

New Dialogue

England & Wales · Charity number 1159377

Details

Other names	HEALTHWATCH KINGSTON UPON THAMES, HEALTHWATCH KINGSTON, New Dialogue
Status	Registered
Legal form	Charitable company
Company number	08429159
Registered	2014-11-26
Register	View on the Charity Commission register

Contact

Address	New Dialogue Suite 3 2nd Floor Siddeley House 50 Canbury Park Road Kingston upon Thames KT2 6LX
Phone	07473 262254
Email	info@healthwatchkingston.org.uk
Website	www.healthwatchkingston.org.uk

Activities

Objects: THE ADVANCEMENT OF HEALTH AND THE RELIEF OF THOSE IN NEED INCLUDING BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY OR FINANCIAL HARDSHIP PRIMARILY FOR THE POPULATION OF KINGSTON UPON THAMES 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: Healthwatch Kingston upon Thames is the independent champion for health & social care services for local people of all ages and backgrounds who live in or access services in the borough. We aim to improve these services by gathering feedback and representing people's views, influencing policy and service development and working with local people, providers and commissioners.

Classification

- **How:** Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- Kingston Upon Thames

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£188,716	£199,081	-	-
2024-03-31	£210,024	£185,056	-	-
2023-03-31	£165,150	£175,784	-	-
2022-03-31	£172,000	£148,637	-	-
2021-03-31	£156,900	£182,319	-	-

Trustees

Name	Role	Appointed
Kathryn Yates	Chair	2023-01-11
David Stephen Linton		2025-03-11
Karen Dempster		2025-04-08
Luke Philip Lartey Washington		2025-03-07
Scotty McLeod		2018-11-27
Victoria Helen Priest		2023-10-11
Virginia Collins		2025-02-21

New Dialogue

England & Wales - Charity number 1159377

Accounts

REGISTERED COMPANY NUMBER: 08429159 (England and Wales)
REGISTERED CHARITY NUMBER: 1159377

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2025
for
HEALTHWATCH KINGSTON UPON THAMES

Ark Accountancy Limited
Chartered Certified Accountant
56-58 High Street
Ewell
Epsom
Surrey
KT17 1RW

HEALTHWATCH KINGSTON UPON THAMES

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HEALTHWATCH KINGSTON UPON THAMES

Reference and Administrative Details
for the Year Ended 31 March 2025

TRUSTEES

James David Waugh (resigned 10.4.24)
Elizabeth Meerabeau (resigned 13.2.25)
Scotty McLeod
Richard Charles Allen
Justina Jang (resigned 12.8.24)
Eeva Crawley Treasurer (resigned 20.3.25)
Kathryn Yates Chair
Victoria Helen Priest
David Linton (appointed 11.3.25)
Luke Washington (appointed 7.3.25)
Virginia Stella Daisy Collins (appointed 21.2.25)
Karen Dempster (appointed 9.4.25)

REGISTERED OFFICE

Siddeley House Suite 3
2nd Floor
50 Canbury Park Road
Kingston upon Thames
Surrey
KT2 6LX

**REGISTERED COMPANY
NUMBER**

08429159 (England and Wales)

**REGISTERED CHARITY
NUMBER**

1159377

INDEPENDENT EXAMINER

Ark Accountancy Limited
Chartered Certified Accountant
56-58 High Street
Ewell
Epsom
Surrey
KT17 1RW

TREASURER

Eeva Crawley (appointed 28.8.22)

Richard Charles Allen (resigned 28.8.22)

Report of the Trustees
for the Year Ended 31 March 2025

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and Aims

The charity's primary objectives are:

- Providing information and advice about local health and social care services.
- Representing the views and experiences of the public to health and care providers.
- Enabling local people to participate in the development and delivery of health and care services.
- Training volunteers and the wider community to scrutinise and monitor these services.

Public Benefit

- All activities focus on improving health and social care services for Kingston residents and signposting them to appropriate resources.
- Efforts aim to mitigate the effects of service reductions and provide reliable information.

Grantmaking

No grants were made during the financial year.

Volunteers

- 66 volunteers contributed 294 days to support the charity's objectives.
- Volunteer contributions included:
 - Visited communities to promote our work
 - Collected experiences and supported their communities to share their views
 - Carried out Enter and View visits to local services to help them improve.

Report of the Trustees
for the Year Ended 31 March 2025

ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

Key work areas for 2024-25 included:

NHS and social care transformation:

- Continue to monitor the commissioning, provision and transformation of NHS and social care in Kingston and the South West London Integrated Care System.

Promoting positive health and reducing health and care inequalities:

- Continue to monitor inequalities, in particular the health and care needs of children (0-5 years), women, and people with short, intermittent and long-term medical conditions.

Learning disability, autism and neurodiversity:

- Continue to support meaningful engagement with local people with a learning disability, autism, and neurodiversity in the work of Healthwatch Kingston, including Enter and View training and visits.
- Continue to provide chair and administrative support for the 'Kingston All Age Learning Disability Partnership Board'.

Mental health and wellbeing:

- Continue to provide independent chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'.
- Continue to collaborate with Kingston Voluntary Action to support community engagement about bereavement services.

Young people (13-17 years):

- Continue to support Youth Out Loud! (YOL!) to review health and care services.
- Continue to support delivery of the Digital Youth Project to add to the library of short health and care films and podcasts by young people for young people.
- Continue to support YOL! to develop its online and social media.

Residential care, nursing home and supportive living:

- Continue membership of the 'Kingston Care Governance Board'.
- Enter and View a series of Kingston based care and nursing homes, focusing on living environment, mealtime experiences, and meaningful activities for residents.

Safeguarding and the prevention of harm:

- Continue membership of the 'Kingston Safeguarding Adults Board'.
- Continue to deliver the Kingston Making Safeguarding Personal project, including 'Kingston Safeguarding Voices'.

Continue support for the London Safeguarding Adults Board, London Safeguarding Voices and Conference

Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

Open Meetings

- Hosted opportunities for public discussion on health and care services with service providers.

Reaching Out

- 1,048 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.
- 5,774 people came to us for clear advice and information on topics such as General Practice (GPs, nurses etc.), NHS dentists, mental health support and safeguarding.

Championing local voices

- We published 17 reports, 5 podcasts, 1 short film about the improvements people would like to see in areas like;

Bereavement support, care for Disabled people, hospital food, and community services.

- Our most popular reports this year were our series of our 11 Enter and View reports on residential care.

Our Impact

Report of the Trustees
for the Year Ended 31 March 2025

Healthwatch Kingston made significant strides throughout the year by focusing on key issues that matter to local communities. Impact included:

- Engaging more broadly with people about safeguarding, we launched our Kingston Safeguarding Voices Group. This group became a new subgroup of the Kingston Safeguarding Adults Board.
- Empowering local people to take part in some of our Enter and View visits, through a refreshed training programme, our group of 'Authorised Representative' volunteers continued to grow.
- Asking decision-makers for greater visibility at the Kingston Place Committee, we now have quarterly agenda time slots to review our report recommendations.
- Engaging young people about social media and health, supported them to talk about the pressures, doubt, and anxiety they felt about using social media.
- Contributing to the Care Quality Commission review of Kingston Council's adult social care provision, which spotlighted the robustness of our quality assurance work in care homes in Kingston.
- Membership of the Kingston Pharmaceutical Needs Assessment 2025 Steering Group ensured more vulnerable people had their say about their pharmacy needs in our borough.

FINANCIAL REVIEW

Principal Funding Sources

- Core funding of £122,000 from the Royal Borough of Kingston upon Thames.
- Additional income from project-specific funding.

Reserves Policy

The reserves requirement for 2024/25 was set at £42,277.88.

Report of the Trustees
for the Year Ended 31 March 2025

FUTURE PLANS

The following work areas were prioritised for 2025-26:

NHS and social care transformation

- Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston and the 'SWL Integrated Care System'.

Promoting positive health and reducing health and care inequalities

- Continue to monitor inequalities, in particular, the health and care needs of people living with short, intermittent and long-term conditions.

- Review Healthwatch Kingston community engagement data from the past 5-years to explore what insights and cross-cutting themes exist.

- Learning disability, autism, and neurodiversity

- Continue to support meaningful engagement with local people with a learning disability in the work of Healthwatch Kingston, including Enter and View training.

- Continue to provide independent chair and administrative support for the 'Kingston All Age Learning Disability Partnership Board'.

- Continue membership of the 'Kingston Autism and ADHD Partnership Board'.

Mental health and wellbeing

- Continue to provide independent chair and support for the 'Kingston Mental Health and Wellbeing Group' and the Kingston & Richmond Place Mental Health Committee.

- Continue to collaborate with Kingston Voluntary Action to support community engagement about bereavement services, in particular autistic people and children and young people with a learning disability.

Young People (13-17 years)

- Continue to support Youth Out Loud! (YOL!) to review health and care services.

- Continue to support delivery of the Digital Youth Project to add to the library of health and care films and podcasts by young people for young people.

- Continue to support YOL! to develop its online and social media.

Residential care, nursing home and supportive living

- Continue membership of the 'Kingston Care Governance Board'.

- Enter and View a series of Kingston based care, nursing and supported living homes, focusing on mealtime experiences, meaningful activities for residents and living environments.

Safeguarding and prevention of harm

- Continue membership of the 'Kingston Safeguarding Adults Board'.

- Continue to deliver the Kingston Making Safeguarding Personal project, including Kingston Safeguarding Voices.

- Continue support for the London Safeguarding Adults Board, London Safeguarding Voices and Conference

Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The charity is controlled by its governing document, the Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment, Appointment, Induction and Training of New Trustees

New appointments in the year:

- David Linton (Treasurer, appointed 11.03.25)

- Virginia Stella Daisy Collins (appointed 21.02.25)

- Luke Washington (appointed 07.03.25)

- Karen Dempster (appointed 09.04.25)

Report of the Trustees
for the Year Ended 31 March 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational Structure

- The Board determines priorities and oversees the operational work carried out by the staff.
- The CEO provides regular updates and makes recommendations to the Board.

Statutory Statements

- Healthwatch Kingston upon Thames operates as an independent entity, licensed to use the Healthwatch trademark for statutory activities.

- The Healthwatch Kingston upon Thames Board, comprising eight voluntary members, provides oversight and strategic direction. The Board met four times in 2024-25 to review budgets, approve projects, and manage risks.

Volunteer Involvement

- Volunteers provide governance and participate in decision-making.

Obtaining People's Experiences

- We ensure the public's voice is heard through phone, email, social media, and community forums.

Responses to Recommendations

- We had one provider who did not respond to requests for information or recommendations. South West London Healthwatch organisations submitted a joint request for dentistry commissioning data on 11 December 2023 to the North East London ICB (Dr Penny Dash, Chair). Despite multiple follow-up requests from ourselves and the South West London ICB, we still had not received an adequate response as of October 2024. At that point, we independently identified another source for the data. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Engagement with Decision Makers

- Regular discussions with Kingston Adult Social Services, the Health Overview Panel, and Integrated Care System stakeholders.

Enter and View

- 12 Enter and Views took place (and/or reported on) during 2024-25.

Healthwatch Representatives

- Healthwatch Kingston actively represented the public at various boards, including:

- Royal Borough of Kingston Partnership Board.
- Kingston Hospital NHS Foundation Trust Patient and Engagement Committee.
- Kingston Place-Based Partnership Committee.

Approved by order of the board of trustees on 4 November 2025 and signed on its behalf by:

Kathryn Yates - Trustee

Independent examiner's report to the trustees of HEALTHWATCH KINGSTON UPON THAMES ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Mary E Ryan

Ark Accountancy Limited
Chartered Certified Accountant
56-58 High Street
Ewell
Epsom
Surrey
KT17 1RW

5 November 2025

HEALTHWATCH KINGSTON UPON THAMES

Statement of Financial Activities
for the Year Ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		-	136,000	136,000	135,000
Charitable activities					
Charitable activities		-	52,716	52,716	75,024
Total		-	188,716	188,716	210,024
EXPENDITURE ON					
Charitable activities					
Charitable activities		-	199,081	199,081	185,688
Administration costs		-	-	-	(632)
Total		-	199,081	199,081	185,056
NET INCOME/(EXPENDITURE)		-	(10,365)	(10,365)	24,968
RECONCILIATION OF FUNDS					
Total funds brought forward		-	90,334	90,334	65,366
TOTAL FUNDS CARRIED FORWARD		-	79,969	79,969	90,334

Balance Sheet
31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
CURRENT ASSETS					
Debtors	7	-	2,100	2,100	29,982
Cash at bank		-	79,882	79,882	64,161
		-	81,982	81,982	94,143
CREDITORS					
Amounts falling due within one year	8	-	(2,013)	(2,013)	(3,809)
NET CURRENT ASSETS		-	79,969	79,969	90,334
TOTAL ASSETS LESS CURRENT LIABILITIES					
		-	79,969	79,969	90,334
NET ASSETS		-	79,969	79,969	90,334
FUNDS					
Restricted funds	9			79,969	90,334
TOTAL FUNDS				79,969	90,334

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 4 November 2025 and were signed on its behalf by:

Kathryn Yates - Trustee

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that 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.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 33% on cost
Computer equipment	- 50% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

