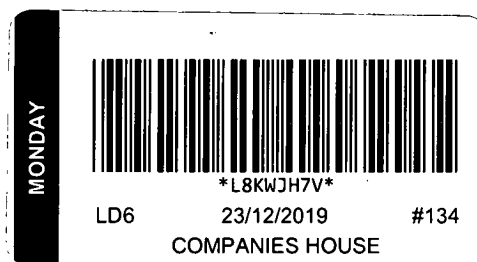


**HEALTHWATCH HILLINGDON**  
**(company limited by guarantee)**

**REPORT OF THE TRUSTEES AND  
FINANCIAL STATEMENTS FOR THE YEAR 31 MARCH 2019**

**REGISTERED COMPANY NUMBER: 08445068 (England and Wales)**

**REGISTERED CHARITY NUMBER: 1152553**



**HEALTHWATCH HILLINGDON**  
**CONTENTS OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR TO 31 MARCH 2019**

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**HEALTHWATCH HILLINGDON**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR TO 31 MARCH 2019**

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**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company number**  
08445068 (England and Wales)

**Registered Charity number**  
1152553

**Registered office**  
20 Chequers Square  
The Pavillions Shopping Centre  
Uxbridge  
UB8 1LN

**Trustees and directors**

L Hill  
A Bergson (Resigned 6 January 2019)  
J Choudrie (Appointed 1 June 2019)  
J Davis (Appointed 26 September 2018)  
B East (Appointed 19 June 2018, resigned 1 July 2019)  
G Hawkes (Resigned 28 November 2018)  
A Jobs (Resigned 10 August 2018)  
T Mahmoud (Resigned 28 November 2018, appointed 1 December 2019)  
T Markham (Appointed 17 April 2019)  
B Mathur  
B Musanu  
K Ollivierre  
R Varma  
W Corsar  
A Yusuf (Appointed 9 July 2019)

**Company Secretary**

Tukay Mahmoud (Resigned 27 November 2019)  
Daniel West (Appointed 27 November 2019)

**Chief Executive Officer**  
Daniel West

**Accountants**  
Wilkins Kennedy Audit Services  
Gladstone House  
77-79 High Street  
Egham  
Surrey  
TW20 9HY

**Bankers**  
HSBC Bank plc  
PO Box 41  
28 High Street  
Uxbridge  
UB8 1BY

**HEALTHWATCH HILLINGDON**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR TO 31 MARCH 2019**

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The trustees who are also directors of the charitable company for the purposes of the Companies Act 2006, present their report with the financial statements of the charitable company for the year ended 31 March 2019. 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 2015).

This report also constitutes a directors' report under company law.

**CONSTITUTION**

The charity is a charitable company limited by guarantee, and was incorporated on 14 March 2013. It is also a registered charity and became registered with the Charity Commission on 21 June 2013.

The charity trades under the name Healthwatch Hillingdon.

**OBJECTIVES AND ACTIVITIES**

**Our vision**

Healthwatch Hillingdon aims to become the influential and effective voice of the public. We want to give adults, young people, children and communities a greater say in - and the power to challenge - how health and social care services are run in the Borough of Hillingdon.

**Objectives and aims for the public benefit**

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- (a) providing information and advice to the general public about local health and social care services;
- (b) making the views and experiences of members of the general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities and;
- (d) providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities

In setting these objectives, the trustees have had due regard to public benefit guidance published by the Charity Commission, in accordance with their duty under section 17 of the Charities Act 2011.

**Achievements and performance**

Healthwatch Hillingdon is delighted to be able to report that we have continued to build on our excellent progress in helping to achieve real improvements in local health and social care services.

We can highlight several areas where the organisations that run our local health and care services have acted upon our representations and made improvements to services. Demonstrating that, as in previous years, we have ensured that the public and users of Hillingdon's health and social care services have a strong voice and are influencing change.

The 'Discharge from Hillingdon Hospital' project looked at patients over 65 who had recently gone through the discharge process to gain a greater understanding of their experience, ascertaining what worked well and where improvements could be made. We engaged with 172 inpatients at Hillingdon Hospital, 52 patients post discharge and the professionals and staff from over 20 organisations.

