

HEALTHWATCH SUTTON

Company No: 08171224
(A Company Limited by Guarantee and not having a Share Capital)

Charity No: 1151601

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

MYRUS SMITH
Chartered Accountants
Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

HEALTHWATCH SUTTON

Company No: 08171224
(A Company Limited by Guarantee and not having a Share Capital)

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Annual Report **FOR THE YEAR ENDED 31 MARCH 2019**

	Page
Legal and Administrative Details	1
Report of the Trustees	2 - 10
Independent Examiner's Report	11
Statement of Financial Activities	12
Balance Sheet	13
Notes to the Financial Statements	14 -17

HEALTHWATCH SUTTON

Company No: 08171224

Charity No: 1151601

**TRUSTEES' REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2019**

The Board of Directors/Trustees presents its report and audited financial statements for the year ended 31 March 2019.

Reference and Administrative Information

Charity No.	1151601
Company No.	08171224
Registered Office and Principal address:	Granfers Community Centre 73-79 Oakhill Road, Sutton Surrey SM1 3AA

Board of Directors/Trustees who served during the year and up to the date of this report:

Chairperson:	David Williams	
Vice Chairperson:	Barbara McIntosh	
Director and Trustee:	Adrian Attard	
Director and Trustee:	Adrian Bonner	
Director and Trustee:	Annette Brown	(resigned 22/05/2019)
Director and Trustee:	Barbara McIntosh	
Director and Trustee:	Shri Mehrotra	
Director and Trustee:	Tony Ward	
Director and Trustee:	Launa Watson	
Director and Trustee:	David Williams	
Director and Trustee:	Derek Yeo	

Staff Team:	Pete Flavell – Manager Pam Howe – Patient Engagement Officer Gemma Thatcher – Communications, Engagement and Projects Officer Lorraine Davis – Team Administrator
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Bankers:	Barclays Bank PLC 43 High Street Sutton Surrey SM1 1DR
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Independent Examiner:	Stephen Jones c/o Myrus Smith Chartered Accountants Norman House 8 Burnell Road Sutton Surrey SM1 4BW
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**HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2019**

1. Structure, governance and management

Healthwatch Sutton (HWS) is the consumer champion for health and social care in Sutton. HWS was incorporated on the 7th August 2012 and achieved charitable status on 11th April 2013. It is therefore both a Company limited by Guarantee (08171224) and a registered Charity (1151601).

HWS is governed by a Board of Directors/Trustees (currently 8) who meet bi-monthly to oversee the strategic direction and development of the organisation. The original directors/trustees in 2013/14 were those who established the organisation but they were then subject to election by the members at the first AGM in February 2014. The members of HWS are local voluntary organisations and individual residents who have an interest in health and social care and support the work of HWS.

The Board of HWS work in partnership with 2 local voluntary organisations (through sub-contracting arrangements) to deliver the work of HWS.

The HWS partner organisations are:

- Community Action Sutton who support the Board, the running of HWS, the engagement and representation role and the delivery of specific projects.
- Advice Link Partnership Sutton (ALPS) who provide an information and advice service.

Recruitment and Appointment of new Trustees

Trustees are recruited and co-opted on to the Board of Healthwatch Sutton during the course of the year to meet the requirements of the organisation. At the Annual General Meeting the membership vote as to decide if they should be elected to the board.

2. Financial Review

HWS's main source of income comes from the London Borough of Sutton and in 2018/19 £109,962 was received to deliver the activities of the organisation. Healthwatch Complaints Advocacy (as set in statute is no longer provided as part of this contract and is included in a wider advocacy contract tendered separately by the local authority). An annual amount of £20,000 is allocated to ALPS to deliver the information and advice service on behalf of HWS. The balance was retained by HWS/Community Action Sutton to deliver the core work of the organisation – including funding the 4 staff and office accommodation.

Additional funding of £40,292 was secured from Sutton Clinical Commissioning Group to support work to development Patient Participation Groups and the Patient Reference Group. Other grants from various NHS organisations, totalled £20,339.

Additional one-off costs were incurred during the year for the delivery of the Children and Young People's Mental Health project that included costs for consultants to analyse the data and the employment of three temporary workers to deliver the data entry required for the paper survey responses.

3. Public Benefit Statement

HWS Trustees have complied with their duty to have due regard to the guidance on public benefit published by the Commission in exercising their powers or duties. The activities delivered during 2018/19 have been entirely in accordance with the charitable objectives.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2019
/contd...