HEALTHWATCH KINGSTON UPON THAMES

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

2. NET INCOME/(EXPENDITURE)

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

	31.3.25	31.3.24
	£	£
Other operating leases	12,550	10,408
	<u> </u>	<u> </u>

3. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

4. STAFF COSTS

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

	31.3.25	31.3.24
Charitable activity staff	<u> 7 </u>	<u> 4 </u>

No employees received emoluments in excess of £60,000.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	-	135,000	135,000
Charitable activities			
Charitable activities	<u>62,524</u>	<u>12,500</u>	<u>75,024</u>
Total	<u>62,524</u>	<u>147,500</u>	<u>210,024</u>
EXPENDITURE ON			
Charitable activities			
Charitable activities	62,524	123,164	185,688
Administration costs	-	(632)	(632)
Total	<u>62,524</u>	<u>122,532</u>	<u>185,056</u>
NET INCOME	-	24,968	24,968
Transfers between funds	<u>(12,093)</u>	<u>12,093</u>	<u>-</u>
Net movement in funds	(12,093)	37,061	24,968
RECONCILIATION OF FUNDS			
Total funds brought forward	12,093	53,273	65,366

HEALTHWATCH KINGSTON UPON THAMES

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
TOTAL FUNDS CARRIED FORWARD	-	90,334	90,334

6. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2024 and 31 March 2025	786	3,527	4,313
DEPRECIATION			
At 1 April 2024 and 31 March 2025	786	3,527	4,313
NET BOOK VALUE			
At 31 March 2025	-	-	-
At 31 March 2024	-	-	-

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Trade debtors	-	27,250
Other debtors	2,100	2,100
Prepayments	-	632
	<u>2,100</u>	<u>29,982</u>

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Other creditors	1,065	-
Accrued expenses	948	3,809
	<u>2,013</u>	<u>3,809</u>

9. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Restricted funds			
RB Kingston	87,863	(8,924)	78,939
Youth out Loud	2,471	(1,441)	1,030
	<u>90,334</u>	<u>(10,365)</u>	<u>79,969</u>
TOTAL FUNDS	<u>90,334</u>	<u>(10,365)</u>	<u>79,969</u>

HEALTHWATCH KINGSTON UPON THAMES

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

9. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Restricted funds			
RB Kingston	136,000	(144,924)	(8,924)
Youth out Loud	-	(1,441)	(1,441)
SWL ICB	6,034	(6,034)	-
LSV	26,100	(26,100)	-
SWL Community Services	3,582	(3,582)	-
RBK Enter & View	17,000	(17,000)	-
	<u>188,716</u>	<u>(199,081)</u>	<u>(10,365)</u>
TOTAL FUNDS	<u>188,716</u>	<u>(199,081)</u>	<u>(10,365)</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	12,093	-	(12,093)	-
Restricted funds				
RB Kingston	50,505	25,265	12,093	87,863
Youth out Loud	2,768	(297)	-	2,471
	<u>53,273</u>	<u>24,968</u>	<u>12,093</u>	<u>90,334</u>
TOTAL FUNDS	<u>65,366</u>	<u>24,968</u>	<u>-</u>	<u>90,334</u>

HEALTHWATCH KINGSTON UPON THAMES

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

9. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
SW London & St George's MH Trust	5,000	(5,000)	-
LSAB/HWE	25,525	(25,525)	-
Kingston Voluntary Action	7,000	(7,000)	-
SLAM /CMHT	24,999	(24,999)	-
	<hr/>	<hr/>	<hr/>
	62,524	(62,524)	-
Restricted funds			
RB Kingston	135,000	(109,735)	25,265
Youth out Loud	-	(297)	(297)
RBK Safeguarding Care Worker	3,500	(3,500)	-
SWL ICS	4,000	(4,000)	-
RBK Resilience	5,000	(5,000)	-
	<hr/>	<hr/>	<hr/>
	147,500	(122,532)	24,968
TOTAL FUNDS	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
	210,024	(185,056)	24,968

10. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

New Dialogue

England & Wales - Charity number 1159377

Accounts

REGISTERED COMPANY NUMBER: 08429159 (England and Wales)
REGISTERED CHARITY NUMBER: 1159377

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2024
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HEALTHWATCH KINGSTON UPON THAMES

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HEALTHWATCH KINGSTON UPON THAMES

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HEALTHWATCH KINGSTON UPON THAMES

Reference and Administrative Details
for the Year Ended 31 March 2024

TRUSTEES

James David Waugh (resigned 10.4.24)
Elizabeth Meerabeau Chair
Scotty McLeod
Richard Charles Allen
Justina Jang (resigned 12.8.24)
Eeva Crawley Treasurer
Kathryn Yates
Victoria Helen Priest (appointed 11.10.23)

REGISTERED OFFICE

Siddeley House Suite 3
2nd Floor
50 Canbury Park Road
Kingston upon Thames
Surrey
KT2 6LX

**REGISTERED COMPANY
NUMBER**

08429159 (England and Wales)

**REGISTERED CHARITY
NUMBER**

1159377

INDEPENDENT EXAMINER

Ark Accountancy Limited
Chartered Certified Accountant
31 Cheam Road
Epsom
Surrey
KT17 1QX

TREASURER

Eeva Crawley (appointed 28.8.22)
Richard Charles Allen (resigned 28.8.22)

HEALTHWATCH KINGSTON UPON THAMES

Report of the Trustees for the Year Ended 31 March 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and Aims

The charity's primary objectives are:

- Providing information and advice about local health and social care services.
- Representing the views and experiences of the public to health and care providers.
- Enabling local people to participate in the development and delivery of health and care services.
- Training volunteers and the wider community to scrutinise and monitor these services.

Public Benefit

- All activities focus on improving health and social care services for Kingston residents and signposting them to appropriate resources.
- Efforts aim to mitigate the effects of service reductions and provide reliable information.

Grantmaking

No grants were provided during the financial year.

Volunteers

- 60 volunteers contributed 349 days to support the charity's objectives.
- Volunteer contributions included:
 - Supporting community engagement events.
 - Conducting Enter and View visits to care homes and Kingston Hospital.
 - Producing a bereavement film and youth-led disability access podcast.

ACHIEVEMENT AND PERFORMANCE

Charitable Activities

Key work areas for 2023/24 included:

NHS and Social Care Transformation:

- Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston and the South West London Integrated Care System.

Health Inequalities:

- Continue to monitor health inequalities, in particular the health and care needs of women, neurodiverse people, and people with long term medical conditions.

Learning Disability and Autism:

- Continue to support meaningful engagement with local people with a learning disability in the work of Healthwatch Kingston upon Thames, including Enter and View training.

Kingston, including Enter and View training.

- Continue to provide chair and administrative support for the 'Kingston All Ages Learning Disability Partnership Board'.

Mental Health:

- Continue to provide chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'.
- Provide the independent evaluation of the South West London Community Mental Health Transformation Programme in Kingston.

Young People:

- Continue to support Youth Out Loud! (YOL!) to review health and care services (in partnership with other stakeholders).
- Continue to support delivery (with other partners) of the Digital Youth Project to add to the series of short health and care films and podcasts by young people for young people.
- Continue to support YOL! to develop its online and social media.

Safeguarding:

- Continue membership of the Kingston Safeguarding Adults Board.
- Continue to deliver the Kingston Making Safeguarding Personal project.
- Continue support for the London Safeguarding Adults Board, London Safeguarding Voices and Conference Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

Open Meetings

- Hosted opportunities for public discussion on health and care services with service providers.

Reaching Out

- 1,793 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.
- 5,300 people approached us for advice and information about topics like mental health and the cost-of-living crisis.
- Published 14 reports detailing the improvements people want to see in health and social care services.

Our Impact:

Healthwatch Kingston upon Thames made significant strides throughout the year by focusing on key issues that matter to local communities. Impact included:

- Celebrated the 75th anniversaries of Windrush and the NHS, recognizing the contributions of ethnically diverse staff, who now make up 42% of NHS medical personnel.
- Published the Care Workforce Wellbeing report, recommending better mental health support for frontline staff.
- Our insights shaped the refresh of Kingston's Joint Strategic Needs Assessment.
- Partnered with the local dental committee to elevate concerns about NHS dental access to a national level, emphasizing the need for recovery plans.
- Produced the Pulse Check report, ensuring the voices of people with diabetes influenced NHS program delivery in Kingston.

HEALTHWATCH KINGSTON UPON THAMES

Report of the Trustees for the Year Ended 31 March 2024

- Completed two independent evaluations of mental health transformation projects, supporting better services.
- Hosted the Virtual Wards: One Year On event, showcasing Kingston Hospital's progress and allowing residents to provide feedback.
- Published a report on Chronic Fatigue Syndrome (ME) services, highlighting the need for integrated care for those with long-term conditions.

FINANCIAL REVIEW

Principal Funding Sources

- Core funding of £122,000 from the Royal Borough of Kingston upon Thames.
- Additional income from project-specific funding.

Reserves Policy

The reserves requirement for 2023/24 was set at £42,273.52.

FUTURE PLANS

The following work areas were prioritised for 2024/25:

NHS and social care transformation

- Continue to monitor the commissioning, provision and transformation of NHS and social care in Kingston and the 'South West London Integrated Care System'.

Promoting positive health and reducing health and care inequalities

- Continue to monitor inequalities, in particular, the health and care needs of children (0-5 years), women, and people living with short, intermediate and long-term conditions.

Learning disability, autism, and neurodiversity

- Continue to support meaningful engagement with local people with a learning disability, autism, and neurodiversity in the work of Healthwatch Kingston upon Thames, including Enter and View training and visits.
- Continue to provide independent chair and administrative support for the 'Kingston All Age Learning Disability Partnership Board

Partnership Board'.

- Continue membership of the 'Kingston Autism and ADHD Partnership Board'.

Mental health and wellbeing

- Continue to provide independent chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'.
- Continue to collaborate with Kingston Voluntary Action to support community engagement about Bereavement services.

Young People (13-17 years)

- Continue to support Youth Out Loud! (YOL!) to review health and care services.
- Continue to support delivery of the Digital Youth Project to add to the library of short health and care films and podcasts by young people for young people.
- Continue to support YOL! to develop its online and social media.

Residential care, nursing home and supportive living

- Continue membership of the 'Kingston Care Governance Board'.
- Enter and View a series of Kingston based care and nursing homes, focusing on living environment, mealtime experiences, and meaningful activities for residents.

Safeguarding and prevention of harm

- Continue membership of the 'Kingston Safeguarding Adults Board'.
- Continue to deliver the Kingston Making Safeguarding Personal project, including Kingston Safeguarding Voices.
- Continue support for the London Safeguarding Adults Board, London Safeguarding Voice, and Conference Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The charity is controlled by its governing document, the Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment, Appointment, Induction and Training of New Trustees

New appointments in the year:

- Victoria Helen Priest: (11.10.2023)

Organisational Structure

- The Board determines priorities and oversees the operational work carried out by the staff.
- The CEO provides regular updates and makes recommendations to the Board.

Statutory Statements

- Healthwatch Kingston upon Thames operates as an independent entity, licensed to use the Healthwatch trademark for statutory activities.

- The Healthwatch Kingston upon Thames Board, comprising eight voluntary members, provides oversight and strategic direction. The Board met four times in 2023-24 to review budgets, approve projects, and manage risks.

Volunteer Involvement

- Volunteers provide governance and participate in decision-making.

Obtaining People's Experiences

We ensure the public's voice is heard through phone, email, social media, and community forums.

Responses to Recommendations

- All providers responded to recommendations, with no escalations to Healthwatch England.

Engagement with Decision Makers

- Regular discussions with Kingston Adult Social Services, the Health Overview Panel, and Integrated Care System stakeholders.

Enter and View

- Rosclare Residential Care Home:

Conducted a pilot visit, resulting in 24 recommendations.

- Kingston Hospital:

Observed food and hydration on adult inpatient wards, producing 17 recommendations.

Healthwatch Representatives

- Healthwatch Kingston upon Thames actively represented the public at various boards, including:
- Royal Borough of Kingston Health and Wellbeing Board.
- Kingston Hospital NHS Foundation Trust Patient and Engagement Committee.
- Kingston Place-Based Partnership Committee.