Our partnership working influenced service improvement plans for discharge and it was really pleasing to see the 'Working Together' information booklet rolled out across The Hillingdon Hospitals, as an aid to help patients through their inpatient stay.

**HEALTHWATCH HILLINGDON**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR TO 31 MARCH 2019**

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**Achievements and performance (continued)**

The impact of the above resulted in Healthwatch Hillingdon receiving a national award from Healthwatch England for our contribution to 'Improving Health and Social Care'.

In 2018 we published an audit report, 'Wayfinding and Signage'. The report was a result of an audit undertaken in partnership with the Visual Impairment (VIP) Audio Book Group and the Amigos Visual Impairment Group (both groups are for people with visual impairment) at the local hospital. The report outlined a number of ways the signage at the hospital could be improved for people who have sight impairment or are blind. The hospital has promised to see how some of these ideas could be implemented.

In November 2018 we produced a report as a result of a 'mystery shopping' exercise to determine whether, when registering new patients, GP practices in Hillingdon were following the guidance produced in 2016. The report concluded that there was a probability that GP practices were not following the guidance and therefore, not meeting the regulatory terms of their General Medical Services contract. This has resulted in both the local Clinical Commissioning Group and the NHS writing to all GP practices to remind them of their duty.

In 2017, the eight North West London Clinical Commissioning Groups approved two new policies for the management of low back pain, which took effect on 1<sup>st</sup> April 2018. The introduction of the Acupuncture Policy and the Low Back Pain and Sciatica Policy resulted in the decommissioning of acupuncture, for all interventions and several spinal injection treatments.

Following complaints by over 40 patients Healthwatch Hillingdon undertook a survey in the summer of 2018. Subsequently, a report was published in March 2019, detailing the patient experiences and identifying issues with the process of how patients were informed. Currently we are awaiting responses from providers.

The work of our Young Healthwatch Hillingdon (YHwH) continues to grow and our success is being recognised. In July we received funding from London Catalyst and The Hospital Saturday Fund to continue delivering, to schools, our successful Mental Health, Wellbeing and Life Skills Project. We were also awarded the Outstanding Small Project by the Hillingdon Community Trust Award for this initiative.

One of the biggest achievements for YHwH this year was Healthfest 2018. A one-day event in September which engaged nearly 100 young people. The aims of the event were to raise awareness of YHwH, share important information about health issues and services for young people and gather feedback from them. YHwH members took responsibility for every aspect of the event from inviting stall holders, deciding activities to include and designing publicity, to promoting the event in their schools and on social media, writing the risk assessment and creating the decorations.

Throughout the year YHwH has engaged with over 400 Children and Young people. In addition, members of YHwH provided feedback to the Mental Health Transformation Project Lead for Child and Adolescent Emotional Wellbeing and Mental Health about what could be done to further improve mental health and wellbeing services for children and young people in Hillingdon.

This year over 900 people have come into the shop, or contacted us, for information or advice. We have helped people to find services to meet their needs and empowered others to navigate the system. We have seen much positive feedback this year and seeing the difference we have made to people's lives makes this a very rewarding part of our role.

We have directly engaged with 1901 people at nearly 70 community events; promoting our work and listening to their experiences and views of care. Representing the public's views and using the evidence we have gathered, is a key element of our role and we have attended over 200 strategic meetings this year.

**HEALTHWATCH HILLINGDON**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR TO 31 MARCH 2019**

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**Achievements and performance (continued)**

Our volunteers, who have donated over 2,700 hours of their time and expertise to make a difference in their community (including over 600 hours of given by our Young Healthwatch Volunteers) which is improving the cleanliness and décor at our local hospitals.

We have also seen the traffic to our website increase and social media engagement increase by 29% year on year.

We have had a number of staff changes, in particular the Chief Executive Officer (CEO) who had been with the organisation from the beginning. An interim CEO is in place. The post was advertised twice but without success. As a result, the Board and the interim CEO undertook an organisational review and appointed a Director of Operations. The post-holder started in March 2019 and there was an induction programme put in place and support by the interim CEO. The interim CEO time has been gradually reduced and ceased during October 2019.

The 31<sup>st</sup> March 2019 was our 6th year as Healthwatch Hillingdon. We continue to build on our successes and to strengthen our partnerships in order to move our work forward.

