

**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)

Charity No: 1151601

Annual Report  
FOR THE YEAR ENDED 31 MARCH 2019

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**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 2018.

**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  
Adrian Bonner  
Annette Brown (resigned 22/05/2019)  
Barbara McIntosh  
Shri Mehrotra  
Launa Watson  
David Williams  
Derek Yeo

**Staff Team:** Pete Flavell – Manager  
Pam Howe – Patient Engagement Officer  
Gemma Thatcher – Communications, Engagement & Projects Officer  
Lorraine Davis – Team Administrator

**Bankers:** Barclays Bank PLC  
43 High Street  
Sutton  
Surrey  
SM1 1DR

**Independent Examiner:** Stephen Jones FCA  
c/o Myrus Smith  
Chartered Accountants  
Norman House  
8 Burnell Road  
Sutton  
Surrey  
SM1 4BW

**HEALTHWATCH SUTTON**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2018**

**1. Structure, governance and management**

Healthwatch Sutton (HWS) is the consumer champion for health and social care in Sutton. HWS was incorporated on the 7<sup>th</sup> August 2012 and achieved charitable status on 11<sup>th</sup> 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 2017/18 £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 £39,941 was secured from Sutton Clinical Commissioning Group to support work to development Patient Participation Groups and the Patient Reference Group. CCG funding of £9,000 has been allocated to HWS to deliver a series of initiatives including: health champions, health blog and 2 engagement events themed around cancer and young people.

Further additional funding of £10,000 was received to manage a fund called the 'Grassroots' project for South West London Commissioning Alliance (SWLCA).

The reserves for 2017-18 have been used to upgrade IT equipment for HWS staff and to procure promotional material to support the raising of awareness of HWS locally. In addition, the staff team has increased to 4 people with an additional part-time administration and team support role. The reserves have also been used to employ 3 temporary employees to carry out data entry as part of the Children and Young People's Mental Health and Wellbeing Project.

**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 2017/18 have been entirely in accordance with the charitable objectives.

**HEALTHWATCH SUTTON**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2018**  
/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 2017/18 were as follows.

**5.1 Listening to people's views**

There has been a large amount of planning and implementing of change in health and social care over the last year locally. We have been involved in committees and groups that have been set up to manage these changes. However, we were unsure how much awareness there was amongst Sutton residents about these initiatives.

We also wanted to collect some general views about how people viewed NHS and Social Care services so we put together a series of statements and asked people to tell us how much they agreed with them.

These questions were used to form a questionnaire called 'Take 5'. This questionnaire was sent out to all our members with our newsletter in December 2017. We received a good number of responses through the post so we decided to boost the responses but promoting our online response option. We advertised on Facebook, Nextdoor and other social media and managed to collect over 200 responses by the end of January.

**HEALTHWATCH SUTTON**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2018**  
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**5.1 Listening to people's views/contd...**

The data was used to create a report called 'Snapshot 1' that has been published and is available to download in full from our website. Here are the key findings of the report:

1. Despite respondents agreeing relatively strongly that their GP surgery provides a good service, there is still a theme emerging from the comments that making a convenient/ timely appointment can be difficult.
2. Over half the respondents (56%) are now aware that GP appointments are available from 8am to 8pm 7 days a week.
3. On average local people who completed the survey agree/strongly agree that they are able to access pharmacy services easily where they live.
4. Nearly three quarters (64%) of local people who responded are aware that Epsom and St Helier hospitals are consulting on changes to hospital services in Sutton.
5. There was not a strong level of agreement with the statement 'I know where to go if I need help with my mental health'. This is backed up by a good number of comments relating to difficulties accessing mental health services especially services for younger people.
6. Approximately 30% of the respondents are aware of the Sutton Health and Care programme.
7. When asked about planned changes to the NHS in South West London, 39% stated that they were unaware that any changes were planned. Of the remainder, when asked which statement most accurately reflects their views, the following responses were received (in order of percentage of responses):
  - i. Something else (please specify) – 17%
  - ii. I understand the financial need to change services locally – 16%
  - iii. These changes are wrong and the NHS should do something different – 11%
  - iv. The proposed changes will improve the services locally – 8%
8. For both health and social care, respondents agree more that 'services are well run' in comparison to 'money is spent wisely'. Responses for health services are marginally higher rated than social care.

**5.2 Changes to Hospital Services**

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 in to their engagement processes and features in their engagement report published in 2017.

**5.3 Understanding young people's mental health in Sutton**

2017 saw the launch of an exciting project to investigate the state of young people's mental wellbeing in the Borough.

Early last year, we pulled together a group of professionals from a variety of organisations including school teachers, mental health service providers and commissioners, voluntary and community sector representatives (including those that provide support services). We all met to discuss how we might go about collecting the views of young people about their mental health and wellbeing. There had been some serious incidents recently that had come about due to issues relating to the mental health of young people locally. As such, the group felt that this was the right time to collect this information.