Approved by order of the board of trustees on 17 December 2024 and signed on its behalf by:

Elizabeth Meerabeau - Trustee

Independent examiner's report to the trustees of HEALTHWATCH KINGSTON UPON THAMES ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Mary E Ryan

Ark Accountancy Limited
Chartered Certified Accountant
31 Cheam Road
Epsom
Surrey
KT17 1QX

17 December 2024

HEALTHWATCH KINGSTON UPON THAMES

Statement of Financial Activities
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		-	135,000	135,000	138,650
Charitable activities					
Charitable activities		62,524	12,500	75,024	26,500
Total		<u>62,524</u>	<u>147,500</u>	<u>210,024</u>	<u>165,150</u>
EXPENDITURE ON					
Charitable activities					
Charitable activities		62,524	123,164	185,688	147,723
Administration costs		-	(632)	(632)	28,061
Total		<u>62,524</u>	<u>122,532</u>	<u>185,056</u>	<u>175,784</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	9	-	24,968	24,968	(10,634)
		<u>(12,093)</u>	<u>12,093</u>	<u>-</u>	<u>-</u>
Net movement in funds		<u>(12,093)</u>	<u>37,061</u>	<u>24,968</u>	<u>(10,634)</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		12,093	53,273	65,366	76,000
TOTAL FUNDS CARRIED FORWARD		<u><u>-</u></u>	<u><u>90,334</u></u>	<u><u>90,334</u></u>	<u><u>65,366</u></u>

HEALTHWATCH KINGSTON UPON THAMES

Balance Sheet
31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
CURRENT ASSETS					
Debtors	7	-	29,982	29,982	3,337
Cash at bank		-	64,161	64,161	62,679
		-	94,143	94,143	66,016
CREDITORS					
Amounts falling due within one year	8	-	(3,809)	(3,809)	(650)
NET CURRENT ASSETS		-	90,334	90,334	65,366
TOTAL ASSETS LESS CURRENT LIABILITIES		-	90,334	90,334	65,366
NET ASSETS		-	90,334	90,334	65,366
FUNDS	9				
Unrestricted funds				-	12,093
Restricted funds				90,334	53,273
TOTAL FUNDS				90,334	65,366

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 17 December 2024 and were signed on its behalf by:

Elizabeth Meerabeau - Trustee

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that 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.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 33% on cost
Computer equipment	- 50% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

HEALTHWATCH KINGSTON UPON THAMES

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

2. NET INCOME/(EXPENDITURE)

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

	31.3.24	31.3.23
	£	£
Other operating leases	10,408	10,008
	<u> </u>	<u> </u>

3. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

4. STAFF COSTS

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

	31.3.24	31.3.23
Charitable activity staff	4	6
	<u> </u>	<u> </u>

No employees received emoluments in excess of £60,000.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	150	138,500	138,650
Charitable activities			
Charitable activities	18,500	8,000	26,500
Total	<u>18,650</u>	<u>146,500</u>	<u>165,150</u>
EXPENDITURE ON			
Charitable activities			
Charitable activities	18,500	129,223	147,723
Administration costs	(1,237)	29,298	28,061
Total	<u>17,263</u>	<u>158,521</u>	<u>175,784</u>
NET INCOME/(EXPENDITURE)	1,387	(12,021)	(10,634)
RECONCILIATION OF FUNDS			
Total funds brought forward	10,706	65,294	76,000
TOTAL FUNDS CARRIED FORWARD	<u>12,093</u>	<u>53,273</u>	<u>65,366</u>

HEALTHWATCH KINGSTON UPON THAMES

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

6. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2023 and 31 March 2024	786	3,527	4,313
DEPRECIATION			
At 1 April 2023 and 31 March 2024	786	3,527	4,313
NET BOOK VALUE			
At 31 March 2024	-	-	-
At 31 March 2023	-	-	-

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24 £	31.3.23 £
Trade debtors	27,250	-
Other debtors	2,100	2,100
Prepayments	632	1,237
	<u>29,982</u>	<u>3,337</u>

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24 £	31.3.23 £
Accrued expenses	3,809	650
	<u>3,809</u>	<u>650</u>

9. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	12,093	-	(12,093)	-
Restricted funds				
RB Kingston	50,505	25,265	12,093	87,863
Youth out Loud	2,768	(297)	-	2,471
	<u>53,273</u>	<u>24,968</u>	<u>12,093</u>	<u>90,334</u>
TOTAL FUNDS	<u>65,366</u>	<u>24,968</u>	<u>-</u>	<u>90,334</u>

HEALTHWATCH KINGSTON UPON THAMES

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

9. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
SW London & St George's MH Trust	5,000	(5,000)	-
LSAB/HWE	25,525	(25,525)	-
Kingston Voluntary Action	7,000	(7,000)	-
SLAM /CMHT	24,999	(24,999)	-
	<u>62,524</u>	<u>(62,524)</u>	<u>-</u>
Restricted funds			
RB Kingston	135,000	(109,735)	25,265
Youth out Loud	-	(297)	(297)
RBK Safeguarding Care Worker	3,500	(3,500)	-
SWL ICS	4,000	(4,000)	-
RBK Resilience	5,000	(5,000)	-
	<u>147,500</u>	<u>(122,532)</u>	<u>24,968</u>
TOTAL FUNDS	<u>210,024</u>	<u>(185,056)</u>	<u>24,968</u>

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	10,706	1,387	12,093
Restricted funds			
RB Kingston	37,170	13,335	50,505
Youth out Loud	4,124	(1,356)	2,768
RBK Safeguarding Care Worker	17,000	(17,000)	-
RBK Making Safeguarding Personal LD Pilot	7,000	(7,000)	-
	<u>65,294</u>	<u>(12,021)</u>	<u>53,273</u>
TOTAL FUNDS	<u>76,000</u>	<u>(10,634)</u>	<u>65,366</u>

HEALTHWATCH KINGSTON UPON THAMES

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

9. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	150	1,237	1,387
LSAB/HWE	17,000	(17,000)	-
Kingston Voluntary Action	1,500	(1,500)	-
	<hr/>	<hr/>	<hr/>
	18,650	(17,263)	1,387
Restricted funds			
RB Kingston	138,500	(125,165)	13,335
Youth out Loud	-	(1,356)	(1,356)
RBK Safeguarding Care Worker	-	(17,000)	(17,000)
RBK Making Safeguarding Personal LD			
Pilot	-	(7,000)	(7,000)
LAS engagement	5,000	(5,000)	-
SWL ICS	3,000	(3,000)	-
	<hr/>	<hr/>	<hr/>
	146,500	(158,521)	(12,021)
TOTAL FUNDS	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
	165,150	(175,784)	(10,634)

10. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

HEALTHWATCH KINGSTON UPON THAMES

Detailed Statement of Financial Activities
for the Year Ended 31 March 2024

	31.3.24 £	31.3.23 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	-	150
RBK Contract	135,000	138,500
	<hr/>	<hr/>
	135,000	138,650
Charitable activities		
Grants	75,024	26,500
	<hr/>	<hr/>
Total incoming resources	210,024	165,150
EXPENDITURE		
Charitable activities		
Wages	143,503	133,172
Social security	6,306	6,644
Pensions	3,730	3,523
Advertising & recruitment	940	1,075
Sundries	734	1,450
DBS checks	110	105
Training	-	1,000
Payroll service	1,059	754
Other staffing costs	894	-
	<hr/>	<hr/>
	157,276	147,723
Support costs		
Management		
Other operating leases	10,408	10,008
Insurance	1,869	2,229
Telephone	2,902	2,902
Postage and stationery	171	296
Sundries	-	156
Hospitality	779	675
Subscriptions	781	734
Equipment	100	229
Staff travel	449	137
Volunteers expenses	325	428
Expenses reimbursed	163	-
Photocopier maintenance	4,012	3,623
Legal & professional	826	13
	<hr/>	<hr/>
	22,785	21,430
Finance		
Bank charges	317	310
Information technology		
IT facilities	3,898	5,671

This page does not form part of the statutory financial statements

HEALTHWATCH KINGSTON UPON THAMES

Detailed Statement of Financial Activities
for the Year Ended 31 March 2024

	31.3.24 £	31.3.23 £
Information technology		
Governance costs		
Independent examiners fee	780	650
Total resources expended	<u>185,056</u>	<u>175,784</u>
Net income/(expenditure)	<u><u>24,968</u></u>	<u><u>(10,634)</u></u>

This page does not form part of the statutory financial statements

New Dialogue

England & Wales - Charity number 1159377

Accounts

REGISTERED COMPANY NUMBER: 08429159 (England and Wales)
REGISTERED CHARITY NUMBER: 1159377

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2023
for
HEALTHWATCH KINGSTON UPON THAMES

Ark Accountancy
Chartered Certified Accountant
31 Cheam Road
Epsom
Surrey
KT17 1QX

HEALTHWATCH KINGSTON UPON THAMES

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for the Year Ended 31 March 2023

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HEALTHWATCH KINGSTON UPON THAMES

Reference and Administrative Details
for the Year Ended 31 March 2023

TRUSTEES

James David Waugh Civil servant
Nigel Macdonald Spalding Retired (resigned 1.3.23)
Grahame John Mark Snelling Safeguarding Officer (resigned
30.11.22)
Elizabeth Meerabeau Chair
Scotty McLeod
Richard Charles Allen
Justina Jang (appointed 28.9.22)
Eeva Crawley Treasurer (appointed 28.8.22)
Kathryn Yates (appointed 11.1.23)

REGISTERED OFFICE

Siddeley House Suite 3
2nd Floor
50 Canbury Park Road
Kingston upon Thames
Surrey
KT2 6LX

**REGISTERED COMPANY
NUMBER**

08429159 (England and Wales)

**REGISTERED CHARITY
NUMBER**

1159377

INDEPENDENT EXAMINER

Ark Accountancy
Chartered Certified Accountant
31 Cheam Road
Epsom
Surrey
KT17 1QX

TREASURER

Eeva Crawley (appointed 28.8.22)

Richard Charles Allen (resigned 28.8.22)

Report of the Trustees
for the Year Ended 31 March 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects of the Charity (the "Objects") are the advancement of health and the relief of those in need including by reason of youth, age, ill-health, disability or financial hardship primarily for the population of Kingston upon Thames 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.

All the work of HWK fits into one or more of these charitable activities

Public benefit

All of HWK's work is focused on:

- seeking improvements (or the amelioration of potential service reductions) in health and social care services that are used by the residents of RB Kingston; and
- providing information and advice to the residents of RB Kingston, by signposting people to relevant services and by explaining how to raise concerns or make complaints with service providers.

Grantmaking

None provided within this financial year.

Volunteers

Our staff are supported by a team of 51 outstanding volunteers who are at the heart of what we do and who gave up 370 days to make care better for our community. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers have:

- Worked with our staff team by supporting local communities to share their views to help inform HW Kingston engagement reports and recommendations.
- Reviewed websites to review accessibility.
- Helped us plan the Kingston All Age Learning Disability Partnership Board agendas and event.
- Attended and meaningfully contributed to external meetings and focus groups that support the improvement of NHS and social care services in Kingston.
- Helped us analyse and develop insight from what we have heard from all our communities.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

HWK's work in 2022/23 was delivered against the following agreed key areas:

1. Response to and recovery from the coronavirus pandemic :

Continue to gather views and experiences of NHS and social care services during and after the coronavirus pandemic, to ensure commissioners, providers and other system leaders respond appropriately to the health and care needs of local people.

2. Health inequalities and NHS and Social Care transformation:

Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston, in particular: the South West London Integrated Care System; health inequalities; the health and care needs of women and people with long term medical conditions.

3. Learning Disability:

- a. Continue to support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training.
- b. Continue to provide chair and administrative support for the 'Kingston All Ages Learning Disability Partnership Board'.

4. Mental Health:

- a. Continue to provide chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'.
- b. Continue to monitor progress of and engagement with specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD).
- c. Provide independent evaluation of the south west London Community Mental Health Transformation Programme in Kingston.

5. Young People :

- a. Continue to support Youth Out Loud! (YOL!) to review health and care services (in partnership with HW Richmond and other stakeholders).
- b. Continue to support delivery (with other partners) of the Digital Youth Project to complete a series of short health and care films and podcasts by young people for young people.
- c. Continue to support YOL! to develop its online and social media.

6. Safeguarding:

- a. Continue membership of the Kingston Safeguarding Adults Board.
- b. Continue to deliver the Kingston Making Safeguarding Personal project.
- c. Continue support for the London Safeguarding Adults Board, London Safeguarding Voices and Conference Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

Open Meetings

HWK Open Meetings continued to provide an opportunity for richer conversations and exchanges of learning amongst the public, HWK volunteers and with commissioners and providers of health and social care services.

Reaching out

4,695 people engaged with us through our projects and outreach in 2022-23 and shared their experiences of health and social care services, helping us to raise awareness of issues and improve care.

4,894 people came to us for clear advice and information via our website, our online 'contact us' form, telephone and emails about topics such as mental health and the cost-of-living crisis.

We published 10 reports with 81 recommendations about the improvements people would like to see to health and social care services.

HEALTHWATCH KINGSTON UPON THAMES

Report of the Trustees
for the Year Ended 31 March 2023

FINANCIAL REVIEW

Principal funding sources

HWK's primary source of funding is the money it receives through its contract with the RBK for the provision of a Healthwatch in Kingston. The initial 2+1+1 year contract was extended by 1 year in 2020/21 (to cover 2021/22) and then extended for another year in 2021/22 (to cover 2022/23). To facilitate an RBK tendering exercise, the HWK contract was further extended in 2022-23 for a six-month period (to run until 30 September 2023). The contract value is £122k per annum which is paid in quarterly instalments. Additional funding was generated through project funding.

Reserves policy

For the year 2022/23, the HWK Board agreed a Reserve Policy requirement of £36,761.15.

FUTURE PLANS

The Board agreed our six priority work areas for 2023/24 as:

1. NHS and social care transformation:

Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston and the South West London Integrated Care System.

2. Health inequalities :

Continue to monitor health inequalities, in particular the health and care needs of women, neurodiverse people, and people with long term medical conditions.

3. Learning Disability and Autism:

- a. Continue to support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training.
- b. Continue to provide chair and administrative support for the 'Kingston All Ages Learning Disability Partnership Board'.

4. Mental Health:

- a. Continue to provide chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'.
- b. Provide the independent evaluation of the South West London Community Mental Health Transformation Programme in Kingston.

5. Young People :

- a. Continue to support Youth Out Loud! (YOL!) to review health and care services (in partnership with other stakeholders).
- b. Continue to support delivery (with other partners) of the Digital Youth Project to add to the series of short health and care films and podcasts by young people for young people.
- c. Continue to support YOL! to develop its online and social media.

6. Safeguarding:

- a. Continue membership of the Kingston Safeguarding Adults Board.
- b. Continue to deliver the Kingston Making Safeguarding Personal project.
- c. Continue support for the London Safeguarding Adults Board, London Safeguarding Voices and Conference Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, the Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment, appointment, induction and training of new trustees

Eeva Crawley was appointed to the Board on 28 September 2022 (Treasurer from 28 September 2022), and Kathryn Yates was appointed to the Board 11 January 2023.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Board determines HWK's priorities, budgets, its policies and procedures and its "position" on matters of public interest in health and social care. The staff are employed by the board and carry out the operational work of HWK. The Chief Executive Officer makes recommendations to the board and makes reports on the progress of the work.