Focusing upon, and listening to what our residents are saying, and protecting their rights, is key to everything we do. This has been at the centre of our success and the delivery of this statutory role will always remain our main priority.

**Our work for 2018-19 is detailed in our Annual Report which was published on 30th June 2019 and can be downloaded at: <https://bit.ly/2tZDsV7>**

**FINANCIAL REVIEW**

The Statement of Financial Activities is described on page 9.

**Financial Support**

Healthwatch Hillingdon ("the charity") benefits from the generous support of the London Borough of Hillingdon ("The Borough"). During the year to 31 March 2019 the charity received £158,000 (2018: £166,250) of grant funding from the Borough. All funds are restricted for use in the following category:

- The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship

The charity has only basic financial instruments, being debtors, cash, creditors and accruals.

**Public Benefit Reporting**

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

**Reserves policy**

The charitable company is funded with an expectation to spend all public funds which are received. Current policy is therefore to only maintain a reserve which is equal the charitable company's redundancy liability at the end of its current service contract. At 31 March 2019 the charity held reserves of £91,571 (2018 - £43,717), of which £638 (2018 - £138) were free reserves, £86,249 (2018 - £34,547) related to its restricted grant funds and £5,322 (2018 - £9,032) to the redundancy liability.

**HEALTHWATCH HILLINGDON**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR TO 31 MARCH 2019**

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**Risk management**

The main risks for the organisation are:

- The contract with the local authority is not extended when it expires on 31 March 2021
- Government funding for local Healthwatch is reduced;
- The Social Care Act 2012 is amended by future legislation and Local Healthwatch ceases to exist;
- The tenancy agreement for 20 Chequers Square is not renewed, or the notice clause is enacted by the landlord.

To mitigate these risks:

- Healthwatch Hillingdon holds regular contract monitoring meetings with the local authority;
- Contract extension beyond March 2021 will be discussed with the local authority on a regular basis;
- As with reduction in funding within 2017-2019 contract extension, budget forecasts and alternative business models will be approved by the Board prior to contract extension negotiations;
- The business model from April 2019 will continue to be kept under review to match the negotiated funding;
- Alternative funding streams will be sought in line with Healthwatch Hillingdon's Funding Principles;
- An alternative business model has been planned and approved by the Board in the event of the organisation being asked to leave 20 Chequers Square.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

The charitable company is controlled by its governing document, the memorandum and articles of association, adopted on 14 March 2013 and as amended by a special resolution registered at Companies House on 21 May 2013.

Since April 2019 a Trustee has been appointed to oversee the budget setting and monitoring processes. He meets regularly with the lead officer to ensure that the agreed systems are adhered to.

The service provided under the Healthwatch Hillingdon contract is governed by a funding agreement with London Borough of Hillingdon, with a commencement date of 1 April 2013.

**Recruitment and appointment of trustees**

The Chair and the Board of Trustees are selected for appointment on merit, through a fair and open recruitment process.

Board members act as Directors and Trustees of Healthwatch Hillingdon under the Companies Act 2006 and Charities Act 2011. Their tenure is for an initial term of 3 years and members can be re-appointed to serve a further 3 year term, to a maximum of 9 years service.

Applications are invited from people that live or work in Hillingdon, who can demonstrate a good knowledge of the borough and/or experience in areas of health or social care. We welcome applications from all suitably qualified persons regardless of their ethnicity, race, gender, disability, religion/belief, sexual orientation or age.

Applications are evaluated by a selection panel and applicants that meet the requirements are invited to meet the selection panel through an informal process.

The appointment of successful candidates is approved and ratified by the Board at the Public Board Meeting.

**HEALTHWATCH HILLINGDON**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR TO 31 MARCH 2019**

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**Trustee induction and training**

A formal induction programme for new Trustees has been formulated that ensures all new Trustees receive various documents detailing the legal obligations of Trustees, alongside the Articles of Association, key policy and governance documents and details of the organisational structure.

Training is given to Trustees to enable them to carry out their role on the Board and additional training is provided where Trustees become involved in other Healthwatch activities. An assessment of training needs is carried out by the Chairman of Trustees during annual review meetings held individually with Trustees.

