


HEALTHWATCH HILLINGDON
(company limited by guarantee)

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR 31 MARCH 2021**

REGISTERED COMPANY NUMBER: 08445068 (England and Wales)

REGISTERED CHARITY NUMBER: 1152553

WEC	SATURDAY			
		AB5GR08X		
A24	04/06/2022	#161		
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COMPANIES HOUSE				

HEALTHWATCH HILLINGDON
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FOR THE YEAR TO 31 MARCH 2021

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HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2021

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	
J Choudrie	
W Corsar	(Resigned 28 th July 2020)
L Dabbs	(Appointed 16 th December 2020)
T Mahmoud	
T Markham	(Resigned 14 th June 2021)
B Mathur	
B Musanu	(Resigned 9 May 2021)
K Ollivierre	
R Varma	
A Yusuf	(Resigned 26 th August 2020)

Company Secretary

Daniel West

Managing Director
Daniel West

Accountants
Azets 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 2021

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 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).

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 (HwH) 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. This year, our ways of working have been defined by the ongoing COVID-19 pandemic, necessitating adaptations to meet these challenges and ensure that the quality of our work is not affected. Moving to remote working, in keeping with Government guidance, we have ensured that the public has been able to contact us via phone, email, social media, and through video consultations.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2021

Achievements and performance (continued)

Early in the pandemic, we heard from 50 people about how COVID-19 was affecting them – this was shared with our local NHS commissioners and providers, and helped us better inform residents about relevant issues. Our role became much more focused on providing people with clear, consistent and concise advice and information articles on our website to help address people's concerns. Our COVID-19 Hub was created as a single place to find this information, and was accessed over 800 times by residents, alongside a range of content:

- Advice and information articles were accessed 1,224 times, with 158 about access to dentistry.
- COVID-19 related news items accessed 918 times.
- Our volunteer blogs chronicling their experiences in lockdown were accessed 1,348 times, and included entries from out Young Healthwatch Hillingdon volunteers.

With the Pfizer/BioNTech COVID-19 vaccine approved by the Medicines and Healthcare products Regulatory Agency (MHRA) in November 2020, Healthwatch Hillingdon began working in partnership with Hillingdon Clinical Commissioning Group (CCG) to gauge public confidence in potential COVID-19 vaccines. The project was then supported by North West London (NWL) CCG to be expanded, covering the 8 boroughs of the NWL CCG (Hillingdon, Harrow, Brent, Hounslow, Ealing, Hammersmith & Fulham, Kensington & Chelsea, and Westminster). The survey gained over 5,600 responses across North West London, with more than 1,000 from Hillingdon residents. This vital feedback was shared with health and care partners throughout NWL, highlighting concerns patients had about the vaccine and the different views of the community by age, ethnicity, and geography. Our recommendations for the vaccine rollout were:

- Communications and engagement to be tailored to the specific demographics expressing concerns, with focus on age groups, ethnicities, and geographical areas of lower vaccine confidence.
- Ensure the key information requested by patients be provided in an inclusive manner, including information on side effects, availability and eligibility and efficacy of the vaccine.
- Social media content to be curated and moderated to ensure correct information is propagated, and damaging/incorrect responses are not.

The report and intelligence was well received by the London Borough of Hillingdon Council via the Health and Wellbeing Board, NWL CCG, and Hillingdon Health and Care Partners (HHCP).

The work of our Young Healthwatch Hillingdon (YHwH) continues to grow and our success is being recognised. In the summer of 2020, due to social restrictions, Healthfest2020 was held virtually, with 10 sessions delivered on the topics of wellbeing, mental health, and employability, with 16 individuals participating. Whilst the attendance was lower than previous face to face events, the event gave Healthwatch Hillingdon much needed insight and feedback about running effective online engagement whilst working remotely. Lessons from previous engagement, and from Healthfest2020 has given us the opportunity to engage with young people in new ways. In December 2020, Young Healthwatch Hillingdon published its first podcast, on the topic of Mental Health Mythbusting, with our young volunteers speaking to representatives from Hillingdon Child and Adolescent Mental Health Services (CAMHS).

Following on from the Young Healthwatch Hillingdon review of sexual health services, our young volunteers were invited back to assist in improving online services. Public Health Hillingdon also then asked Healthwatch Hillingdon to conduct another review of these services for adults.

This year over 800 people have contacted us for information or advice. We have helped people to find services to meet their needs, responded to the challenges brought about by COVID-19, and empowered residents to navigate the system. We have received positive feedback this year and seen the difference we have made to people's lives, which makes this a very rewarding part of our role.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2021

Achievements and performance (continued)

We have engaged with over 20,000 people online, over the phone, and in person; 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 288 strategic meetings this year. Throughout the year, 26 volunteers have donated 2,237 hours of their time and expertise to make a difference in their community.

We have also seen the traffic to our website increase month on month with a total of 21,114 visitors to our website and a reach of over 160,000 through our social media platforms.

We have had a number of staff changes, in particular the departure of our Signposting and Insight Coordinator, and our Community Engagement Officer for Children and Young People. These roles are vital to the core functions of the organisation, and the vacancies were filled in Q4 of this year.

The 31st March 2021 was our 10th year as Healthwatch Hillingdon. We continue to build on our successes and to strengthen our partnerships in order to move our work forward.

Our work for 2020-21 is detailed in our Annual Report which was published on 16th July 2021 and can be downloaded at: <https://healthwatchhillington.org.uk/report/2021-07-16/annual-report-2020-21>

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 2021 the charity received £158,000 (2020: £158,000) 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 2021 the charity held reserves of £107,140 (2020 - £74,462), of which £638 (2020 - £638) were free reserves, £101,180 (2020 - £68,502) related to its restricted grant funds and £5,322 (2020 - £5,322) to the redundancy liability.