Statutory statements

Healthwatch Kingston upon Thames used the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of seven members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022-23 the Board met five times and made decisions on matters such as reviewing and approving the budget in order to make optimum and imaginative use of our limited resources. This also includes approving bids for additional project funding. The Board also plays an active role governing the management of risk and mitigation. Nominated trustees review and sign-off reports and recommendations on behalf of the Board.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight about their experience of using services. During 2022-23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We ensured that our 'Making health and care better together' annual report 2022-23 was made available to as many members of the public and partner organisations as possible. We published it on our website, promoted it via social media, and sent it to our many stakeholders.

Responses to recommendations

We had zero providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensured that people who can make decisions about services heard about the insight and experiences that had been shared with us throughout the year.

In our local authority area, we had regular update meetings with the Director of Adult Social Services, the Chair of the Kingston Health Overview Panel, and a range of ICS and Place-Based meetings, such as the Kingston Hospital NHS Foundation Trust Patient and Engagement Committee and the Kingston Primary Care Quality Group.

We also took insight and experiences to decision makers in South West London Integrated Care System, such as sharing information at Integrated Care System level and where this was in collaboration with Healthwatch in other areas within our south west London area. We also shared our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we made zero Enter and View visits. HW Kingston considers our legislated Healthwatch Enter and View 'powers' are one of a range of research methodologies we can use in our work, and they are only used when this method is deemed best suited.

Healthwatch representatives

Healthwatch Kingston upon Thames was represented on the Royal Borough of Kingston upon Thames Health and Wellbeing Board by Dr Liz Meerabeau, Chair of HW Kingston. During 2022-23 our representative has effectively carried out this role by attending and contributing regularly to support RBK's strategic ambition to be a Marmot borough.

HEALTHWATCH KINGSTON UPON THAMES

Report of the Trustees
for the Year Ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Healthwatch Kingston upon Thames is represented on South West London Integrated Care Partnership by Alyssa Chase-Vilchez, Executive Officer and South West London Integrated Care Board by Alyssa Chase-Vilchez, Executive Officer.

Approved by order of the board of trustees on 14 November 2023 and signed on its behalf by:

Elizabeth Meerabeau - Trustee

Independent examiner's report to the trustees of HEALTHWATCH KINGSTON UPON THAMES ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Mary E Ryan

Ark Accountancy
Chartered Certified Accountant
31 Cheam Road
Epsom
Surrey
KT17 1QX

14 November 2023

HEALTHWATCH KINGSTON UPON THAMES

Statement of Financial Activities
for the Year Ended 31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		150	138,500	138,650	129,000
Charitable activities					
Charitable activities		18,500	8,000	26,500	43,000
Total		<u>18,650</u>	<u>146,500</u>	<u>165,150</u>	<u>172,000</u>
EXPENDITURE ON					
Charitable activities					
Charitable activities		18,500	129,223	147,723	121,548
Administration costs		(1,237)	29,298	28,061	27,089
Total		<u>17,263</u>	<u>158,521</u>	<u>175,784</u>	<u>148,637</u>
NET INCOME/(EXPENDITURE)		1,387	(12,021)	(10,634)	23,363
RECONCILIATION OF FUNDS					
Total funds brought forward		10,706	65,294	76,000	52,637
TOTAL FUNDS CARRIED FORWARD		<u><u>12,093</u></u>	<u><u>53,273</u></u>	<u><u>65,366</u></u>	<u><u>76,000</u></u>

The notes form part of these financial statements

HEALTHWATCH KINGSTON UPON THAMES

Balance Sheet 31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
CURRENT ASSETS					
Debtors	7	3,337	-	3,337	2,100
Cash at bank		8,756	53,923	62,679	75,985
		<u>12,093</u>	<u>53,923</u>	<u>66,016</u>	<u>78,085</u>
CREDITORS					
Amounts falling due within one year	8	-	(650)	(650)	(2,085)
		<u>12,093</u>	<u>53,273</u>	<u>65,366</u>	<u>76,000</u>
NET CURRENT ASSETS					
		<u>12,093</u>	<u>53,273</u>	<u>65,366</u>	<u>76,000</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>12,093</u>	<u>53,273</u>	<u>65,366</u>	<u>76,000</u>
NET ASSETS		<u>12,093</u>	<u>53,273</u>	<u>65,366</u>	<u>76,000</u>
FUNDS	9				
Unrestricted funds				12,093	10,706
Restricted funds				53,273	65,294
TOTAL FUNDS				<u>65,366</u>	<u>76,000</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 14 November 2023 and were signed on its behalf by:

Elizabeth Meerabeau - Trustee

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that 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.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 33% on cost
Computer equipment	- 50% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**2. NET INCOME/(EXPENDITURE)**

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

	31.3.23	31.3.22
	£	£
Other operating leases	10,008	9,499
	<u> </u>	<u> </u>

3. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

£nil was reimbursed to trustees for expenses (2022 £90)

4. STAFF COSTS

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

	31.3.23	31.3.22
	6	5
Charitable activity staff	<u> </u>	<u> </u>

No employees received emoluments in excess of £60,000.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	-	129,000	129,000
Charitable activities			
Charitable activities	19,000	24,000	43,000
Total	<u>19,000</u>	<u>153,000</u>	<u>172,000</u>
EXPENDITURE ON			
Charitable activities			
Charitable activities	23,000	98,548	121,548
Administration costs	-	27,089	27,089
Total	<u>23,000</u>	<u>125,637</u>	<u>148,637</u>
NET INCOME/(EXPENDITURE)	(4,000)	27,363	23,363
RECONCILIATION OF FUNDS			
Total funds brought forward	14,706	37,931	52,637
TOTAL FUNDS CARRIED FORWARD	<u>10,706</u>	<u>65,294</u>	<u>76,000</u>

HEALTHWATCH KINGSTON UPON THAMES

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

6. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2022 and 31 March 2023	786	3,527	4,313
DEPRECIATION			
At 1 April 2022 and 31 March 2023	786	3,527	4,313
NET BOOK VALUE			
At 31 March 2023	-	-	-
At 31 March 2022	-	-	-

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Other debtors	2,100	2,100
Prepayments	1,237	-
	<u>3,337</u>	<u>2,100</u>

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Accrued expenses	650	2,085
	<u>650</u>	<u>2,085</u>

9. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	10,706	1,387	12,093
Restricted funds			
RB Kingston	37,170	13,335	50,505
Youth out Loud	4,124	(1,356)	2,768
RBK Safeguarding Care Worker	17,000	(17,000)	-
RBK Making Safeguarding Personal LD Pilot	7,000	(7,000)	-
	<u>65,294</u>	<u>(12,021)</u>	<u>53,273</u>
TOTAL FUNDS	<u>76,000</u>	<u>(10,634)</u>	<u>65,366</u>

9. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	150	1,237	1,387
LSAB/HWE	17,000	(17,000)	-
Kingston Voluntary Action	1,500	(1,500)	-
	<u>18,650</u>	<u>(17,263)</u>	<u>1,387</u>
Restricted funds			
RB Kingston	138,500	(125,165)	13,335
Youth out Loud	-	(1,356)	(1,356)
RBK Safeguarding Care Worker	-	(17,000)	(17,000)
RBK Making Safeguarding Personal LD			
Pilot	-	(7,000)	(7,000)
LAS engagement	5,000	(5,000)	-
SWL ICS	3,000	(3,000)	-
	<u>146,500</u>	<u>(158,521)</u>	<u>(12,021)</u>
TOTAL FUNDS	<u><u>165,150</u></u>	<u><u>(175,784)</u></u>	<u><u>(10,634)</u></u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	10,706	-	10,706
SW London & St George's MH Trust	4,000	(4,000)	-
	<u>14,706</u>	<u>(4,000)</u>	<u>10,706</u>
Restricted funds			
RB Kingston	26,907	10,263	37,170
Youth out Loud	4,458	(334)	4,124
CGC/HWE	6,566	(6,566)	-
RBK Safeguarding Care Worker	-	17,000	17,000
RBK Making Safeguarding Personal LD			
Pilot	-	7,000	7,000
	<u>37,931</u>	<u>27,363</u>	<u>65,294</u>
TOTAL FUNDS	<u><u>52,637</u></u>	<u><u>23,363</u></u>	<u><u>76,000</u></u>

9. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
SW London & St George's MH Trust	2,000	(6,000)	(4,000)
LSAB/HWE	10,000	(10,000)	-
Kingston Voluntary Action	5,000	(5,000)	-
SLAM /CMHT	2,000	(2,000)	-
	<u>19,000</u>	<u>(23,000)</u>	<u>(4,000)</u>
Restricted funds			
RB Kingston	129,000	(118,737)	10,263
Youth out Loud	-	(334)	(334)
CGC/HWE	-	(6,566)	(6,566)
RBK Safeguarding Care Worker	17,000	-	17,000
RBK Making Safeguarding Personal LD Pilot	7,000	-	7,000
	<u>153,000</u>	<u>(125,637)</u>	<u>27,363</u>
TOTAL FUNDS	<u><u>172,000</u></u>	<u><u>(148,637)</u></u>	<u><u>23,363</u></u>

10. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

HEALTHWATCH KINGSTON UPON THAMES

Detailed Statement of Financial Activities for the Year Ended 31 March 2023

	31.3.23 £	31.3.22 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	150	-
RBK Contract	138,500	129,000
	<hr/>	<hr/>
	138,650	129,000
Charitable activities		
Grants	26,500	43,000
	<hr/>	<hr/>
Total incoming resources	165,150	172,000
EXPENDITURE		
Charitable activities		
Wages	133,172	102,449
Social security	6,644	4,980
Pensions	3,523	3,061
Advertising & recruitment	1,075	1,836
Sundries	1,450	-
DBS checks	105	-
Training	1,000	8,483
Payroll service	754	380
Other staffing costs	-	359
	<hr/>	<hr/>
	147,723	121,548
Support costs		
Management		
Other operating leases	10,008	9,499
Insurance	2,229	2,084
Telephone	2,902	2,772
Postage and stationery	296	594
Sundries	156	-
Hospitality	675	316
Subscriptions	734	274
Equipment	229	39
Staff travel	137	179
Volunteers expenses	428	-
Expenses reimbursed	-	(100)
Photocopier maintenance	3,623	4,026
Legal & professional	13	754
Office move & decoration	-	(183)
	<hr/>	<hr/>
	21,430	20,254
Finance		
Bank charges	310	220

This page does not form part of the statutory financial statements

HEALTHWATCH KINGSTON UPON THAMES

Detailed Statement of Financial Activities
for the Year Ended 31 March 2023

	31.3.23 £	31.3.22 £
Finance		
Information technology		
IT facilities	5,671	6,015
Governance costs		
Independent examiners fee	650	600
Total resources expended	<u>175,784</u>	<u>148,637</u>
Net (expenditure)/income	<u>(10,634)</u>	<u>23,363</u>

This page does not form part of the statutory financial statements

New Dialogue

England & Wales - Charity number 1159377

Accounts

REGISTERED COMPANY NUMBER: 08429159 (England and Wales)
REGISTERED CHARITY NUMBER: 1159377

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2022
for
HEALTHWATCH KINGSTON UPON THAMES

Ark Accountancy
Chartered Certified Accountant
31 Cheam Road
Epsom
Surrey
KT17 1QX

HEALTHWATCH KINGSTON UPON THAMES

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for the Year Ended 31 March 2022

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Balance Sheet	8
Notes to the Financial Statements	9 to 14

Report of the Trustees
for the Year Ended 31 March 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects of the Charity (the "Objects") are the advancement of health and the relief of those in need including by reason of youth, age, ill-health, disability or financial hardship primarily for the population of Kingston upon Thames 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.

All the work of HWK fits into one or more of these charitable activities

Public benefit

All of HWK's work is focused on:

- seeking improvements (or the amelioration of potential service reductions) in health and social care services that are used by the residents of RB Kingston; and
- providing information and advice to the residents of RB Kingston, by signposting people to relevant services and by explaining how to raise concerns or make complaints with service providers.

Grantmaking

HWK's coordination of the Time to Change Kingston (TTCK) ended on 31 March 2021. During 2021/22, the Board agreed that residual programme funding (unspent money for TTCK and Restricted Donations) totalling £8472.79 be granted to Mind in Kingston, who agreed to pick up the coordination and continue to support this area of community mental health work.

Volunteers

HWK's staff have worked alongside 50 volunteers during 2021-22. In the past year, our Board and other volunteers have helped us: govern our organisation, find out what local people thought was working and what improvements local people would like to make to NHS and social care services, set our priorities, develop new outreach and engagement projects, review our survey data, and identify themes for our reports. It is estimated that volunteers contributed 2,758 hours in support of our work.

Report of the Trustees
for the Year Ended 31 March 2022

ACHIEVEMENT AND PERFORMANCE

Charitable activities

HWK's work in 2021/22 was delivered against the following agreed key areas:

1. Response to and recovery from the coronavirus pandemic :

a. Continue to gather views and experiences of NHS and social care services during and after the coronavirus pandemic, to ensure commissioners, providers and other system leaders respond appropriately to the health and care needs of local people.

2. NHS and Social Care transformation:

a. Monitor the commissioning, provision and transformation of health and care in Kingston, in particular the introduction of the south west London Integrated Care System.

3. Learning Disability :

a. Support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training.

b. Provide chair and administrative support for the 'Kingston All Ages Learning Disability Partnership Board' (2018-22 Strategy - Year 4).

4. Mental Health:

a. Provide chair and administrative support for the 'Kingston Communities Taskforce - Mental Health and Wellbeing Subgroup' (with the work of the subgroup incorporating the refresh of the 'Thrive Kingston' Mental Health and Wellbeing Strategy).

b. Continue to monitor progress of and engagement with specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD).