**Remuneration of Key Management Personnel**

The Board of Trustees, and the Chief Executive Officer (Company Secretary) are in charge of directing and controlling, running and operating the Trust on a day to day basis, and therefore, make up the key management personnel of the charity.

All Trustees give of their time freely and no Trustees received remuneration. Details of Trustees' expenses are disclosed in note 6 to the accounts. The pay of the Chief Executive Officer is reviewed annually. In view of the nature of the charity, the Trustees benchmark pay levels against other Healthwatch and voluntary sector organisations of a similar size within our region.

**STATEMENT OF TRUSTEES RESPONSIBILITIES**

The Trustees (who are also directors of Healthwatch Hillingdon for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

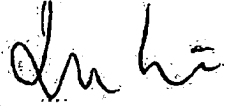


**HEALTHWATCH HILLINGDON**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR TO 31 MARCH 2019**

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This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

This report for 2019 was approved by the trustees on 20 December 2019 and signed on their behalf by:



.....  
L Hill  
Trustee

## INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HEALTHWATCH HILLINGDON

---

I report to the charity trustees on my examination of the accounts of Healthwatch Hillingdon for the year ended 31 March 2019 which are set out on pages 9 to 16.

### Responsibilities and basis of report

As the charity 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').

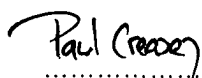
Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). 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 that in any material respect:

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.



.....  
Paul Creasey FCA  
Wilkins Kennedy Audit Services  
Egham

20 December 2019

# HEALTHWATCH HILLINGDON

## STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR TO 31 MARCH 2019

	Notes	Unrestricted funds £	Restricted funds £	2019 Total funds £	2018 Total funds £
<b>INCOME</b>					
Donations and Legacies	2	-	-	-	100
Charitable Activities	3	500	197,230	197,730	189,140
<b>Total income</b>		500	197,230	197,730	189,240
<b>EXPENDITURE</b>					
Charitable activities	4	-	149,876	149,876	162,605
<b>Total expenditure</b>		-	149,876	149,876	162,605
<b>Net income</b>		500	47,354	47,854	26,635
<b>Reconciliation of funds:</b>					
Total funds brought forward		138	43,579	43,717	17,082
<b>Total funds carried forward</b>		638	90,933	91,571	43,717

### CONTINUING OPERATIONS

All incoming resources and resources expended arise from continuing activities.

There were no gains or losses for the year other than those recognised in the statement of financial activities.

The notes form part of these financial statements

# HEALTHWATCH HILLINGDON

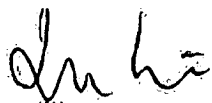
## BALANCE SHEET AT 31 MARCH 2019

	Notes	Unrestricted funds £	Restricted funds £	2018 Total Funds £	2018 Total Funds £
<b>CURRENT ASSETS</b>					
Debtors	7	-	2,500	2,500	4,800
Cash at bank and in hand		638	94,733	95,371	66,578
		638	97,233	97,871	71,378
<b>CREDITORS</b>					
Amounts falling due within one year	8	-	6,300	6,300	27,661
<b>NET CURRENT ASSETS</b>		638	90,933	91,571	43,717
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		638	90,933	91,571	43,717
<b>NET ASSETS</b>		638	90,933	91,571	43,717
<b>FUNDS</b>	10				
Unrestricted funds				638	138
Restricted funds				90,933	43,579
<b>TOTAL FUNDS</b>				91,571	43,717

For the period ended 31 March 2019, the company was entitled to exemption from audit under section 477 of the Companies Act relating to small companies.

- The members have not required the company to obtain an audit of its accounts for the period in question in accordance with section 476;
- The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved by the Board of Trustees on 20 December 2019 and were signed on its behalf by:



.....  
L Hill  
Trustee

Company number: 08445068  
Charity number: 1152553

The notes form part of these financial statements

## HEALTHWATCH HILLINGDON

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2019

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#### 1. ACCOUNTING POLICIES

##### **General Information**

Healthwatch Hillingdon is a charitable company limited by guarantee, registered in England and Wales. The registered and principal office is disclosed on page 1.

