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

Report of the Trustees and

Unaudited Financial Statements for the Year Ended 31 March 2023

for

HEALTHWATCH KINGSTON UPON THAMES

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

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Report of the Trustees

for the Year Ended 31 March 2023

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

OBJECTIVES AND ACTIVITIES

Objectives and aims

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

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

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

Public benefit

All of HWK's work is focused on:

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

Grantmaking

None provided within this financial year.

Volunteers

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

This year our volunteers have:

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

Report of the Trustees

for the Year Ended 31 March 2023

ACHIEVEMENT AND PERFORMANCE

Charitable activities

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

1. Response to and recovery from the coronavirus pandemic :

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

2. Health inequalities and NHS and Social Care transformation:

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

3. Learning Disability:

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

4. Mental Health:

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

5. Young People:

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

6. Safeguarding:

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

Open Meetings

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

Reaching out

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

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

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

Report of the Trustees

for the Year Ended 31 March 2023

FINANCIAL REVIEW

Principal funding sources

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

Reserves policy

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

FUTURE PLANS

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

1. NHS and social care transformation:

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

2. Health inequalities :

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

3. Learning Disability and Autism:

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

4. Mental Health:

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

5. Young People:

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

6. Safeguarding:

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

Recruitment, appointment, induction and training of new trustees

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

Report of the Trustees for the Year Ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

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

Statutory statements

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

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

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

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

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

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

Responses to recommendations

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

Taking people's experiences to decision makers

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

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

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

Enter and view

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

Healthwatch representatives

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

Report of the Trustees for the Year Ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

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

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08429159 (England and Wales)

Registered Charity number

1159377

Registered office

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

Trustees

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

Independent Examiner

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

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

Elizabeth Meerabeau - Trustee

Independent Examiner's Report to the Trustees of HEALTHWATCH KINGSTON UPON THAMES

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

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

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

Mary E Ryan

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

14 November 2023

Statement of Financial Activities for the Year Ended 31 March 2023

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

Balance Sheet 31 March 2023

		Unrestricted	Restricted	31.3.23 Total	31.3.22 Total
	Matan	funds £	funds £	funds £	funds
CURRENT ASSETS	Notes	t	t	t	£
Debtors	7	3,337		3,337	2,100
Cash at bank	/	8,756	53,923	62,679	75,985
Casii at balik		0,730	33,723	02,079	73,763
		12,093	53,923	66,016	78,085
CREDITORS					
Amounts falling due within one year	8	-	(650)	(650)	(2,085)
NET CUDDENT ACCETS		12.002	52 272	(5.266	76,000
NET CURRENT ASSETS		12,093	53,273	65,366	76,000
TOTAL ASSETS LESS CURRENT					
LIABILITIES		12,093	53,273	65,366	76,000
NET ASSETS		12,093	53,273	65,366	76,000
ELINDS	0		<u></u>	<u></u>	<u></u>
FUNDS Unrestricted funds	9			12.002	10.706
Restricted funds				12,093 53,273	10,706 65,294
Restricted fullus				33,213	05,294
TOTAL FUNDS				65,366	76,000
				===	====

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

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

The trustees acknowledge their responsibilities for

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

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

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

Elizabeth Meerabeau - Trustee

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

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

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

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

Taxation

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

Fund accounting

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

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

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

Hire purchase and leasing commitments

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

Pension costs and other post-retirement benefits

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

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

2. NET INCOME/(EXPENDITURE)

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

	31.3.23	31.3.22
	£	£
Other operating leases	10,008	9,499

3. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

Charitable activity staff

NET INCOME/(EXPENDITURE)

RECONCILIATION OF FUNDSTotal funds brought forward

TOTAL FUNDS CARRIED FORWARD

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

4. STAFF COSTS

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

	No employees received emoluments in excess of £60,000.				
5.	COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES				
		Unrestricted	Restricted	Total	
		funds £	funds £	funds £	
	INCOME AND ENDOWMENTS FROM		~	~	
	Donations and legacies	-	129,000	129,000	
	Charitable activities				
	Charitable activities	19,000	24,000	43,000	
	Total	19,000	153,000	172,000	
	EXPENDITURE ON				
	Charitable activities				
	Charitable activities	23,000	98,548	121,548	
	Administration costs		27,089	27,089	
	Total	23,000	125,637	148,637	

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(4,000)

14,706

10,706

27,363

37,931

65,294

31.3.23

31.3.22

5

23,363

52,637

76,000

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

6. TANGIBLE FIXED ASSETS

0.	IANGIBLE FIXED ASSETS	Fixtures and fittings £	Computer equipment £	Totals £
	C OST At 1 April 2022 and 31 March 2023	786	3,527	4,313
	DEPRECIATION At 1 April 2022 and 31 March 2023	786	3,527	4,313
	NET BOOK VALUE At 31 March 2023		-	
F	At 31 March 2022	<u> </u>	- -	
7. I	DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		24.2.22	24.2.22
	Other debtors Prepayments		31.3.23 £ 2,100 1,237 3,337	31.3.22 £ 2,100
8. (CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEA	AR	31.3.23 €	31.3.22 £
A	Accrued expenses		650	2,085
9. N	MOVEMENT IN FUNDS		Net	•
		At 1.4.22 £	movement in funds £	At 31.3.23 £
	Unrestricted funds General fund	10,706	1,387	12,093
F Y F F	Restricted funds RB Kingston Youth out Loud RBK Safeguarding Care Worker RBK Making Safeguarding Personal LD Pilot	37,170 4,124 17,000 7,000	13,335 (1,356) (17,000) (7,000)	50,505 2,768 -
7	TOTAL FUNDS	65,294 76,000	(12,021) (10,634)	53,273 65,366

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

9. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds	r	r	L
General fund	150	1,237	1,387
LSAB/HWE	17,000	(17,000)	-
Kingston Voluntary Action	1,500	(1,500)	
	18,650	(17,263)	1,387
Restricted funds RB Kingston	138,500	(125,165)	13,335
Youth out Loud	-	(1,356)	(1,356)
RBK Safeguarding Care Worker	_	(17,000)	(17,000)
RBK Making Safeguarding Personal LD		(',',	(',',
Pilot	-	(7,000)	(7,000)
LAS engagement	5,000	(5,000)	-
SWL ICS	3,000	(3,000)	
	146,500	(158,521)	(12,021)
TOTAL FUNDS	165,150	(175,784)	(10,634)
Comparatives for movement in funds		Nat	
		Net	
		movement	At
	At 1.4.21	in funds	31.3.22
Unrestricted funds	£	£	£
General fund	10,706	_	10,706
SW London & St George's MH Trust	4,000	(4,000)	10,700
2 1 201001 CC St CVOIGC S IIII II USS			
	14,706	(4,000)	10,706
Restricted funds			
RB Kingston	26,907	10,263	37,170
Youth out Loud	4,458	(334)	4,124
CGC/HWE	6,566	(6,566)	-
RBK Safeguarding Care Worker	-	17,000	17,000
RBK Making Safeguarding Personal LD Pilot	-	7,000	7,000
	37,931	27,363	65,294
TOTAL FYING			
TOTAL FUNDS	52,637	23,363	76,000

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

9. MOVEMENT IN FUNDS - continued

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

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

10. RELATED PARTY DISCLOSURES

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