5. Young People :

a. Support Youth Out Loud! (YOL!) to review health and care services (we did this in partnership with HW Richmond).

b. Support delivery (with other partners including HW Richmond) of the Digital Youth Project (year 3) to complete a series of short health and care films and podcasts by young people for young people.

c. Support YOL! to develop its online and social media.

6. Safeguarding :

a. Continue membership of the Kingston Safeguarding Adults Board.

b. Continue to deliver the Kingston Making Safeguarding Personal pilot (Year 2).

c. Continue support for the London Safeguarding Adults Board, Safeguarding VOICES and Conference Planning Groups (Year 3) to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

Open Meetings

HWK Open Meetings continued to provide an opportunity for richer conversations and exchanges of learning amongst the public, HWK volunteers and with commissioners and providers of health and social care services.

Information, advice, and signposting

HWK played a role in signposting people to the advice and information they need to take control of their health and social care and

find services that will provide them with the right support. 2,436 people accessed information and advice on our website.

670 people contacted us for information by telephone, email or our online 'contact us' form.

Outreach and Engagement

5,087 people shared 28,196 views and experiences with us through our outreach and engagement events and projects in 2021-22.

11,861 people visited our website in 2021-22. 297 social media posts reached 134,524 people. During 2021-22, HWK attended or hosted over 543 meetings, presentations, and workshops. We published 16 reports about the improvements people would like to see to care services. From this we made 33 recommendations for improvements. We published 11 surveys and 7 e-newsletters, and we increased our subscribers by 150 in 2021-22.

Report of the Trustees
for the Year Ended 31 March 2022

FINANCIAL REVIEW

Principal funding sources

HWK's primary source of funding is the money it receives through its contract with the RBK for the provision of a Healthwatch in Kingston. The initial 2+1+1 year contract was extended by 1 year in 2020/21 (to cover 2021/22) and then extended for another year in 2021/22. The contract value is £129k per annum which is paid in quarterly instalments.

Reserves policy

For the year 2020/21, the HWK Board agreed a Reserve Policy requirement of £39,000.

FUTURE PLANS

The Board agreed our six priority work areas for 2022/23 as:

1. Response to and recovery from the coronavirus pandemic

a. Continue to gather views and experiences of NHS and social care services during and after the coronavirus pandemic, to ensure commissioners, providers and other system leaders respond appropriately to the health and care needs of local people.

2. Health inequalities and NHS and Social Care transformation

a. Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston, in particular: the South West London Integrated Care System; health inequalities; the health and care needs of women and people with long term medical conditions.

3. Learning Disability

- a. Continue to support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training.
- b. Continue to provide chair and administrative support for the 'Kingston All Ages Learning Disability Partnership Board'.

4. Mental Health

- a. Continue to provide chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'.
- b. Continue to monitor progress of and engagement with specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD).
- c. Provide independent evaluation of the south west London Community Mental Health Transformation Programme in Kingston.

5. Young People

- a. Continue to support Youth Out Loud! (YOL!) to review health and care services (in partnership with HW Richmond and other stakeholders).
- b. Continue to support delivery (with other partners) of the Digital Youth Project (Year 4) to complete a series of short health and care films and podcasts by young people for young people.
- c. Continue to support YOL! to develop its online and social media.

6. Safeguarding

- a. Continue membership of the Kingston Safeguarding Adults Board.
- b. Continue to deliver the Kingston Making Safeguarding Personal project (Year 3).
- c. Continue support for the London Safeguarding Adults Board, London Safeguarding Voices, and Conference Planning Groups (Year 4) to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, the Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment, appointment, induction and training of new trustees

One induction was undertaken in 2021/22 as Richard Allen was appointed to the Board on 26 May 2021.

Report of the Trustees
for the Year Ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Board determines HWK's priorities, budgets, its policies and procedures and its "position" on matters of public interest in health and social care. The staff are employed by the board and carry out the operational work of HWK. The Chief Executive Officer makes recommendations to the board and makes reports on the progress of the work.

Local influence

A key part of the remit of local Healthwatch is to influence decision makers. In order to help facilitate this, HWK has a seat on the Health and Wellbeing Board where key decisions are made about strategy, commissioning and delivery of local health and social care services. Our staff and Trustees and volunteers attended a number of other meetings and committees, to ensure that we are well informed about anything that may impact on NHS and social care services for people in Kingston.

Boards, Committees, Groups and regular meetings attended during 2021-22 included: 1. Royal Borough of Kingston upon Thames (RBK) Health and Wellbeing Board, which has a key role in the local integration of health, social care and other public services; 2. RBK Health Overview Panel, the chair of which has regular meetings with the chair of HW Kingston; 3. NHS South West London (SWL) Clinical Commissioning Group (CCG) Governing Body; 4. Kingston and Richmond Primary Care Management Group; 5. SWL CCG Primary Care Commissioning Committee; 6. SWL Community Engagement Steering Group; 7. Kingston and Richmond Communications and Engagement Group; 8. Kingston Patient and Public Forum; 9. Kingston Primary Care Leads and HW Kingston Meeting; 10. RBK Director of Adult Social Care Meeting; 11. SWL HW Chief Officers' Meeting; 12. Kingston Chief Officers' Network; 13. Kingston Hospital HW Forum; 14. SWLStG Mental Health Trust HW Forum; 15. Kingston Health and Wellbeing Network; 16. Kingston All Ages Learning Disability Partnership Board; 17. Kingston Communities Task Force (CTF); 18. Time to Change Kingston Steering Group; 19. London Safeguarding Adults Board (LSAB); 20. LSAB Voice and Conference Planning Work Group; 21. London Safeguarding Voices Group; 22. Kingston Safeguarding Adults Board; 23. London Healthwatch Network; 24. Care Providers Forum; 25. Kingston Carers Board; 26. Making Safeguarding Personal Management Group; 27. CTF Mental Health and Wellbeing Subgroup; 28. Care Worker Wellbeing Planning Group; 29. Kingston and Richmond Post-Covid Steering Group; 30. Youth Out Loud! 31. Kingston and Richmond Youth Council; 32. Kingston Interim Place Committee; 33. London Safeguarding Voices Communications and Resources Work Group; 34. London Safeguarding Voices Conference Work Group; 35. SWL Bereavement Think Tank; 36. Kingston Voluntary Sector Forum; 37. London Ambulance Service LAS Public and Patients Council; 38. RBK BAME Mental Health Partnership Meeting; 39. Kingston, Richmond and Surrey A&E Delivery Board; 40. Joint Quality Governance Committee; 41. SWLStG Community Mental Health Transformation Design and Delivery Group (now the Kingston Adult Mental Health Partnership Task & Finish Group); 41. K&R Borough Committee; 41. Kingston Hospital Dementia Services Group.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08429159 (England and Wales)

Registered Charity number

1159377

Registered office

Siddeley House Suite 3
2nd Floor
50 Canbury Park Road
Kingston upon Thames
Surrey
KT2 6LX

Report of the Trustees
for the Year Ended 31 March 2022

Trustees

James David Waugh Civil servant
Nigel Macdonald Spalding Retired
Grahame John Mark Snelling Safeguarding Officer
William Max Ostrom Consultant (resigned 12.1.22)
Elizabeth Meerabeau Chair
Scotty McLeod
Richard Charles Allen (appointed 26.5.21)

Independent Examiner

Mary E Ryan
FCCA
Ark Accountancy
Chartered Certified Accountant
31 Cheam Road
Epsom
Surrey
KT17 1QX

Approved by order of the board of trustees on 13 December 2022 and signed on its behalf by:

Elizabeth Meerabeau - Trustee

Independent examiner's report to the trustees of HEALTHWATCH KINGSTON UPON THAMES ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Mary E Ryan
FCCA
Ark Accountancy
Chartered Certified Accountant
31 Cheam Road
Epsom
Surrey
KT17 1QX

14 December 2022

HEALTHWATCH KINGSTON UPON THAMES

Statement of Financial Activities
for the Year Ended 31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		-	129,000	129,000	130,500
Charitable activities					
Charitable activities		19,000	24,000	43,000	26,400
Total		<u>19,000</u>	<u>153,000</u>	<u>172,000</u>	<u>156,900</u>
EXPENDITURE ON					
Charitable activities					
Charitable activities		23,000	98,548	121,548	160,516
Administration costs		-	27,089	27,089	21,803
Total		<u>23,000</u>	<u>125,637</u>	<u>148,637</u>	<u>182,319</u>
NET INCOME/(EXPENDITURE)		(4,000)	27,363	23,363	(25,419)
RECONCILIATION OF FUNDS					
Total funds brought forward		14,706	37,931	52,637	78,056
TOTAL FUNDS CARRIED FORWARD		<u><u>10,706</u></u>	<u><u>65,294</u></u>	<u><u>76,000</u></u>	<u><u>52,637</u></u>

Balance Sheet
31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
CURRENT ASSETS					
Debtors	7	-	2,100	2,100	1,400
Cash at bank and in hand		10,706	65,279	75,985	53,542
		<u>10,706</u>	<u>67,379</u>	<u>78,085</u>	<u>54,942</u>
CREDITORS					
Amounts falling due within one year	8	-	(2,085)	(2,085)	(2,305)
		<u>10,706</u>	<u>65,294</u>	<u>76,000</u>	<u>52,637</u>
NET CURRENT ASSETS					
		<u>10,706</u>	<u>65,294</u>	<u>76,000</u>	<u>52,637</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>10,706</u>	<u>65,294</u>	<u>76,000</u>	<u>52,637</u>
NET ASSETS					
		<u>10,706</u>	<u>65,294</u>	<u>76,000</u>	<u>52,637</u>
FUNDS					
Unrestricted funds	9			10,706	14,706
Restricted funds				65,294	37,931
TOTAL FUNDS					
				<u>76,000</u>	<u>52,637</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 13 December 2022 and were signed on its behalf by:

Elizabeth Meerabeau - Trustee

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that 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.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 33% on cost
Computer equipment	- 50% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

HEALTHWATCH KINGSTON UPON THAMES

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

2. NET INCOME/(EXPENDITURE)

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

	31.3.22	31.3.21
	£	£
Other operating leases	9,499	7,235
	<u> </u>	<u> </u>

3. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

£90 was reimbursed to one trustee for expenses (2021 £nil)

4. STAFF COSTS

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

	31.3.22	31.3.21
Charitable activity staff	<u>5</u>	<u>5</u>

No employees received emoluments in excess of £60,000.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	-	130,500	130,500
Charitable activities			
Charitable activities	<u>4,000</u>	<u>22,400</u>	<u>26,400</u>
Total	<u>4,000</u>	<u>152,900</u>	<u>156,900</u>
EXPENDITURE ON			
Charitable activities			
Charitable activities	-	160,516	160,516
Administration costs	-	21,803	21,803
Total	<u> </u>	<u>182,319</u>	<u>182,319</u>
NET INCOME/(EXPENDITURE)	4,000	(29,419)	(25,419)
Transfers between funds	<u>2,693</u>	<u>(2,693)</u>	<u> </u>
Net movement in funds	6,693	(32,112)	(25,419)
RECONCILIATION OF FUNDS			
Total funds brought forward	8,013	70,043	78,056

HEALTHWATCH KINGSTON UPON THAMES

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
TOTAL FUNDS CARRIED FORWARD	14,706	37,931	52,637

6. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2021 and 31 March 2022	786	3,527	4,313
DEPRECIATION			
At 1 April 2021 and 31 March 2022	786	3,527	4,313
NET BOOK VALUE			
At 31 March 2022	-	-	-
At 31 March 2021	-	-	-

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

		31.3.22 £	31.3.21 £
Other debtors		2,100	1,400

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

		31.3.22 £	31.3.21 £
Accrued expenses		2,085	2,305

9. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	10,706	-	10,706
SW London & St George's MH Trust	4,000	(4,000)	-
	14,706	(4,000)	10,706
Restricted funds			
RB Kingston	26,907	10,263	37,170
Youth out Loud	4,458	(334)	4,124
CGC/HWE	6,566	(6,566)	-
RBK Safeguarding Care Worker	-	17,000	17,000
RBK Making Safeguarding Personal LD Pilot	-	7,000	7,000
	37,931	27,363	65,294
TOTAL FUNDS	52,637	23,363	76,000

HEALTHWATCH KINGSTON UPON THAMES

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

9. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
SW London & St George's MH Trust	2,000	(6,000)	(4,000)
LSAB/HWE	10,000	(10,000)	-
Kingston Voluntary Action	5,000	(5,000)	-
SLAM /CMHT	2,000	(2,000)	-
	<u>19,000</u>	<u>(23,000)</u>	<u>(4,000)</u>
Restricted funds			
RB Kingston	129,000	(118,737)	10,263
Youth out Loud	-	(334)	(334)
CGC/HWE	-	(6,566)	(6,566)
RBK Safeguarding Care Worker	17,000	-	17,000
RBK Making Safeguarding Personal LD Pilot	7,000	-	7,000
	<u>153,000</u>	<u>(125,637)</u>	<u>27,363</u>
TOTAL FUNDS	<u>172,000</u>	<u>(148,637)</u>	<u>23,363</u>

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	8,013	-	2,693	10,706
SW London & St George's MH Trust	-	4,000	-	4,000
	<u>8,013</u>	<u>4,000</u>	<u>2,693</u>	<u>14,706</u>
Restricted funds				
RB Kingston	52,603	(25,696)	-	26,907
Time to Change	8,733	(6,040)	(2,693)	-
Youth out Loud	5,373	(915)	-	4,458
CGC/HWE	3,334	3,232	-	6,566
	<u>70,043</u>	<u>(29,419)</u>	<u>(2,693)</u>	<u>37,931</u>
TOTAL FUNDS	<u>78,056</u>	<u>(25,419)</u>	<u>-</u>	<u>52,637</u>

9. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
SW London & St George's MH Trust	4,000	-	4,000
Restricted funds			
RB Kingston	129,000	(154,696)	(25,696)
Time to Change	13,668	(19,708)	(6,040)
Youth out Loud	-	(915)	(915)
CGC/HWE	3,232	-	3,232
RBK Making Safeguarding Personal LD Pilot	7,000	(7,000)	-
	<u>152,900</u>	<u>(182,319)</u>	<u>(29,419)</u>
TOTAL FUNDS	<u>156,900</u>	<u>(182,319)</u>	<u>(25,419)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	8,013	-	2,693	10,706
Restricted funds				
RB Kingston	52,603	(15,433)	-	37,170
Time to Change	8,733	(6,040)	(2,693)	-
Youth out Loud	5,373	(1,249)	-	4,124
CGC/HWE	3,334	(3,334)	-	-
RBK Safeguarding Care Worker	-	17,000	-	17,000
RBK Making Safeguarding Personal LD Pilot	-	7,000	-	7,000
	<u>70,043</u>	<u>(2,056)</u>	<u>(2,693)</u>	<u>65,294</u>
TOTAL FUNDS	<u>78,056</u>	<u>(2,056)</u>	<u>-</u>	<u>76,000</u>

HEALTHWATCH KINGSTON UPON THAMES

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

9. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
SW London & St George's MH Trust	6,000	(6,000)	-
LSAB/HWE	10,000	(10,000)	-
Kingston Voluntary Action	5,000	(5,000)	-
SLAM /CMHT	2,000	(2,000)	-
	<hr/>	<hr/>	<hr/>
	23,000	(23,000)	-
Restricted funds			
RB Kingston	258,000	(273,433)	(15,433)
Time to Change	13,668	(19,708)	(6,040)
Youth out Loud	-	(1,249)	(1,249)
CGC/HWE	3,232	(6,566)	(3,334)
RBK Safeguarding Care Worker	17,000	-	17,000
RBK Making Safeguarding Personal LD Pilot	14,000	(7,000)	7,000
	<hr/>	<hr/>	<hr/>
	305,900	(307,956)	(2,056)
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>328,900</u>	<u>(330,956)</u>	<u>(2,056)</u>

10. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

New Dialogue

England & Wales - Charity number 1159377

Accounts

REGISTERED COMPANY NUMBER: 08429159 (England and Wales)
REGISTERED CHARITY NUMBER: 1159377

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2021
for
HEALTHWATCH KINGSTON UPON THAMES

Ark Accountancy
Chartered Certified Accountant
31 Cheam Road
Epsom
Surrey
KT17 1QX

HEALTHWATCH KINGSTON UPON THAMES

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Report of the Trustees
for the Year Ended 31 March 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects of the Charity (the "Objects") are the advancement of health and the relief of those in need including by reason of youth, age, ill-health, disability or financial hardship primarily for the population of Kingston upon Thames 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.

All the work of HWK fits into one or more of these charitable activities

Public benefit

All of HWK's work is focused on:

- seeking improvements (or the amelioration of potential service reductions) in health and social care services that are used by the residents of RB Kingston; and
- providing information and advice to the residents of RB Kingston, by signposting people to relevant services and by explaining how to raise concerns or make complaints with service providers.

Grantmaking

In 2019/20 HWK worked with the SW London and St. Georges' Mental Health Trust, supporting a partnership approach to hosting mental health awareness events. The Trust provided £2000 to HWK for community work. As part of this HWK made two grants of £200. There were plans to use the remainder of funding in 2020/21 but due to the coronavirus pandemic this did not happen. Ideas for future community mental health awareness events will be explored in 2021/22 until the grant is utilised. All future events associated with the residual grant will be co-branded with the Mental Health Trust Partner Fund and other key partners.

Volunteers

Everyone involved in HWK, other than its employees, are volunteers. This includes our board of eight Trustees that became seven on 26 January 2021 and then reduced further to six on 31 March 2021. During this time, HWK recruited a new member of the Board (who began in May 2021). As at year end, there were 81 volunteers in total. HWK volunteers engage in a wide range of activities including:

- Carrying out Enter & View visits
- Scoping HWK new projects, developing, undertaking, and analysing surveys
- Being part of a Task Group
- Gathering feedback from the public
- Helping at events and other community engagement activities
- Promoting the role of Healthwatch Kingston
- Conducting outreach activity in connection with the Time to Change Kingston programme

It is estimated that volunteers contributed more than 4,985 hours of their time in 2020/21.

Report of the Trustees
for the Year Ended 31 March 2021

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Work continued from 2019/20

1. Task Groups

Healthwatch Kingston (HWK) continued to work with the volunteers ('Active Affiliates') participating in four task groups covering Community Care, Hospital, Mental Health, and Learning Disability services. Each task group worked to complete work began in 2019/20 (or earlier). Task Group members were also invited to support the staff team with new project work that focused on the impact of the pandemic during 2020/21 and this is described in the section headed 'New Work in 2020/21' below. Our work with young people (aged 13-17 years) is described in the section below headed 'Youth Out Loud!'.

2. Open Meetings

As reported in previous reports, at the start of 2018/19, the bi-monthly meetings of the task groups were consolidated onto the same day so that all task group members could meet before their individual task group meetings to hear from outside speakers and to receive updates on HWK work. These 'Open Meetings' have made it easier for more members of our community to take part in HWK's work. The Open Meetings were switched from Face to Face to online during the pandemic in response to Government guidance and attendance fluctuated between 15-30 attendees during 2020/21. The Open Meetings continue to provide an opportunity for richer conversations and exchanges of learning amongst HWK volunteers and with commissioners and providers of health and social care services.

3. Provision of Emotionally Unstable Personality Disorder for Kingston Residents

Early in 2017, people with 'lived experience of Personality Disorder' informed HWK about a lack of specialist services for residents. In November 2017, having exhausted earlier requests for satisfactory information from commissioners, we made a formal referral to the Kingston Health Overview Panel. In response, a business case for an interim Personality Disorder service was approved by the Kingston and Richmond Clinical Commissioning Group (CCG) Finance Committee. South West London and St George's Mental Health Trust was due to implement the new PD service from 19 April 2019 and spot purchasing was available. We continued our monitoring of specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD) throughout 2019/20. Although the CCG and the Mental Health Trust had taken steps to provide an alternative service, HWK was still hearing concerns from local people that service capacity did not meet local need. We learned that a service specification was to be created and requested that service users and local people be involved in this process.

During 2020/21, HWK further monitored progress of specialist service provision to people with EUPD. The Chair of Trustees wrote to SWL CCG Mental Health leads in June 2020, asking for clarification on: Whether the EUPD service in Kingston was fully operational and comparable to the service provided to residents of the other five SWL boroughs. If it was not yet fully operational, whether there was scope for user involvement in its design; whether the service was available to everyone with EUPD, as HWK had been told that it covers only a fraction; if so, what was the rationale for this, and what was the provision for people with EUPD who are not eligible; and what volume of spot purchasing had taken place?

The response to the letter from CCG Mental Health commissioning leads was discussed at both the HWK Mental Health Task Group and HWK Board and it was felt a further letter was required to explore the core unresolved issues identified. The questions were: What was the scope of the service provided for people in Kingston? Does a significant cohort fall outside it? Was a future service in design and was there scope for Patient and Public Involvement in shaping it?

Our current impact in this area: We reconnected with SWL CCG Mental Health commissioning leads on 11 December 2020, when it was agreed that input should be sought from RBK Public Health about the estimated size of the Kingston population who may be living with EUPD at the present time. CCG leads also re-confirmed that spot purchasing of specialised EUPD services would be made available to people identified with EUPD by the system. HWK have also asked SWL Primary Care commissioning leads about how integrated community mental health providers are made aware of the availability of spot purchasing. The Mental Health Trust Transformation Programme may also provide a vehicle for improvement / harmonisation of the Kingston EUPD service with other SW London boroughs. HWK Mental Health Task Group members have also been invited to take part in the planned workshops to co-design new services.

4. Ideas and experiences shared with us

Report of the Trustees
for the Year Ended 31 March 2021

During the year, we heard from 4,239 people who engaged with us through our projects and outreach in 2020-21. An 100% increase over our previous year. People shared 18,489 experiences, views and concerns about health and social care. As part of this, we specifically engaged and supported 2,656 people about Covid-19 in 2020-21, who shared 4,342 experiences, views and concerns with us.

5. Signposting to Advice and Information

711 people sought help through the section of our website set up to provide information and advice. 448 people contacted us by telephone, email or our online 'contact us' form.

6. Outreach and Engagement

12,822 people visited our website in 2020-21. 379 social media posts reached 101,760 people. During 2020-21, HWK attended or hosted over 513 meetings, presentations and workshops (over 230 in 2019-20). We published 7 reports about the improvements people would like to see to health and social care services. From this, we made 25 recommendations for improvement. We also published 9 surveys and 6 newsletters, doubling our subscribers during this period.

New work in 2020/21

7. Mental Health Task Group

Our Mental Health Task Group (MHTG) exists to influence positive change in Mental Health services in Kingston. After reporting last year on the extended survey period, we shared that our Kingston iCope report was rescheduled for publication in September 2020. This was to facilitate additional time for the formal response from the provider due to the then initial coronavirus pandemic pressures.

The MHTG ran a service user experience review of the iCope Kingston Psychological Therapies Service (which closed the end of 2019). Progress on the reporting of this project has been hampered for a range of reasons, including Covid-19. The report has been restructured and is in the process of being finalised. Recommendations are now drafted, based on a revised analysis of the report content. We will note service development updates made since our initial research, as it is important for us to publish what service users shared with us, even though delayed. The final report will be submitted to Camden and Islington NHS Foundation Trust (the provider) and South West London Clinical Commissioning Group (the commissioner) of the Kingston iCope service for their formal responses to the report's recommendations which will be incorporated into the report before HWK publishes it.

8. Hospital Services Task Group

Our work with Kingston Hospital NHS Trust continues to be a priority for Healthwatch Kingston. The regular face-to-face, Kingston Hospital Healthwatch Forum meetings were postponed during the first part of the year due to Covid-19 pressures on the hospital and the need for patient safety. These began again virtually on 2 December and included an update on the hospital's response to Covid-19, maternity services, dentistry and their Dementia and Delirium strategy.

At the end of 2019 and the beginning of 2020, through our Hospital Services Task Group (HSTG), we conducted a series of Enter and View adult inpatient wards at Kingston Hospital. During 2020/21, HWK and Kingston Hospital mutually agreed an extended timeline to complete our report for publication due to the unprecedented impact of the coronavirus pandemic and the need to prioritise a local response. We do, however, always have in mind the patients who shared their experiences with us to make this report and its recommendations. We have been eager to publish this report, so they know we have listened. HWK made nine recommendations to Kingston Hospital and their formal response is published in our Enter and View report (completed on 31 March 2021). Our impact in this area was illustrated by Kingston Hospital sharing the findings, recommendations and their planned action relating to our report at their Patient Experience Committee in mid-June 2021. Kingston Hospital has also agreed to update HWK on actions they have taken in response to recommendations about discharge from hospital in our 'What was leaving Hospital like?' report, (published in December 2019, at the time our Enter and View visits began), at the Kingston Hospital Healthwatch Forum later in 2021.

Report of the Trustees
for the Year Ended 31 March 2021

The Kingston Hospital Freedom to Speak Up Guardian joined a HSTG online meeting on 11 June 2020. This proved to be an extremely informative and positive meeting in which more information about the role was shared. We learned about projects to support culture change at the hospital that aim to encourage more open dialogue between staff and more opportunities to air grievances or complaints. The HSTG also welcomed the opportunity to promote the importance of such a role at Kingston Hospital, especially to establish a culture of openness, diversity and inclusion. HWK continued to monitor complaints and procedures at the hospital in our analysis of experiences, views and concerns shared about hospital services through responses to our surveys and other virtual, engagement activities.

9. Community Care Task Group

To illustrate our collaborative impact, our Community Care Task Group (CCTG) published a 'Then and Now' case study in the HWK Annual 2020/21 Report to Healthwatch England, which covered six years of work. It demonstrates how it can take patience, persistence and time to achieve significant change; a measure of the value of Healthwatch involvement. In 2015, the CCTG was alerted to concerns about the quality of Care at Home services available in Kingston, particularly those being provided by the council. One of the three agencies originally commissioned by the council was no longer being used and services were being purchased on an ad hoc basis to keep up with demand. After various community engagement activities run by HWK during the six year period, during the autumn/winter of 2020/21, home care agencies were invited by the council to apply to join the Framework. Many more home care agencies applied than was originally anticipated (including some newly established agencies, even in the midst of the pandemic). It is hoped that using a wider range of agencies will increase the level of choice that service users can exercise and ensure that the service more effectively meets their needs and helps them to retain as much independence as they can for as long as possible. Although the Framework focuses on the 550 people receiving Care at Home from the council, it is also hoped that the arrangements will have a positive impact on the care market and benefits for the larger number of people who fund their own care.

In order to develop links with people experiencing care in the community that are part of GP Patient Participation Groups, HWK also engaged Kingston Clinical Commissioning Group (CCG) leads further in 2020/21 to explore how best to achieve this and met on a regular basis with POhWER (the Independent Health Complaints Advocacy service) to discuss partnership working. With the support of CCG colleagues, GP managers have been contacted to share HW Kingston's 'Test and Trace Service' survey with their Patient Participation Groups.

10. Learning Disability Task Group

The HWK Learning Disability Task Group (LDTG) held monthly online Zoom meetings from the beginning of the Covid-19 crisis (March 2020) to support regular contact with LDTG members. HWK attended the Kingston Mencap "Let's Talk" meeting, to gather local people's views on NHS and social care services during Covid. Attendees enjoyed the session, talking about what was good, as well as what wasn't, and the differences they have found, with services adjusting to being "Covid safe".