##### **Accounting convention**

The financial statements have been prepared in accordance with 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 2015), 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 historic cost convention.

The charitable company meets the definition of a public benefit entity under FRS 102.

The functional and presentational currency of the charitable company is Sterling. This is the currency of the primary economic environment in which the charity operates.

##### **Going concern**

The charitable company is reliant on the grant it receives from the London Borough of Hillingdon, in order to continue its operational activities and charitable objectives. The current contract has been extended to March 2021. The trustees therefore consider it appropriate to continue to adopt the going concern basis for preparing these financial statements.

The principal accounting policies for the charitable company are set out below:

##### **Incoming resources**

All incoming resources are included on the Statement of Financial Activities when the charitable company is legally entitled to the income and the amount can be quantified with reasonable accuracy, and are recognised in the period to which they relate.

Where income relating to future periods is received in advance, or income relating to past periods is received in arrears, such amounts are held as deferred or accrued income accordingly.

Grant income, whether "capital" or "revenue" grants, is recognised when the charity has entitlement to the funds, any performance conditions are attached to grants have been met, it is probable that the income will be received and the amount can be measured reliably.

##### **Resources expended**

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 settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accrual basis. All expenses including support costs and governance costs are allocated or apportioned to applicable expenditure headings.

Resources expended comprise:

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<b>Costs of charitable activities</b>	Charitable Activities as disclosed in the SOFA are as follows: expenditure on charitable activities and other resources expended.
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## HEALTHWATCH HILLINGDON

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2019

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#### 1. ACCOUNTING POLICIES (continued)

##### Resources expended (continued)

The costs of charitable activities include direct expenditure. The accounting treatments for these are as follows:

<b>Charitable activities</b>	The charitable activities flow from the Charity's vision and purpose, which are highlighted in the Trustees' Report
<b>Other resources expended</b>	Represents those items not falling into any other heading.

##### Taxation

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

##### Fund accounting

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed.

Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created a fund for a specific purpose.

##### Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with an original maturity date of three months or less.

##### Cash Flow Statement

The charitable company is exempt from presenting a cash flow statement, as it qualifies as a small charity under the SORP.

##### Creditors and Provisions

Creditors and provisions are recognised when the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount to settle the past obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their transaction price after allowing for any trade discounts due unless the arrangement constituted a financing transaction in which case the transaction is measured at present value of future payments discounted at the prevailing market rate of interest. Other financial liabilities are initially measured fair value net of their transaction costs. They are subsequently measured at amortised cost using the effective interest rate method.

##### Judgements and estimates

The preparation of the financial statements requires trustees to make judgements, estimates and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered relevant. Actual results may differ from these estimates.

##### Operating leases and commitments

All amounts paid for goods and services under operating leases are recognised as expenditure over the life of the lease, and are included within expenditure in the period to which they relate.

# HEALTHWATCH HILLINGDON

## NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2019

### 2. DONATIONS AND LEGACIES

	Unrestricted £	Restricted £	2019 £	2018 £
Donations from companies	-	-	-	100

All donations and legacies received in 2018 were recognised as restricted funds.

### 3. CHARITABLE ACTIVITIES

	Unrestricted £	Restricted £	2019 £	2018 £
L B Hillingdon – Healthwatch project grant	-	158,000	158,000	166,250
Other grants receivable	500	39,230	39,730	22,890
	500	197,230	197,730	189,140

Local government grants are received as part of the contract with London Borough of Hillingdon for the delivery of Healthwatch services within the borough.

All grant income received in 2018 was recognised as restricted funds.

### 4. TOTAL RESOURCES EXPENDED

	Unrestricted £	Restricted £	2019 Total £	2018 Total £
<b>Charitable activities</b>				
Staff costs	-	123,159	123,159	133,252
Volunteer expenses	-	161	161	155
Other charitable activities	-	2,692	2,692	7,048
Premises costs	-	9,499	9,499	8,358
Insurance	-	2,225	2,225	2,111
Office costs	-	6,414	6,414	5,840
Advertising	-	2,109	2,109	1,726
Independent examiners remuneration – IE fee	-	2,878	2,878	2,920
Other costs	-	739	739	1,195
	-	149,876	149,876	162,605

All expenditure incurred in 2018 was recognised within restricted funds.

