

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
for
HEALTHWATCH KINGSTON UPON THAMES

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

Contents of the Financial Statements
for the Year Ended 31 March 2024

	Page
Reference and Administrative Details	1
Report of the Trustees	2 to 5
Independent Examiner's Report	6
Statement of Financial Activities	7
Balance Sheet	8
Notes to the Financial Statements	9 to 13
Detailed Statement of Financial Activities	14 to 15

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)		-	24,968	24,968	(10,634)
Transfers between funds	9	<u>(12,093)</u>	<u>12,093</u>	<u>-</u>	<u>-</u>
Net movement in funds		(12,093)	37,061	24,968	(10,634)
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>

The notes form part of these financial statements

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

- 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 17 December 2024 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.

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
	29,982	3,337

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24 £	31.3.23 £
Accrued expenses	3,809	650

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
	53,273	24,968	12,093	90,334
TOTAL FUNDS	65,366	24,968	-	90,334

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)	-
	<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/>
	210,024	(185,056)	24,968
	<hr/>	<hr/>	<hr/>

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)	-
	<hr/>	<hr/>	<hr/>
	65,294	(12,021)	53,273
TOTAL FUNDS	<hr/>	<hr/>	<hr/>
	76,000	(10,634)	65,366
	<hr/>	<hr/>	<hr/>

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)
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>165,150</u>	<u>(175,784)</u>	<u>(10,634)</u>

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/> 135,000	<hr/> 138,650
Charitable activities		
Grants	75,024	26,500
	<hr/> 75,024	<hr/> 26,500
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/> 157,276	<hr/> 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/> 22,785	<hr/> 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	185,056	175,784
Net income/(expenditure)	24,968	(10,634)