HEALTHWATCH HILLINGDON
REPORT OF THE TRUSTEES
FOR THE YEAR TO 31 MARCH 2021

Risk management

The main risks for the organisation are:

- The contract with the local authority is not extended when it expires on 31 March 2023
- 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 2023 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 2021

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 5 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

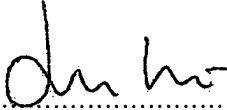
The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with 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 2021

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 2021 was approved by the trustees on 18th April 2022 and signed on their behalf by:



.....
L Hill
Chair of Trustees

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 2021 which are set out on pages 8 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
Azets Audit Services
Egham

19 May 2022

HEALTHWATCH HILLINGDON

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR TO 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME					
Charitable Activities	2	-	185,290	185,290	159,292
Total income		-	185,290	185,290	159,292
EXPENDITURE					
Charitable activities	3	-	152,612	152,612	176,401
Total expenditure		-	152,612	152,612	176,401
Net income/(expenditure)		-	32,678	32,678	(17,109)
Reconciliation of funds:					
Total funds brought forward		638	73,824	74,462	91,571
Total funds carried forward		638	106,502	107,140	74,462

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

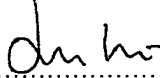
BALANCE SHEET AT 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total Funds £	2020 Total Funds £
CURRENT ASSETS					
Debtors		-	25,120	25,120	285
Cash at bank and in hand		638	89,798	90,436	80,070
		638	114,918	115,556	80,355
CREDITORS					
Amounts falling due within one year	7	-	8,416	8,416	5,893
NET CURRENT ASSETS		638	106,502	107,140	74,462
TOTAL ASSETS LESS CURRENT LIABILITIES		638	106,502	107,140	74,462
NET ASSETS		638	106,502	107,140	74,462
FUNDS	9				
Unrestricted funds				638	638
Restricted funds				106,502	73,824
TOTAL FUNDS				107,140	74,462

For the period ended 31 March 2021, 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.....18th April 2022 and were signed on its behalf by:


.....
L Hill
Chair of Trustees

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 2021

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 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 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 trustees are confident that the grant funding will continue in the medium term and 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:

Costs of charitable activities	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 2021

1. ACCOUNTING POLICIES (continued)

Resources expended (continued)

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

Charitable activities	The charitable activities flow from the Charity's vision and purpose, which are highlighted in the Trustees' Report
Other resources expended	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 2021

2. CHARITABLE ACTIVITIES

	Unrestricted £	Restricted £	2021 £	2020 £
L B Hillingdon – Healthwatch project grant	-	158,000	158,000	158,000
Other grants receivable	-	27,290	27,290	1,292
	-	185,290	185,290	159,292

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 2020 was recognised as restricted funds.

3. TOTAL RESOURCES EXPENDED

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Charitable activities				
Staff costs (note 4)	-	124,304	124,304	141,705
Volunteer expenses	-	-	-	759
Other charitable activities	-	2,085	2,085	9,216
Premises costs	-	10,084	10,084	7,599
Insurance	-	2,241	2,241	2,233
Office costs	-	9,559	9,559	7,668
Advertising	-	298	298	1,187
Independent examiners remuneration – IE fee	-	3,510	3,510	2,862
Legal costs	-	440	440	179
Other costs	-	91	91	2,993
	-	152,612	152,612	176,401

All expenditure incurred in 2020 was recognised within restricted funds.

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2021

4. EMPLOYEE COSTS

	2021 £	2020 £
Wages and salaries	114,656	131,682
Social security costs	5,307	6,663
Pension	2,460	1,885
Training	1,750	385
Staff expenses	131	1,090
	<u>124,304</u>	<u>141,705</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:

	2021 No.	2020 No.
Administrative and operational staff	<u>5</u>	<u>5</u>

Remuneration of Key Management

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

	2021 £	2020 £
Key Management Remuneration	<u>47,657</u>	<u>55,876</u>

5. 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 £Nil (2020 - £37) during the year.

6. DEBTORS: AMOUNTS DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade debtors	<u>25,120</u>	<u>285</u>

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2021

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	625	416
Social security and other taxes	1,941	2,657
Accruals and deferred income	5,850	2,820
	8,416	5,893

8. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid:

	Land and buildings 2021 £	Land and buildings 2020 £
Expiring: Within one year	-	1,565

9. MOVEMENT IN FUNDS

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Unrestricted funds					
General fund	638	-	-	-	638
Restricted funds					
Healthwatch	31,987	158,000	(152,612)	-	37,375
Other projects	41,837	27,290	-	-	69,127
TOTAL FUNDS	74,462	185,290	(152,327)	-	107,140

HEALTHWATCH HILLINGDON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR TO 31 MARCH 2021

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

COVID-19 Advice, Guidance & Support – Healthwatch Hillingdon continues to support residents, providers and commissioners during the COVID-19 pandemic, building on the work carried out to assess Vaccine Confidence. This work will be focused on Hillingdon residents, working where possible with the North West London Clinical Commissioning Group, Hillingdon Health and Care Partners, and neighbouring Healthwatch organisations to ensure challenges posed by COVID-19 are met by the provision of health and social care in the borough. Work carried out on the Care Homes Project, will continue at an appropriate time, now focusing on the effect COVID-19 has had, with relation to the feedback and evidence collected pre-outbreak.

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 2021 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:

	2021 £	2020 £
Trade debtors	25,120	285
Trade Creditors	(625)	(416)
Accruals and deferred income	(5,850)	(2,820)
	18,930	(3,236)