Numbers attending the LDTG had grown slowly but in January 2021, we discussed how the LDTG could fit into the "Let's Talk" meetings and help further increase engagement with people living with a learning disability, their families, carers and advocates. HWK also ran some Enter and View training sessions for LDTG members, so that they can join HWK staff on visits to GP practices, once it is safe to do so.

11. All Age Learning Disabilities Partnership Board

HWK had intended for the 'End of Year' All Age Learning Disability Partnership Board community event to take place in April 2020, but due to the pandemic, the event was rearranged, and redesigned. Partners worked together to assess how best to progress the event planning and other work of the Partnership Board, considering the Covid-19 public health and safety restrictions.

The Board continued to work through its two work groups and focused on previously agreed projects. One work group on health and wellbeing, looked at good physical and mental health services to keep people well and how to ensure health and social care services work well together. The other on communications, looked at good information and support to help people with a learning disability, their families, carers and advocates to make choices and get the right services.

HW Kingston supports the Partnership Board, which is independently co-chaired by our Chief Executive Officer and people living with a learning disability. Our 'Year in Review' report captured the work of the Partnership and was launched at the new online community event in December 2020.

12. Time to Change Kingston

Time to Change (TTC) was the national campaign to reduce mental health stigma and discrimination. Mind and Rethink Mental Illness ran the national TTC project funded by the Department of Health and Social Care, Comic Relief and the Big Lottery Fund. TTC created a network of hubs across the country to combine the insights from the national campaign with local knowledge to support communities, workplaces and schools to help end the negative attitudes and behaviours towards people experiencing mental health problems. HWK and Kingston Council bid for funds to establish Kingston as the second funded hub in London in April 2019, with the Royal Borough of Kingston as Hub Host and HWK as Hub Coordinator. HWK then employed one staff member on behalf of the Time to Change Kingston (TTCK) partnership who coordinated campaigns, the TTCK Champions Fund and events, and reported our impact quarterly to Time to Change national leads.

During 2020/21, we continued to build upon and maintain engagement with Champions and the public but considering Government Coronavirus guidance, HW Kingston with TTCK quickly adopted remote engagement, with meetings transitioning to the online platform, Zoom. As part of a raft of Champion project related work, the TTCK partnership also ran key events linked to Mental Health Awareness Week in May 2020, World Mental Health Day in October 2020 and Time to Talk Day in February 2021.

In 2018 the Royal Borough of Kingston (RBK) completed a needs assessment for its Korean community, the largest in the UK. HWK recognised that identifying and supporting the health and social care of a hard-to-reach community was especially important in tackling health inequalities and the stigma of mental health issues so set about developing the means to open a more constructive and supportive dialogue. TTCK, supported by HWK and other partners (including Royal Borough of Kingston and Mind in Kingston), set up multi-stakeholder engagement meetings with the Korean community in November 2020. Community groups were encouraged to own the project and develop plans to help reduce mental health stigma, facilitated by money from the TTCK Champions Fund. Empowered by the support provided, the TTCK Korean engagement project group invested time and energy to create mental health top tips in Korean. Graphically illustrated by a TTCK Hub Champion and translated by Korean attendees, the top tips were shared during Kingston Korean Senior Citizens (KKSC) zoom sessions and then printed and given out with Christmas cards and seasonal goodie bags to 150 people just before Christmas last year. Through collaborative working, we have begun to build stronger relationships with community leaders. The positive feedback and success of the project has provided Time to Change Kingston and the HWK team with key learning and a better understanding of how to establish constructive dialogue about stigmas associated with mental health, particularly in the Korean community.

Encouraged by progress in the Korean Community, supported by HWK and TTCK, Kingston residents from the Tamil community are building a website in Tamil offering basic information about mental health and signposting to local Tamil services. This will, once Covid-19 restrictions are lifted, be supported by a video featuring prominent people in the Tamil community talking about mental health. Taken together, the goal of achieving acceptance that there is no stigma in having a mental health problem will be an important first step for people to be willing to seek and accept help.

In 2020-21 Time to Change Kingston outreach and engagement activities contributed to the following outputs: 35 Champions (20 in the previous year) who had conversations with more than 1200 members of the public (400 previously) at 37 public facing events (10 last year). Our Champions worked to reduce mental health stigma in Kingston volunteering over 1725 hours (600 hours last year) planning events, activities and campaigns.

In January 2021, Mind and Rethink Mental Illness announced that the Time to Change national campaign, would end on 31st March 2021. As a result, our local TTCK partnership funding from Time to Change also ended. However, at the beginning of our local Hub campaign the 21 organisations in our TTCK partnership signed up to creating a self-sustaining Hub to support the work of TTCK beyond the end of the national campaign. HWK agreed to act as Hub Coordinator and employ the coordinator post (on behalf of the partnership) for the agreed two years that ran up to the end of March 2021. Plans were put in place to ensure that from 1st April 2021, HWK will continue commitments outlined in its 'TTC Employer Pledge' action plan and involve interested Champions in its mental health engagement activities. HWK will also remain as a partner of the TTCK Steering Group, supporting activities on an ad hoc basis. HWK will however, pass on the coordination role to Mind in Kingston, to continue the support of our TTCK Champions.

13. Thrive Kingston Mental Health Strategy Planning and Implementation Group

Report of the Trustees
for the Year Ended 31 March 2021

HWK continued to provide support (chair and administration) to this group during 2020/21. In response to the coronavirus pandemic in March 2020, the Mental Health Strategy Planning and Implementation Group (MHSPiG) temporarily became the Kingston Covid-19 Mental Health Response Strategy Group. As the 'Thrive Kingston Mental Health Strategy' was due to end on 31 March 2021, and given the consensus to complete unfinished relevant plans, the Group agreed there was a need for a review and refreshed strategy to incorporate emergent mental health needs due to Covid-19. In December 2020, the group became the Mental Health and Wellbeing Subgroup (MHW) for the new RBK led Communities Taskforce (CTF) to avoid duplication, to support planning and provide scrutiny of a Kingston-wide, coordinated approach to address mental health needs, while augmenting and benefiting from the momentum across south west London and south London.

The MHW regularly reports to the CTF and is in the process of reviewing evidence to create a refreshed Mental Health Strategy and priorities for Kingston.

14. 'Youth Out Loud!'

Youth Out Loud! (YOL!), is a group of young people aged 13-17 from Kingston and Richmond helping to improve NHS care and the wellbeing of young people. YOL! is supported by HWK and Healthwatch Richmond.

Due to Covid-19 pressures on Kingston Hospital and service re-design, it was decided that a new 'virtual 15 Steps Challenge' would be beneficial for both Youth Out Loud! and the sexual health clinic, rather than the originally planned pre-pandemic review. 'Mystery shopping' scenarios have been reviewed by YOL! and the 'virtual' review has been re-scheduled to take place in 2021-22.

Our work with YOL! focused on giving teenagers appropriate information on local and national services, raising awareness of young people's experiences, and growing the number of YOL! members. We also provided opportunities for young people to develop skills and experiences through our Digital Youth Project.

YOL! work in 2020/21 included recruiting 6 new members during 2020/21. 11 dedicated YOL! members contributed 175 hours volunteering time. These young people produced, 2 YOLTalks! Podcasts (another is now in production specifically for mental health). These were distributed through social media and by 65 youth organisations and schools and covered: food, eating and body perceptions during lockdown; and experiences of being LGBTQ+

We worked with YOL! to collect 1,761 experiences of health, care and wellbeing during the 2020 lockdown from 346 young people. Our resulting report, Young People's Wellbeing During the Covid-19 Crisis (published in October 2020), gives local service providers key learnings around mental health, physical exercise and health, and the availability of online support and information that will help them better to meet the needs of young people in Kingston and Richmond. We shared our experience, success, and achievements from supporting YOL! during the pandemic by presenting to 42 Healthwatch local organisations at the national Healthwatch Week virtual conference in November 2020.

The shift to remote work and life created a need for YOL! to boost engagement online. After revamping the website, YOL! enhanced its presence on social media.

HWK and Richmond also worked with young people and local organisations to promote wellbeing, events and local services or campaigns including a Cooking Challenge, Sexual Health Week 2020 and Mental Health Awareness Week 2020. YOL! posted daily during the height of the pandemic. As a result, our YOL! website received five times more visitors than last year (from 441 in 2019-20 to 2352 in 2020-21).

Through the #FreeFromCookingChallenge, YOL! ran a campaign through social media, to promote cooking as a great way to improve mental and physical health. YOL! challenged young people to cook something that is 'free from' something. During lockdown not all ingredients were easy to obtain. This was particularly difficult and stressful if you had a food allergy. Trying out new recipes that were 'free from' was a great way to improve wellbeing, learn new skills and helped raise awareness about food allergies. YOL! showed that 'free-from' food can be delicious and people shared their 'free from' culinary creations via YOL! social media.

15. Adult Safeguarding

In 2018, we established the Community Reference Group 'translating adult safeguarding stories into evidence'. The Kingston Safeguarding Adults Board (KSAB) agreed that the Adult Safeguarding Community Reference Group (CRG) would continue to be available through HWK for residents to discuss their safeguarding experiences in an independent, safe space. Anonymised CRG reporting from HWK would then be shared accordingly with the KSAB. However, because of Covid-19, no CRG meetings took place during 2020/21. HWK continues its active participation in the KSAB.

Report of the Trustees
for the Year Ended 31 March 2021

In our 2019-20 Annual Report to Healthwatch England we shared how HWK had worked with the council and the KSAB to develop a Making Safeguarding Personal pilot and this work was shared with London safeguarding professionals and service users at the London Safeguarding Adults Board (LSAB) conference in February 2020.

Due to the local response to the pandemic, the council requested a 2-month postponement to the planning and set-up phases of the Making Safeguarding Personal pilot. A decision was then taken to run the project remotely. After HWK and council safeguarding leads developed the engagement tools, the pilot began in October 2020, focusing on people living with a learning disability who had experienced the Kingston safeguarding process. The council then agreed to extend the pilot into 2021-22 and widened the scope to also include mental health.

In addition, at the end of 2020, HW Kingston's Chief Executive Officer was asked to chair the Voices workgroup of the LSAB. In January 2021, acknowledging our involvement in the development of the London Safeguarding Voices Group (LSVG) concept, HWK was commissioned by the London Association of Directors of Adult Social Services (LondonADASS) via Healthwatch England, to coordinate the establishment of the group. The LSVG will bring together three people with lived experience of Safeguarding from each London borough. HWK are working with local Safeguarding Adults Board Chairs and Managers, and local Healthwatch organisations to identify a range of local representatives with lived experience of Safeguarding, tapping into and sharing local approaches. This initiative will support the LSAB to ensure its work is co-produced and more person-centred in future.

16. Responding to Covid-19

In March 2020, many people in the community began to discover a very substantial number of the NHS and social care services they depended on were either reduced or stopped altogether. The pandemic meant finite resources were diverted, with priority given to the sudden new emergency that required the development and provision of treatments urgently needed by people contracting Covid-19. Throughout 2020-21, HWK worked collaboratively with many organisations including Kingston Council, South West London NHS colleagues and the Kingston voluntary and community sector to seek the views and experiences of residents to help the NHS and other providers prioritise. This work to balance service provision continues during what is hoped are the latter stages of the pandemic, through to national and local recovery and the vital reinstatement of treatments and care as the burden of Covid-19 treatment and care on providers recedes.

In playing its part in the local response to coronavirus, HWK ensured the valuable insights given to us by people across the community through our surveys and engagement were shared with Healthwatch England and local commissioners, providers and other system leaders. This assisted the task of providing services which were operating as best they could during the pandemic. We also helped Government guidelines reach across the community, and greatly increased our public health messaging, helping to coordinate both borough and south west London communications and engagement in support of the NHS Covid-19 'Test and Trace' and vaccination programmes.

Other ways we supported our local Covid response included:

- Promoting a wide range of Covid-19 materials from the NHS and the Council in Easy Read on the HW Kingston website and through social media
- Ensuring that Covid-19 materials were provided in Korean and other languages
- Engaging with hesitant people who were seeking clarification about the vaccine
- Supporting grassroots groups with digital inclusion to enable food support initiatives
- Providing online drop-ins to support community connection and mental wellbeing
- Establishing weekly online sessions with health and wellbeing activities for young people through Youth Out Loud!
- Helping people to access the services and guidance they needed through signposting
- Quickly transitioning our HW Kingston bi-monthly Open Meetings to an online platform
- "See YOU at NOON on ZOOM."

Internal and external factors

A SWOT analysis was undertaken by the board in autumn 2017.

FINANCIAL REVIEW

Principal funding sources

HWK's primary source of funding is the money it receives through its contract with the RBK for the provision of a Healthwatch in Kingston. The initial 2+1+1 year contract was extended by 1 year in 2020/21 (to cover 2021/22). The contract value is £129k per annum which is paid in quarterly instalments.

Report of the Trustees
for the Year Ended 31 March 2021

FINANCIAL REVIEW

Reserves policy

For the year 2020/21, the Board agreed a policy of maintaining the equivalent of 3 months' funding from RB Kingston, i.e. £32,500.

FUTURE PLANS

Our six priority work areas for 2021/22 are:

1. Response to and recovery from the coronavirus pandemic:

1a. Continue to gather views and experiences of NHS and social care services during and after the coronavirus pandemic, to ensure commissioners, providers and other system leaders respond appropriately to the health and care needs of local people.