**HEALTHWATCH SUTTON**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2018**  
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**5.3 Understanding young people's mental health in Sutton /contd...**

The group agreed that engaging through schools and colleges would be the most effective approach. Using a survey, we could gain an understanding of the themes and issues that are facing young people. The group looked at examples of surveys that had been used by other Healthwatch organisations nationally and worked together to develop a survey that could be specifically designed for Sutton.

The survey's first question used a wellbeing evaluation system called the Edinburgh-Warwick scale. Subsequent questions asked students to identify experiences that may have affected them, whether they have accessed support (if so, was it good), how they would like to access support, what support is provided by their school and then several questions about their background.

In December we attended the Secondary Head Teacher's meeting to describe our project and to see if schools would be willing to support us. The proposal was met with a mixed reception, so additional time was given for schools to give further feedback. We made an offer to schools to produce individual reports for each school if more than fifty percent of students completed the survey.

In January, the project was launched in schools. In total 7 secondary schools have taken part so far with a majority of students at each school completing the survey. We have received several thousand responses and are in the process of entering and analysing the responses we have received.

We will produce a Sutton-wide report that will identify all the key areas that local commissioners and providers of mental health services can focus on to improve the lives of young people. We hope that the findings will also help schools to find ways that they can support their students.

Keep up to date with developments by signing up to receive our ebulletins/newsletters or checking out our website.

**5.4 Our projects making a difference**

You may remember that we published a report last year looking at the experience of patients who had stayed on wards at Epsom and St Helier hospitals. One year later, we asked the Trust for an update on the actions that they had agreed to take in response to our recommendations. They have produced a paper giving a very thorough update. Actions include:

- The Trust has set the standard for lights to be dimmed earlier and for staff not to talk in loud tones. We have instigated night visits to monitor this and feedback indicates improvement in this area.
- Comfort packs continue to be made available on all wards, which now include availability of earplugs for patients. The availability of earplugs has been welcomed, particularly since the start of the building work happening across the Trust.
- Ward managers are expected to work ad hoc nights to find out what happens at night on their wards and to assure themselves of the calibre of care.
- Bedside entertainment units were relocated and installed in Mary Moore Ward, the most recent ward upgrade project at the time of writing this report.
- The Trust has received consistently positive feedback about the staff group lanyards introduced through the Patient First programme and, following additional feedback from nursing staff regarding the 'Nurse in charge' badges, we have now introduced a 'Nurse in charge' lanyard.
- The Trust has embarked on a series of 'Quality of Interactions Schedule' Observational audits (QUIS). The Quality of Interactions Schedule methodology has been used in over 100 care settings and gives powerful insight into the lived experience of people with dementia who are spending time – or the rest of their lives – in a care setting.

**HEALTHWATCH SUTTON**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2018**  
/contd...

**5.5 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.

**Case Study**

Client A is a young woman who has recently found out that she is pregnant. At the time that she called she had been to see her GP and had her first scan, but had not been given any information about the support services available to her. She was anxious about how she was going to cope with the arrival of her baby, which is likely to be disruptive due to personal circumstances meaning she will need to relocate. A volunteer gave her the contact details for the Sutton and Merton Family Nurse Partnership, who provide advice and support about sexual health and pregnancy, as well as access to nursing services intended to support the emotional health and wellbeing of parents-to-be. The volunteer discussed the national services available to pregnant women, reassuring the client that she would have access to specialist support about pregnancy options; her healthcare needs during and after pregnancy; and housing after the birth. The client was also provided with information from NHS Choices, with the volunteer explaining how she could get help with childcare costs after the birth through the Care to Learn scheme.

**5.6 Grassroots Scheme**

After the success of last year, the grassroots scheme was renewed for another year. Throughout this year we've seen the NHS engage with a wide range of the Sutton demographic. The Grassroots scheme offered funding of up to £750 to local groups in Sutton who do not regularly engage with the NHS to run one off event that members of the community would enjoy. Colleagues from the NHS would then attend to speak to attendees.

A report titled 'you said, we did and are doing' was released by the south west London NHS to show the impact that the events have had in improving services. One example of the impact of the scheme was discharge times. Concerns were raised about patients that were discharged late at night without care at home. Several schemes have been created in order to improve local discharge practice.

**5.7 Working with other organisations**

Healthwatch Sutton undertakes a piece of work which is commissioned by Sutton Clinical Commissioning Group (Sutton CCG) working, in collaboration, to support the CCG in ensuring that patients and local people are at the heart of their decision making whilst also delivering the Healthwatch commitment to ensure local people are able to participate in and influence decision making.

Healthwatch Sutton is ideally placed to offer independent support and development, working directly with practice based Patient Participation Groups and the Sutton wide Patient Reference Group.