4. Objectives and Activities

4.1 The Objects of the Charity are:

1. the advancement of health and the relief of those in need, including by:
 - (i) providing information and advice to the general public about local health and social care services; and
 - (ii) making the views and experiences of members of the general public known to health and social care providers;
2. the advancement of citizenship and community development, including ensuring local people have a voice in the development, delivery and equality of access to local health and care services and facilities;
3. the advancement of education, including the provision of training and the development of skills for volunteers and the wider community in understanding, reviewing and monitoring local health and care services and facilities;
4. any other exclusively charitable purposes as the Trustees see fit; in particular (but not exclusively) in Sutton and neighbouring areas of South London.
5. This provision may be amended by special resolution but only with the prior written consent of the Commission.

4.2 Activities

HWS gives people a chance to have their say and help to improve local health and social care services. It does this through the following activities:

- Gives people information, advice and support about local health and social care services.
- Actively finds out what people think about health and social care services.
- Has voting rights on the local Health and Wellbeing Board and makes recommendations on how health and social care services should be run.
- Shares information and ideas with other local Healthwatch groups, Healthwatch England and the Care Quality Commission.

5. Achievements and Performance

The main achievements during 2018/19 were as follows.

5.1 Children and Young People's Mental Health

Over half of the secondary schools in Sutton took part in our survey to look at the mental health of young people who go to school in Sutton.

The following schools took part:

Greenshaw High School
Nonsuch High School for Girls
Wallington High School for Girls
Carshalton College
Limes College
The John Fisher School
STARS (Sutton Tuition and Reintegration Service)
Carshalton High School for Girls
Sutton Grammar School

To ensure that each student was able to access support for their mental health if they needed it, they all received a card giving the contact details of local and national support organisations.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2019
/contd...

We used a research tool called the Warwick-Edinburgh Mental Wellbeing Scale to find out how mentally 'well' each student was feeling. This gave us a score from 7 to 35. We could then use this score to cross-reference against other questions in the survey to find out more about what effects young people's mental wellbeing.

Other questions looked at issues that students had experienced in the last month (e.g. loneliness, suicidal thoughts and discrimination), what support they have accessed, and what support they would like to have as well as questions about their demographics.

To analyse the data, we were supported by CORC (Child Outcomes Research Consortium) and Sutton Council's public health data analysts.

You can find the full report, executive summary and responses from Sutton Council, Sutton Clinical Commissioning Group and South West London and St George's Mental Health Trust to the report on our website.

Our recommendations

The findings from this report should be used to inform the emerging plans for delivery of the Trailblazer funding allocated to Sutton (Borough) and to support additional emotional support for young people in Sutton.

All secondary schools, from across the Borough, meet up to discuss the findings and actions that can be taken to support young people.

Use these findings to influence the commissioning intentions of Sutton Council and Sutton CCG. As most young people would speak to their friends or family if there is something affecting their emotional wellbeing, investigate ways to inform and support friends and family so that they can offer effective help.

Our impact

We have received formal responses from Sutton Council, Sutton CCG and South West London and St George's Mental Health Trust. Our work has also helped to:

Secure the Trailblazer bid in Sutton. This work was instrumental in securing an extra £1.8million funding for schools to provide support for the mental health of young people locally. We are now working with the leaders of the Trailblazer and helping to focus resources based on these results. For example, the Trailblazer leaders are looking to provide additional support for young LGBT people.

Facilitate discussions with local secondary school headteachers. Arrangements are being made to present at the secondary heads meeting in Sutton to discuss the actions that can be taken to support young people in schools.

Influence the recommission of CAMHS. The results have already been used by CAMHS (Child and Adolescent Mental Health Service) commissioners to influence the recommission of CAMHS.

Improve support for friends and family. The Trailblazer project is looking to investigate ways to support friends and family so they can offer effective help.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2019
/contd...

5.2 A&E at St Helier Hospital

We were approached by Epsom and St Helier University Hospitals NHS Trust to investigate the experience of people using A&E at St Helier.

The Trust were achieving the shortest A&E waiting times in London, but the results of the Friends and Family Test (a service-rating survey) did not seem to be reflecting this success.

We agreed to collect more detailed information about the A&E service at St Helier so the Trust could make changes to improve the experience of patients, their carers and families.