2. NHS and Social Care transformation :

2a. Monitor the commissioning, provision and transformation of health and care in Kingston, in particular the introduction of the south-west London Integrated Care System.

3. Learning Disability :

3a. Support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training.

3b. Provide chair and administrative support for the 'Kingston All Ages Learning Disability Partnership Board' (2018-22 Strategy - Year 4).

4. Mental Health :

4a. Provide chair and administrative support for the 'Kingston Communities Taskforce - Mental Health and Wellbeing Subgroup' (with the work of the subgroup incorporating the refresh of the 'Thrive Kingston' Mental Health and Wellbeing Strategy).

4b. Continue to monitor progress of and engagement with specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD).

5. Young People :

5a. Support Youth Out Loud! (YOL!) to review health and care services (we will do this in partnership with Healthwatch Richmond).

5b. Support delivery (with other partners including Healthwatch Richmond) of the Digital Youth Project (year 3) to complete a series of short health and care films and podcasts by young people for young people.

5c. Support YOL! to develop its online and social media.

6. Safeguarding :

6a. Continue membership of the Kingston Safeguarding Adults Board.

6b. Continue to deliver the Kingston Making Safeguarding Personal pilot (Year 2).

6c. Continue support for the London Safeguarding Adults Board, Safeguarding VOICES and Conference Planning Groups (Year 3) to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, the Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

No new appointments were made in 2020/21.

Report of the Trustees
for the Year Ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Board determines HWK's priorities, budgets, its policies and procedures and its "position" on matters of public interest in health and social care. The staff are employed by the board and carry out the operational work of HWK. The Chief Officer makes recommendations to the board and makes reports on the progress of the work.

The task groups, and their participating "active affiliates" operated during the year in accordance with terms of reference that were updated in April 2019.

Induction and training of new trustees

No inductions were undertaken in 2020/21 as no new appointments were made.

Wider network

In addition to the board members and active affiliates, HWK also communicated regularly during the year with the several hundred people and voluntary organisations on its mailing list. HWK is part of the wider HW network - it provides reports to HW England and participates in the London HW and SW London HW networks.

Related parties

In order to undertake its work, HWK maintains working relationships with senior staff in adults' and children's social care services at RB Kingston and the main commissioners and providers of NHS services in Kingston, i.e.:

- Kingston Clinical Commissioning Group (CCG)
- Kingston Hospital NHS Foundation Trust
- South West London and St George's Mental Health Foundation Trust
- Your Healthcare
- Achieving for Children.

During 2020/21, HWK had a seat, by legal right, on the Kingston Health and Wellbeing Board and also had a seat on the following bodies:

- Joint Overview and Scrutiny (STP/ICS level)
- Local Health Overview and Scrutiny Panel
- Kingston Clinical Commissioning Group Governing Body
- Kingston Adult Safeguarding Board
- 'Thrive Kingston' Mental Health Strategy Planning and Implementation Group
- Kingston All Age Learning Disability Partnership Board
- Kingston Hospital NHS Trust Healthwatch Forum
- SW London (SWL) Mental Health Trust Healthwatch Forum
- SWL Health and Care Partnership
- SWL Patient and Public Engagement Steering Group
- Kingston and Richmond Local Safeguarding Children Board
- Kingston Hospital Acute Care Learning Disability Collaborative
- Time to Change Kingston Steering Group
- Suicide Prevention Steering Group
- Kingston Emotional Health and Wellbeing Board (CAMHS)

Other groups in which HWK participates include:

- SWL Healthwatch Network
- Kingston Chief Officers Network
- Voluntary and Community Sector Partnership Board

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08429159 (England and Wales)

Registered Charity number

1159377

HEALTHWATCH KINGSTON UPON THAMES

Report of the Trustees
for the Year Ended 31 March 2021

Registered office

Siddeley House Suite 3
2nd Floor
50 Canbury Park Road
Kingston upon Thames
Surrey
KT2 6LX

Trustees

James David Waugh Civil servant
Nigel Macdonald Spalding Retired
Grahame John Mark Snelling Safeguarding Officer
William Max Ostrom Consultant
Elizabeth Meerabeau Chair
Nike Kay Alesbury Consultant (resigned 31.3.21)
Winnifred Groves (resigned 26.1.21)
Scotty McLeod

Independent Examiner

Mary E Ryan
FCCA
Ark Accountancy
Chartered Certified Accountant
31 Cheam Road
Epsom
Surrey
KT17 1QX

Approved by order of the board of trustees on 28 September 2021 and signed on its behalf by:

Elizabeth Meerabeau - Trustee

Independent examiner's report to the trustees of HEALTHWATCH KINGSTON UPON THAMES ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Mary E Ryan
FCCA
Ark Accountancy
Chartered Certified Accountant
31 Cheam Road
Epsom
Surrey
KT17 1QX

12 October 2021

HEALTHWATCH KINGSTON UPON THAMES

Statement of Financial Activities
for the Year Ended 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		4,000	152,900	156,900	164,334
EXPENDITURE ON					
Charitable activities					
Charitable activities		-	160,516	160,516	122,117
Administration costs		-	21,803	21,803	28,263
Total		-	182,319	182,319	150,380
NET INCOME/(EXPENDITURE)		4,000	(29,419)	(25,419)	13,954
Transfers between funds	9	2,693	(2,693)	-	-
Net movement in funds		6,693	(32,112)	(25,419)	13,954
RECONCILIATION OF FUNDS					
Total funds brought forward		8,013	70,043	78,056	64,102
TOTAL FUNDS CARRIED FORWARD		14,706	37,931	52,637	78,056

The notes form part of these financial statements

HEALTHWATCH KINGSTON UPON THAMES

Balance Sheet
31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
CURRENT ASSETS					
Debtors	7	-	1,400	1,400	-
Cash at bank and in hand		14,706	38,836	53,542	82,239
		<u>14,706</u>	<u>40,236</u>	<u>54,942</u>	<u>82,239</u>
CREDITORS					
Amounts falling due within one year	8	-	(2,305)	(2,305)	(4,183)
		<u>14,706</u>	<u>37,931</u>	<u>52,637</u>	<u>78,056</u>
NET CURRENT ASSETS					
		<u>14,706</u>	<u>37,931</u>	<u>52,637</u>	<u>78,056</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>14,706</u>	<u>37,931</u>	<u>52,637</u>	<u>78,056</u>
NET ASSETS					
		<u>14,706</u>	<u>37,931</u>	<u>52,637</u>	<u>78,056</u>
FUNDS					
Unrestricted funds	9			14,706	8,013
Restricted funds				37,931	70,043
TOTAL FUNDS					
				<u>52,637</u>	<u>78,056</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 28 September 2021 and were signed on its behalf by:

Elizabeth Meerabeau - Trustee

Notes to the Financial Statements
for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that 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.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 33% on cost
Computer equipment	- 50% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

2. NET INCOME/(EXPENDITURE)

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

	31.3.21	31.3.20
	£	£
Depreciation - owned assets	-	262
Other operating leases	7,235	9,805
	<u>7,235</u>	<u>9,805</u>

3. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

4. STAFF COSTS

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

	31.3.21	31.3.20
Charitable activity staff	5	4
	<u>5</u>	<u>4</u>

No employees received emoluments in excess of £60,000.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	-	164,334	164,334
EXPENDITURE ON			
Charitable activities			
Charitable activities	626	121,491	122,117
Administration costs	-	28,263	28,263
Total	<u>626</u>	<u>149,754</u>	<u>150,380</u>
NET INCOME/(EXPENDITURE)	(626)	14,580	13,954
Transfers between funds	146	(146)	-
Net movement in funds	<u>(480)</u>	<u>14,434</u>	<u>13,954</u>
RECONCILIATION OF FUNDS			
Total funds brought forward	8,493	55,609	64,102

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted funds £	Restricted funds £	Total funds £
TOTAL FUNDS CARRIED FORWARD	8,013	70,043	78,056

6. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2020 and 31 March 2021	786	3,527	4,313
DEPRECIATION			
At 1 April 2020 and 31 March 2021	786	3,527	4,313
NET BOOK VALUE			
At 31 March 2021	-	-	-
At 31 March 2020	-	-	-

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Other debtors	1,400	-

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Other creditors	-	3,583
Accrued expenses	2,305	600

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

9. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	8,013	-	2,693	10,706
SW London & St George's MH Trust	-	4,000	-	4,000
	<u>8,013</u>	<u>4,000</u>	<u>2,693</u>	<u>14,706</u>
Restricted funds				
RB Kingston	52,603	(25,696)	-	26,907
Time to Change	8,733	(6,040)	(2,693)	-
Youth out Loud	5,373	(915)	-	4,458
CGC/HWE	3,334	3,232	-	6,566
	<u>70,043</u>	<u>(29,419)</u>	<u>(2,693)</u>	<u>37,931</u>
TOTAL FUNDS	<u>78,056</u>	<u>(25,419)</u>	<u>-</u>	<u>52,637</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
SW London & St George's MH Trust	4,000	-	4,000
Restricted funds			
RB Kingston	136,000	(161,696)	(25,696)
Time to Change	13,668	(19,708)	(6,040)
Youth out Loud	-	(915)	(915)
CGC/HWE	3,232	-	3,232
	<u>152,900</u>	<u>(182,319)</u>	<u>(29,419)</u>
TOTAL FUNDS	<u>156,900</u>	<u>(182,319)</u>	<u>(25,419)</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

9. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	8,493	-	(480)	8,013
SW London & St George's MH Trust	-	(626)	626	-
	<u>8,493</u>	<u>(626)</u>	<u>146</u>	<u>8,013</u>
Restricted funds				
NHS Wandsworth CCG Grassroots	146	-	(146)	-
RB Kingston	47,536	5,067	-	52,603
Digital Youth	7,927	-	(7,927)	-
Time to Change	-	8,733	-	8,733
Youth out Loud	-	(2,554)	7,927	5,373
CGC/HWE	-	3,334	-	3,334
	<u>55,609</u>	<u>14,580</u>	<u>(146)</u>	<u>70,043</u>
TOTAL FUNDS	<u>64,102</u>	<u>13,954</u>	<u>-</u>	<u>78,056</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
SW London & St George's MH Trust	-	(626)	(626)
Restricted funds			
RB Kingston	141,500	(136,433)	5,067
Time to Change	19,500	(10,767)	8,733
Youth out Loud	-	(2,554)	(2,554)
CGC/HWE	3,334	-	3,334
	<u>164,334</u>	<u>(149,754)</u>	<u>14,580</u>
TOTAL FUNDS	<u>164,334</u>	<u>(150,380)</u>	<u>13,954</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

9. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	8,493	-	2,213	10,706
SW London & St George's MH Trust	-	3,374	626	4,000
	<u>8,493</u>	<u>3,374</u>	<u>2,839</u>	<u>14,706</u>
Restricted funds				
NHS Wandsworth CCG Grassroots	146	-	(146)	-
RB Kingston	47,536	(20,629)	-	26,907
Digital Youth	7,927	-	(7,927)	-
Time to Change	-	2,693	(2,693)	-
Youth out Loud	-	(3,469)	7,927	4,458
CGC/HWE	-	6,566	-	6,566
	<u>55,609</u>	<u>(14,839)</u>	<u>(2,839)</u>	<u>37,931</u>
TOTAL FUNDS	<u>64,102</u>	<u>(11,465)</u>	<u>-</u>	<u>52,637</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
SW London & St George's MH Trust	4,000	(626)	3,374
Restricted funds			
RB Kingston	277,500	(298,129)	(20,629)
Time to Change	33,168	(30,475)	2,693
Youth out Loud	-	(3,469)	(3,469)
CGC/HWE	6,566	-	6,566
	<u>317,234</u>	<u>(332,073)</u>	<u>(14,839)</u>
TOTAL FUNDS	<u>321,234</u>	<u>(332,699)</u>	<u>(11,465)</u>

10. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

HEALTHWATCH KINGSTON UPON THAMES

Detailed Statement of Financial Activities for the Year Ended 31 March 2021

	31.3.21 £	31.3.20 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	1,500	1,500
Grants	19,400	21,334
RBK Contract	136,000	141,500
	<hr/>	<hr/>
	156,900	164,334
Total incoming resources	156,900	164,334
 EXPENDITURE		
Charitable activities		
Wages	144,527	107,387
Social security	7,346	6,085
Pensions	3,798	2,613
Advertising & recruitment	360	1,327
Sundries	1,826	794
DBS checks	58	678
Training	508	2,175
Payroll service	1,124	1,058
Other staffing costs	969	-
	<hr/>	<hr/>
	160,516	122,117
 Support costs		
Management		
Other operating leases	7,235	9,805
Insurance	1,982	2,282
Telephone	1,496	1,691
Postage and stationery	608	-
Hospitality	41	1,293
Subscriptions	40	40
Equipment	279	1,044
Staff travel	3	365
Volunteers expenses	18	195
Consumables & cleaning	-	458
Expenses reimbursed	100	-
Photocopier maintenance	2,482	3,750
Legal & professional	955	1,185
Office move & decoration	1,899	-
Depreciation of tangible and heritage assets	-	262
	<hr/>	<hr/>
	17,138	22,370
 Finance		
Bank charges	270	-

This page does not form part of the statutory financial statements

HEALTHWATCH KINGSTON UPON THAMES

Detailed Statement of Financial Activities
for the Year Ended 31 March 2021

	31.3.21 £	31.3.20 £
Finance		
Information technology		
IT facilities	3,795	4,609
Governance costs		
Independent examiners fee	600	600
Trustees training	-	684
	<u>600</u>	<u>1,284</u>
Total resources expended	<u>182,319</u>	<u>150,380</u>
Net (expenditure)/income	<u><u>(25,419)</u></u>	<u><u>13,954</u></u>