healthwatch England (HWE), Barts Health Trust, Barking, Havering and Redbridge University Trust (BHRUT), and the Barking & Dagenham, Havering and Redbridge Clinical Commissioning Group (BHRCCG).

Work Plan 20/21
Each year, we create our work programme based on a review of issues we are made become aware of during the previous year. This year, due to limitations imposed upon us by the pandemic, we became more reactive to issues mainly caused by the results of Covid-19. We listened to the issues being raised and reacted accordingly, which is reflected in the areas covered within our work programme.

This year, our board approved the following work programme areas:

COVID-19 projects
- As part of the multi-agency COVID response; Healthwatch Redbridge was part of the councils' COVID-19 Pandemic Committee which helped us highlight current local issues or concerns related to the pandemic and feed them into the recovery model.

Hospital Services - DNR Concerns:
In early April, concerns were raised by relatives regarding Do Not Resuscitate (DNR) requirements. The issue was identified by several Healthwatch organisations across the country and raised with the Department of Health by our national umbrella organisation Healthwatch England. As a direct response of local Healthwatch input, the regulations were reviewed and clarified for all NHS trusts giving relatives and health workers clarity when dealing with what were extremely stressful situations.

Care Homes – COVID concerns
- Although national guidance required all hospital patients to be tested for COVID prior to discharge; we were alarmed to discover many vulnerable patients were being discharged before the outcome of the test was known. By carrying out telephone surveys with many care and nursing home managers, we were able to highlight issues and enable the right support and information to be made available.

Phlebotomy services
- Many people started to contact us, increasingly concerned that they were unable to book essential phlebotomy services (blood test) across the borough. By investigating the issues raised, we were able to improve the level of phlebotomy services in the borough.

Accessing GP services - appointments
- Many people raised concerns regarding the access to appropriate GP appointments. Some were concerned they were unable to request face to face appointments when they felt they were necessary. With the help of our volunteers, we contacted most practices to identify how patients could access the service and developed a raft of recommendations.

Accessing GP services – website and online services
- We also reviewed the online services offered by GP's. We audited the current provision and have made several recommendations for improvements.

Covid-19 Survey
- We created a public survey to ask people how the pandemic had affected them. This work helped us to provide a local response, but also fed into the national campaign BecauseWeAllCare led by HW England. A number of issues emerged which are explained in our Annual Report:

Vaccine Hesitancy

- With the introduction of the long-awaited COVID-19 vaccine, we were made aware that some communities and individuals were expressing a reluctance in having the vaccination. This was particularly reflected within some of our ethnic minority communities. Our report was used by our Public Health Team to target their information and support response.

Accessible Information Standards – supporting Barts Health

- Last year, we carried out an access audit within Queen's Hospital in Romford, working with some of our volunteers with communication support needs. This work was widely commended and led to changes being made to ensure Deaf and disabled people were given information in appropriate formats.

- This year, we began working on a similar audit with Whipps Cross hospital. However, this has been delayed due to the pandemic. We are fortunate that we have also been able to include students from Queen Mary University London, who were interested in carrying out some of the work as part of their final year of a BSc in Global Health studies. Students conducted a small online review, and we are preparing to carry out a wider review this year.

Financial review

We continue to revisit our finances ensuring we are fully compliant with the requirements for the organisation and to best meet the needs of our members and non-members throughout the year.
It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised.

This level of reserves has been maintained throughout the year.

The principal sources of income remain our main contract to provide the Healthwatch service within the London Borough of Redbridge. The charity has also received some small commissions from Redbridge Clinical Commissioning Group during the year to support a number of patient engagement surveys.

At the outset of each financial year the trustees discuss risks associated with undertaking activities and to the extent possible, work towards mitigating these risks. The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

The charity is a company limited by guarantee and was registered with the Charity Commission for England and Wales on 5th February 2013.