We took the themes from 1000 anonymous Friends and Family Test comments given by people who rated the service poorly and used these to develop the questions for the survey.

We looked at the following themes:

Experience of waiting

Managing pain

Rating and comment on staff

Addressing patients' needs

Being given consistent information

Experience of accessing other services prior to A&E attendance.

Our volunteers visited people in the A&E waiting area. The difficulty we found by approaching people here, however, is that they have not yet experienced the A&E service at this point.

Therefore, we devised a system for people to complete the survey after they had gone home. People were asked in the waiting area if they wanted:

- To complete a survey online, then they were given a leaflet with a web address.
- To complete a paper survey, then they were given a paper copy and freepost returns envelope.
- To be called by one of our volunteers at a later date, then they gave contact details.

Additionally, our volunteers spoke to patients on the Acute Medical Unit. All these patients had been admitted to hospital through A&E so they were able to complete the survey straight away.

We found that collecting responses from people attending A&E was particularly challenging compared to other services in the hospital. We handed out several hundred forms and leaflets and collected a total of 87 responses.

Last year, Epsom and St Helier University Hospitals NHS Trust launched an engagement programme around its plans for 2020-2030. This document outlines potential changes to hospital services and the site that they may be delivered at to address local problems around service delivery. As part of the process, we combined our Annual General Meeting with an event that allowed local people to share their views.

Attendees worked in groups to discuss different aspects of the proposal. All the information gathered has been fed into their engagement processes and features in their engagement report published in 2017.

Waiting Times

58% of respondents said that they were not told how long they would have to wait.

Of the patients who gave an opinion on the fairness of the order in which people were seen, 78% thought that it seemed to be fair with the remaining 22% stating that it did not seem fair.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2019
/contd...

Pain Relief

Removing those patients that did not want pain relief, 22% of patients stated that they didn't ask for pain relief but needed it, and a further 5% stated that they asked for it, but didn't receive it.

Our recommendations

Look at ways to improve communication with patients about waiting times. Potentially research other Emergency Department's patient information systems concerning waiting.

Investigate reasons behind perceived unfair order of seeing patients. If some situations are unavoidable, look to improve information to patients to explain prioritisation of patients.

Review processes in place to address pain relief on arrival at the Emergency Department to identify potential ways to improve access to pain relief and ensure that those who have identified a need are able to receive medication where appropriate.

Response from the Trust

In Epsom and St Helier Hospitals NHS Trust's Quality Account for 2018/19, the Trust made a commitment to act on the recommendations given in our A&E Report. The report was published in August 2018 and we received an update on their action plan in February 2019.

They confirmed that:

They are working on improving the information displayed to patients on the TVs. They have experienced some technical difficulties; however, a temporary whiteboard solution is in place.

A supplier is producing a laminated handout that explains the process of A&E to patients as many felt that the order in which patients were seen was unfair.

A lockable medication cupboard has been ordered to go in triage rooms so that medication can be dispensed as required without prescription.

5.3 Dementia Hubs

In our report 'Exploring the experience of people with Dementia and those that care for them', we made a recommendation to explore the possibility of setting-up a Dementia Hub in Sutton, through the Sutton Dementia Action Alliance (DAA).

There was no finance to support this work so we needed to think creatively about how we would create a 'hub' and what would be available for people with Dementia and their carers.

A group of charities on the DAA agreed we could use their offices across the Borough to run 4 pilot events or 'pop-ups' over the summer. We held the follow events on the following dates:

Sutton Carers Centre – Monday 23rd July 2018
Sutton Alzheimer's Society – Wednesday 8th August 2018
Citizens Advice Sutton – Friday 7th September 2018
Citizens Advice Sutton – Wednesday 26th September 2018

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2019
/contd...

Sutton Carers Centre, Sutton Alzheimer's Society, Citizens Advice Sutton, Age UK Sutton, Admiral Nurses and Sutton Memory Assessment Service had stalls at each of the 'pop-ups' to give out information and advice to people with Dementia and their carers.

Each venue had at least one consultation room so that people could talk in private to the stall-holders, refreshments and a presentation on a relevant theme.

Attendance at each 'pop-up' varied with one attended by 14 people and another attended by 2. We asked people who attended and staff who worked on the stalls to fill out an evaluation form and used these to create an evaluation report. The report was taken back to the Sutton DAA for discussion.