# HEALTHWATCH HILLINGDON

## NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2019

### 5. EMPLOYEE COSTS

	2019 £	2018 £
Wages and salaries	113,175	122,361
Social security costs	6,100	9,532
Pension	1,391	687
Recruitment	1,676	-
Training	512	45
Staff expenses	305	627
	<u>123,159</u>	<u>133,252</u>

There were no employees with emoluments (including taxable benefits in kind but not employer pension costs) above £60,000 during the current year or previous period.

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

	2019 No.	2017 No.
Administrative and operational staff	<u>5</u>	<u>4</u>

### Remuneration of Key Management

The trustees consider the key management to be themselves and the Chief Executive Officer (Company Secretary). Remuneration paid to key management, including employers pension contributions was:

	2019 £	2018 £
Key Management Remuneration	<u>34,208</u>	<u>43,370</u>

### 6. TRUSTEES REMUNERATION AND EXPENSES

No trustees received any remuneration, benefits or other payments from the charity during the period.

Trustees were reimbursed out of pocket travel expenses totalling £345 (2018 - £744) during the year.

### 7. DEBTORS: AMOUNTS DUE WITHIN ONE YEAR

	2019 £	2018 £
Trade debtors	<u>2,500</u>	<u>4,800</u>



# HEALTHWATCH HILLINGDON

## NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2019

### 8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2019 £	2018 £
Trade creditors	1,570	2,020
Social security and other taxes	1,910	2,645
Accruals and deferred income	2,820	22,996
	<u>6,300</u>	<u>27,661</u>

### 9. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid:

	Land and buildings 2019 £	Land and buildings 2018 £
Expiring: Within one year	<u>1,564</u>	<u>4,200</u>

### 10. MOVEMENT IN FUNDS

	At 1 April 2018 £	Income £	Expenditure £	Transfers £	At 31 March 2019 £
<b>Unrestricted funds</b>					
General fund	138	500	-	-	638
<b>Restricted funds</b>					
Healthwatch	35,565	158,000	(143,177)	-	50,388
Other projects	8,014	39,230	(6,699)	-	40,545
<b>TOTAL FUNDS</b>	<u>43,717</u>	<u>197,730</u>	<u>(149,876)</u>	<u>-</u>	<u>91,571</u>

## HEALTHWATCH HILLINGDON

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2019

#### 10. MOVEMENT IN FUNDS (continued)

##### Healthwatch Programme

The funding received from London Borough of Hillingdon is restricted for use in delivering the Healthwatch service within the borough. The charity does not currently undertake any activities outside the scope of Healthwatch, but the funds have been ring-fenced as there is the possibility of undertaking other activities or providing ancillary services in the future.

##### Other projects

Care Homes Project – Work is currently underway to review the factors around hospital admissions from care homes; what causes admissions, what issues arise when residents are in hospital, and how discharge is handled back to the care homes. In order to understand the challenges facing the staff and residents, we will be visiting homes and speaking to both management and friends and families affected. With the new initiatives and services being piloted in borough, the outcomes of our resulting review will be revisited after an appropriate amount of time, to see the impact these changes have had and what recommendations we can make to providers and commissioners.

#### 11. CONTINGENT LIABILITIES

The trustees have set aside cover for the potential staff termination costs the charity would be obliged to pay in the event of loss or reduction of statutory or other funding of specific projects. The trustees have calculated that the potential obligation at 31 March 2019 would be £5,322 and this sum has been set aside within restricted funds to cover any future liability. There are no indications that any such loss of funding will arise in the foreseeable future.

#### 12. CONTROLLING PARTY

The trustees consider that there is no controlling party.

#### 13. MEMBERS LIABILITY

Each member of the charitable company undertakes to contribute £1 to the assets of the company in the event of it being wound up.

#### 14. FINANCIAL INSTRUMENTS

The charity held the following financial instruments, measured at amortised cost:

	2019 £	2018 £
Trade debtors	<u>2,500</u>	<u>4,800</u>
Trade Creditors	(1,570)	(2,020)
Accruals and deferred income	<u>(2,820)</u>	<u>(22,820)</u>
	<u>(4,390)</u>	<u>(24,840)</u>