This year has seen some of our longest serving trustees stand down for a variety of reasons, and we would like to say a personal thank you to each for their contribution over the years. The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr Mohammed Dedat	
Mrs Athena Rebecca Daniels	
Mr Michael Edward New	(Resigned 10 December 2020)
Mrs Lorraine Yvonne Silver	
Mrs Vanda Fiona Thomas	(Resigned 2 July 2020)
Ms Margery Rebecca Peddie	(Resigned 21 August 2020)
Mrs G Donovan	(Resigned 10 December 2020)

Mrs Lorraine Yvonne Silver is the Chair of the charity, taking on the role from Mrs Vanda Fiona Thomas on 10 December 2020.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up, as stated in the dissolution clause of the memorandum and articles of association adopted on 5th February 2013. The trustees are appointed by election to post.

Healthwatch Redbridge has a board of trustees comprising of members from a wide range of backgrounds.

The trustees meet regularly. Day to day responsibility is currently delegated to the Chief Executive Officer, Ms Cathy Turland.

The Trustees do not consider there to be any related party matters requiring disclosure.

Employee involvement

Applications for employment by disabled persons are always fully considered, bearing in mind the aptitudes of the applicant concerned. In the event of members of staff becoming disabled, every effort is made to ensure that their employment within the charity continues and that the appropriate training is arranged. It is the policy of the charity that the training, career development and promotion of disabled persons should, as far as possible, be identical to that of other employees.

The charity's policy is to consult and discuss with employees, through unions, staff councils and at meetings, matters likely to affect employees' interests.

Information of matters of concern to employees is given through information bulletins and reports which seek to achieve a common awareness on the part of all employees of the financial and economic factors affecting the group's performance.

Auditor

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

Disclosure of information to auditor

In accordance with Section 418(2) of the Companies Act 2006, each trustee in office at the date the Trustees' Report is approved confirms that:

- so far as the trustees' are aware there is no relevant audit information of which the charity's auditor is unaware; and
- He/She has taken all the steps that he/she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity's auditor is aware of that information

The report of the trustees has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006

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

L Silver

Mrs Lorraine Yvonne Silver
Trustee
Dated: 25 October 2021

HEALTHWATCH REDBRIDGE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2021

The trustees, who are also the directors of HEALTHWATCH REDBRIDGE 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 charity 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;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

HEALTHWATCH REDBRIDGE

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF HEALTHWATCH REDBRIDGE

Opinion

We have audited the financial statements of HEALTHWATCH REDBRIDGE (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet 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 FRS 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 charitable company's affairs as at 31 March 2021 and of its 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 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's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity 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 charity'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 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 our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within 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, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' 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 prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity'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

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.

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.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: http://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF HEALTHWATCH REDBRIDGE

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 auditors' 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.



Seema Siddiqui (Senior Statutory Auditor)
for and on behalf of Reddy Siddiqui LLP

25 October 2021

Chartered Accountants
Statutory Auditor

183-189 The Vale
Acton
London
W3 7RW

HEALTHWATCH REDBRIDGE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Income from:							
Donations and legacies	3	-	119,900	119,900	-	120,001	120,001
Expenditure on:							
Raising funds	4	-	1,103	1,103	-	899	899
Charitable activities	5	-	117,181	117,181	-	131,106	131,106
Total resources expended		-	118,284	118,284	-	132,005	132,005
Net income/(expenditure) for the year/ Net movement in funds		-	1,616	1,616	-	(12,004)	(12,004)
Fund balances at 1 April 2020		31,628	8,913	40,541	31,629	20,917	52,546
Fund balances at 31 March 2021		31,628	10,529	42,157	31,629	8,913	40,542

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

HEALTHWATCH REDBRIDGE

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Current assets					
Debtors	10	130		2,952	
Cash at bank and in hand		46,381		42,523	
		46,511		45,475	
Creditors: amounts falling due within one year	11	(4,354)		(4,933)	
Net current assets			42,157		40,542
Income funds					
Restricted funds - general			10,529		8,913
Unrestricted funds			31,628		31,629
			42,157		40,542

The financial statements were approved by the Trustees on 25 October 2021

L Silver

Mrs Lorraine Yvonne Silver
Trustee

Company Registration No. 08389279

1 Accounting policies

Charity information

HEALTHWATCH REDBRIDGE is a private company limited by guarantee incorporated in England and Wales. The registered office is 1st Floor, 103 Cranbrook Road, Ilford, Essex, IG1 4PU, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity'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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. 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 the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity 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.