The success of these pilot was mixed. However, participating organisations agreed they would like to continue to run the 'pop-ups', only less frequently and in proven locations for foot fall.

Plans to keep this initiative going are currently being developed.

5.4 How we have helped the community get the information they need

The Healthwatch Sutton Information & Advice service (I&A) is based at Citizens Advice Sutton and operates as part of Advice Link Partnership Sutton ('ALPS'). The service is open 9am to 5pm, Monday to Friday, and residents can make contact by phone, online or face to face drop-in. The ALPS phone menu and website gives residents access to the service and also provides information and signposting resources relevant to health and social care issues.

5.5 Patient Participation Group

Patient Participation Groups act as 'critical friends' at their respective GP Practices, working in partnership with staff and providing the patient voice.

Case Studies for PPGs

PPGs responded to patient concerns regarding the inconsistencies in information across Sutton's practices.

Healthwatch Sutton researched the information currently available, found out what patients wanted to access and looked at good practice websites.

PPGs were supported to undertake a review of their practice website, as part of their existing activities, and provided with a checklist of suggested items to prompt conversations.

12 PPGs took part with almost half of the respondents reporting more than one face-to-face conversation at their practice.

At least 100 new pieces of information have or will be added to Sutton's practice websites. This includes information on:

- Accessing a chaperone
- Accessing an interpreter
- Services offered by the practice for people with disabilities
- Registering as a Carer
- Contacting Healthwatch Sutton
- The practice's PPG

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2019
/contd...

5.6 Patient Reference Group

This patient-led Forum brings together volunteer patient representatives from over 90% of Sutton's Patient Participation Groups to provide patient input into the planning, provision and monitoring of locally commissioned healthcare services.

Working with volunteer officers from the group, we have delivered 6 bi-monthly meetings to provide a Forum for dialogue between patient representatives and Sutton CCG. This has been an effective mechanism where patients have been provided with the opportunity to provide patient feedback, raise issues about local services, be informed about the CCG's priorities, planning and commissioning activities as well as take away information to share with their PPG and the wider practice population.

Key areas of work have included:

Sutton Health and Care
Primary Care at Scale
Primary Care Contracting
Connecting Your Care
Key winter messages
Range of services, commissioned by Sutton CCG, from the voluntary sector

At the end of the year, the patient representatives were supported to undertake a review of their activities to inform priorities and planning for the year ahead, raise any issues and capture feedback for the CCG.

5.7 Sutton Health & Care

The new Sutton Health and Care @ Home service was launched on 1st April 2018.

We approached the service to offer to support them to ensure that the patient's voice was heard in the design and delivery of the service that is carried out by a team of staff from a variety of services provided by the NHS and local authority.

They commissioned us to carry out two pieces of work. Firstly, to collect all existing user feedback about the services that were being combined into the new service and secondly, to provide a report analysing the data and show key findings. We produced a baseline report for them collating this information.

In addition, the service asked us to support them to develop a feedback system that would monitor the quality of the service from a user's perspective so that they could make improvements.

We developed a survey that could be completed online, on paper or over the phone with a Healthwatch volunteer.

The first questions were based on a series of 'I' statements that were developed by the Patient Advisory Group. These statements outline what a good service should look like and patients state whether they agree or disagree with the statement. For example 'I receive care from the right people, at the right time, in the right place'. Other questions looked at the quality of information received, what was good (and not so good) and asked respondents to rate the service. We also asked if users would like to thank any staff so that compliments could be given.

These reports give an independent evaluation of the service that the management can use to identify areas of improvement

**HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2019**
/contd...

5.8 Our Plans for Next Year

We will continue to ensure the voice of local people is included in decision making about our local health services. We are particularly looking forward to the following projects:

Care Homes

Our plans to visit care homes in the Borough are progressing. We have looked at a variety of tools that can be used to carry out this work. We are basing our system on the one that was developed by Healthwatch Sunderland which in turn is based on the 8 principles developed by Independent Age. This will involve asking care home managers, their staff, residents (and their friends and families) about the quality of care in each home. We are starting by looking at care homes for older people.

Our volunteers have received training and a project briefing. We are now in the process of scoping a care home that can be used to pilot the tools we are planning to use.

Primary School Students' Emotional Wellbeing

Following on from the success of our secondary schools work, we are developing another survey that can be used by pupils who are in Years 5 and 6 (9-11 year olds). A group of primary school teachers and other stakeholders have been helping us to develop the questions and work out the best way to collect survey responses.

We are now in the final stages of creating the survey and we have agreed that these will all be completed by the pupils on tablet computers. The questions are very different to those used in secondary schools. We are planning to launch this project to all primary schools in September.

Improving Healthcare Together (IHT)

We are currently monitoring the progress of this NHS initiative that is looking to change the way services are provided at Epsom and St Helier Hospitals. The programme is looking to provide a new acute hospital that will provide urgent care on either Epsom, St Helier or Sutton hospital sites.

The IHT team have carried out some engagement and these planned changes could go out to formal consultation in the Autumn of this year.

5.9 Our volunteers

Our volunteers are invaluable to the work we do.

This year, our volunteers have been actively involved in our A&E project. During the summer of last year, they supported us by carrying out 12 visits to A&E and the Acute Medical Unit (AMU) at St Helier Hospital. We visited in teams of up to 4 volunteers and they spoke to patients in the waiting rooms and on the ward. Following the visits, volunteers also supported us by coming into the office to call patients who had asked to carry out the survey over the telephone. Without their support, we would not have been able to collect the survey responses we needed for the report.

As part of our Sutton Health and Care @Home work, volunteers have supported us in a similar way by carrying out telephone interviews with people who have used the service.

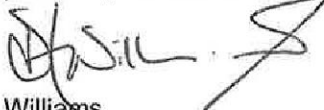
In addition to these specific projects, volunteers have supported us by helping out at events, with data entry and many other activities.

**HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2019
/contd...**

We are also delighted to have a few new recruits. After 4 years of no recruitment, we decided to advertise with the Volunteer Centre Sutton for 'Enter and View' volunteers to support our planned work in Care Homes. We have 7 new volunteers, bringing the total number of Healthwatch Sutton volunteers to 18!

We have been running training for volunteers on 'Enter and View' and half of our volunteers have recently completed safeguarding training provided by Sutton Council, both in the classroom and through an online course. We are looking forward to having more opportunities for our volunteers this year.

Approved by the Board of Trustees on 26 November 2019 and signed on its behalf by:


D. Williams
Trustee

Independent Examiner's Report to the Members of:

HEALTHWATCH SUTTON

I report on the accounts of the Healthwatch Sutton for the year ended 31 March 2019, which are set out on pages 11 to 17.

Respective responsibilities of trustees and examiner

The trustees are responsible for the preparation of the accounts in accordance with the requirements of Companies Act 2006. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland FRS102) have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.


S.A. Jones FCA
% Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

26 November 2019

HEALTHWATCH SUTTON
STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2019

	Notes	Total Funds	
		2019 £	2018 £
INCOME			
Incoming resources from charitable activities	2	170,593	168,903
EXPENDITURE			
Raising funds	3	-	42
Charitable activities	4	172,697	146,607
		<u>172,697</u>	<u>146,649</u>
NET MOVEMENT IN FUNDS		(2,104)	22,254
Reconciliation of Funds			
Fund balances brought forward		54,089	31,835
Fund balances carried forward		<u><u>£51,985</u></u>	<u><u>£54,089</u></u>

All funds are unrestricted.

The notes form part of these Financial Statements

HEALTHWATCH SUTTON
(Company No: 08171224)

BALANCE SHEET

AS AT 31 MARCH 2019

	Notes	2019 £	2018 £
CURRENT ASSETS			
Debtors	7	185	200
Cash at Bank		57,228	58,516
		<u>57,413</u>	<u>58,716</u>
CREDITORS:			
Amounts falling due within one year	8	5,428	4,627
NET ASSETS		<u>£51,985</u>	<u>£54,089</u>
FUNDS			
Unrestricted funds	9	<u>£51,985</u>	<u>£54,089</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2019.

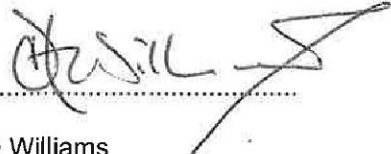
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2016 in accordance with Section 476 of the companies Act 2006.

The directors acknowledge their responsibilities for:

- (a) ensuring that the company keeps accounting records which comply with Section 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit for loss 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 company.

These Financial Statements have been prepared in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 26 November 2019 and signed on its behalf by:


.....