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 as to how they may be used. The purpose and uses of the restricted funds are set out in the notes to the accounts.

Unrestricted funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

1.4 Income

Income is recognised when the charity 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.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1 Accounting policies **(Continued)**

1.5 Expenditure

Expenditure
Liabilities are recognized as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Raising funds
Raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities, events and non-charitable trading.

Charitable activities
Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both the direct pay and non-pay costs and support costs relating to those activities.

Governance costs
Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity, and include its audit fees and costs linked to the strategic management of the charity including trustee expenses.

Allocation and apportionment of costs
Support costs include administrative office functions and premises costs. These have been allocated to activity cost categories on a basis consistent with the use of resources: allocating premises costs on floor areas, staff costs by the time spent and other costs on a measure of usage.

1.6 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.

1.7 Financial instruments

The charity 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 charity's balance sheet when the charity 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.

1 Accounting policies **(Continued)**

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 charity's contractual obligations expire or are discharged or cancelled.

1.8 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 charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2 Critical accounting estimates and judgements

In the application of the charity'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 Donations and legacies

	Restricted funds general 2021 £	Restricted funds general 2020 £
Services provided under contract	119,900	120,001
Grants receivable for core activities		
London Borough of Redbridge	119,900	120,001
	119,900	120,001

4 Raising funds

	Restricted funds general 2021 £	Restricted funds general 2020 £
Fundraising and publicity		
Advertising	1,103	899
	1,103	899

5 Charitable activities

	Charitable Expenditure Heading 1 2021 £	Charitable Expenditure Heading 1 2020 £
Staff costs	83,275	87,203
Insurance	286	1,050
Postage, printing & stationeries	382	2,455
Telephone and fax	403	1,644
Travelling	65	618
Consultancy	960	960
Sundry expenses	674	1,151
Staff training	795	2,638
Computer expenses	3,883	9,659
	90,723	107,378
Share of support costs (see note 6)	23,728	20,728
Share of governance costs (see note 6)	2,730	3,000
	117,181	131,106

6 Support costs

	Support costs	Governance costs	2021	Support costs	Governance costs	2020
	£	£	£	£	£	£
Premises	17,500	-	17,500	17,500	-	17,500
Accountancy fees	6,228	-	6,228	3,228	-	3,228
Audit fees	-	2,730	2,730	-	3,000	3,000
	23,728	2,730	26,458	20,728	3,000	23,728
Analysed between						
Charitable activities	23,728	2,730	26,458	20,728	3,000	23,728

Governance costs includes payments to the auditors of £3000 (2020- £3000) for audit fees.

7 Auditor's remuneration

The analysis of auditor's remuneration is as follows:

Fees payable to the charity's auditor and associates:	**2021**	**2020**
	£	**£**
Audit of the charity's annual accounts	2,730	3,000

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

9 Employees

The average monthly number of employees during the year was:

	2021	**2020**
	Number	**Number**
	3	4

Employment costs	**2021**	**2020**
	£	**£**
Wages and salaries	83,275	87,203

10 Debtors

Amounts falling due within one year:	2021 £	2020 £
Trade debtors	130	132
Other debtors	-	2,820
	130	2,952

11 Creditors: amounts falling due within one year

	2021 £	2020 £
Other taxation and social security	1,598	1,623
Trade creditors	519	806
Other creditors	2,237	2,504
	4,354	4,933

12 Analysis of net assets between funds

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Fund balances at 31 March 2021 are represented by:						
Current assets/ (liabilities)	42,157	-	42,157	40,542	-	40,542
	42,157	-	42,157	40,542	-	40,542

13 Related party transactions

There were no disclosable related party transactions during the year (2020 - none).