D Williams
Trustee

The notes form part of these Financial Statements.

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

1. ACCOUNTING POLICIES

a) Basis of preparation and assessment of going concern

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

The Charity constitutes a public benefit entity as defined by FRS 102.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

b) Reconciliation with previous Generally Accepted Accounting Practice

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 a restatement of comparative items was needed. No restatements were required.

c) Fund Accounting

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

Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for specific purposes.

d) Company Status

The charity is a company limited by guarantee. The members of the company are the trustees. In the event of the charity being wound-up, the liability in respect of the guarantee is limited to £1 per member of the charity.

e) Incoming Resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Income from contracts which are related to performance is recognised as the charity earns the right to consideration by its performance.

HEALTHWATCH SUTTON

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

/contd...

1. ACCOUNTING POLICIES (cont'd)

f) Resources Expended

All expenditure is accounted for on an accruals basis.

Charitable activities comprise those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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

g) Pension Costs

The charity operates a defined contribution pension scheme for the benefit of its employees. The cost of contributions are charged to the Statement of Financial Activities in the year they are payable.

2. INCOME FROM CHARITABLE ACTIVITIES	2019 £	2018 £
Contracts		
London Borough of Sutton	170,593	149,903
NHS Sutton Clinical Commissioning Group	-	9,000
NHS Wandsworth Clinical Commissioning Group	-	10,000
	<u>£170,593</u>	<u>£168,903</u>

All of the £168,903 received in 2018 related to unrestricted funds.

3. COST OF RAISING FUNDS	Direct costs	Support costs	TOTAL 2019	TOTAL 2018
Publicity costs	<u>-</u>	<u>-</u>	<u>£Nil</u>	<u>£42</u>

All of the £42 expenditure in 2018 was charged to unrestricted funds

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019
/cont'd....

4. CHARITABLE ACTIVITIES	Direct costs	Grant funding of activities	Support costs	TOTAL 2019	TOTAL 2018
	£	£	£	£	£
Staff and volunteers costs	111,640	-	-	111,640	92,555
Subcontractors	-	24,744	-	24,744	23,238
Property costs	-	-	9,018	9,018	6,979
General running costs	-	-	7,184	7,184	6,557
Management costs	-	-	5,200	5,200	4,000
ICT costs	-	-	5,391	5,391	4,005
Finance costs	-	-	4,250	4,250	3,860
Other support costs	-	-	3,797	3,797	3,738
Governance costs (note 5)	-	-	1,473	1,473	1,675
	<u>£111,640</u>	<u>£24,744</u>	<u>£36,313</u>	<u>£172,697</u>	<u>£146,607</u>

All of the £146,607 expenditure in 2018 related to unrestricted funds.

All of the above costs relate to the sole activity of the Charity which is to offer people a chance to have their say and help improve local health and social care services.

5. GOVERNANCE COSTS	TOTAL 2019	TOTAL 2018
Independent Examiner's fees	1,086	1,662
Board Meetings and AGM	374	-
Other costs	13	13
	<u>£1,473</u>	<u>£1,675</u>

6. STAFF COSTS		
Wages and salaries	94,342	78,491
Social Security costs	7,963	7,625
Pension costs	3,962	3,300
	<u>£106,267</u>	<u>£89,416</u>
Other direct costs	5,433	3,139
	<u>£111,700</u>	<u>£92,555</u>

	No:	No:
Average number of employees based on full-time equivalents	<u>5</u>	<u>3</u>

No employee received remuneration amounting to more than £60,000 in either period.

Total employee benefits received by key management amounted to £39,304 (2018: £38,534).

7. DEBTORS		
Other debtors and prepayments	<u>£185</u>	<u>£200</u>

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019
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8.	CREDITORS: Amounts falling due within one year		2019	2018	
	Other creditors and accruals		<u>£5,428</u>	<u>£4,627</u>	
9.	STATEMENT OF FUNDS	At 31 March 2018 £	Incoming Resources £	Resources Expended £	At 31 March 2019 £
	Unrestricted funds				
	General funds	<u>£54,089</u>	<u>£170,593</u>	<u>£172,697</u>	<u>£51,985</u>

The General Fund represents the free resources of the charity which are not designated for particular purposes.

10. RELATED PARTIES

During the year, one trustee (2018: Nil) was reimbursed £105 for travel expenses.

The trustees received no remuneration in either year.