Healthwatch Sutton has been working in partnership with Community Action Sutton (formerly Sutton Centre for the Voluntary Sector) and Sutton CCG to set up and deliver a programme of Community Health Champions. The project will bring together and involve local people in reaching out to individuals and communities to connect them to the health and wellbeing services (statutory and voluntary) that can support them to live healthier, happier lives.

Current champions are undertaking a programme of training and identifying the communities where they can disseminate relevant health information and support local people to access the services that best meet their needs.



**HEALTHWATCH SUTTON**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2018**  
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### **5.8 Dementia Hubs**

In 2017 several local organisations came together to create dementia hubs. The idea for the project came from a recommendation from the Healthwatch Sutton report 'Exploring the experience of people with dementia and those who care for them in 2017 which found there was not enough support for those living with dementia and a dementia hub in Sutton would address a lot of the issues identified.

The hubs will provide an open and accessible space for local people to come and meet other people. Representatives from several organisations will be available at each pop up to provide information and advice. There will also be presentations at midday at each site on dementia related themes such as power of attorney. The hubs will launch in the summer of 2018.

### **5.9 Patient Participation Group**

The majority of Sutton's practices now have well set up, active and effective Patient Participation Groups (PPGs) where patients are working in partnership with practice staff to influence and bring about ongoing changes and improvements to the quality of services provided to their patients and carers.

What have PPGs achieved?

Examples of PPG activity this year include:

Providing patient feedback and input into;

- Practice websites
- Practice mergers
- Practice redevelopment proposals (Belmont & Central Sutton)
- Practice surveys

PPG volunteer activities;

- Supporting flu vaccination clinics
- Running a walking group
- Contributing items to practice newsletters
- Hosting a Facebook page
- Promoting Patient Online in surgery waiting areas
- Supporting a practice stand at a local community fair
- Health information talks and events

### **5.10 Patient Reference Group**

This patient led group is now firmly embedded in the CCG infrastructure, bringing together volunteer patient representatives from over 90% of Sutton's PPGs to provide patient input into the planning, provision and monitoring of locally commissioned healthcare services.

We have been supporting the Patient Reference Group (PRG), working with volunteer officers to deliver bi monthly meetings to provide the forum for dialogue between patient representatives and Sutton CCG. This is an effective mechanism by which patients can raise issues about local services, be informed about the CCG's priorities, planning and commissioning activities and where the CCG can consult patients about specific and future developments including the commissioning of local services.

Throughout the year presentations have been provided and patient feedback captured including the SW London Sustainability and Transformation Plan and the Primary Care Commissioning Strategy.

Information presented at the PRG is regularly disseminated to PPGs for discussion and action at practices this year this has included:

- Speak Up Sutton's 'Top tips' for GPs from people with Learning Disabilities
- Engaging patients around the key messages about cost effective prescribing (medicines optimisation)
- Promoting Sutton's GP Federation Extended hours service

**HEALTHWATCH SUTTON**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2018**  
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**5.11 Sutton Health & Care**

Breaking down the barriers between organisations that can often cause issues for patients and service users, has been a key objective for health and social care for many years. For example, if a patient is ready to go home from hospital but the social care services to keep them safe and well are not yet in place, then the patient can stay longer than needed in hospital.

Sutton Health and Care is a new organisation that has been set up to improve the integration of services. Its first objective has been to reduce the number of people admitted to hospital and to reduce the length of time they stay there if they are admitted. They are doing this by creating one team from 7 existing services provided by 4 different organisations.

Healthwatch has been invited to participate in the development of this organisation. Some service user involvement had been put in to the development of this model, however, we felt that there should be more engagement with the people in the design of the service and the ongoing monitoring of the quality of the service.

We sent a proposal to the Sutton Local Transformation Board offering to deliver a programme of engagement to ensure that there was a high quality and quantity of feedback being received by the new service. The proposal was well received and endorsed by representatives from the organisations involved.

Before working on the proposal, we were asked to carry out a baseline audit using all the service user feedback information that was already collected by the services going in to the new organisation.

Here are a few of themes that emerged from the audit:

- Although individual staff are really appreciated, the service offer is not always geared to meet individual needs.
- Some patients had received services that they felt they didn't need while others have stated that they would have liked to receive the service for longer.
- In most cases service users have built up positive relationships with staff and have stated that they will miss the individual staff members when they finish using a service with some users feeling let down at this point.
- In a small number of cases, transition or communication between services has been poor and the impact for the people affected has been large.
- Current service feedback systems collect very little information about how well different services work together (i.e. service integration), though some feedback does indirectly point to well or poorly integrated services.

We are now working with Sutton Health and Care to develop an ongoing system to collect the views of their service users. Our current proposal is to offer users three different ways to feedback. Either through a more in-depth telephone survey later, through a shorter paper survey and alternatively an online version of the same survey. We will be collating the information monthly or bimonthly so that it can be included in their quality monitoring systems.

**5.12 Our Plans for Next Year**

We will be continuing to support and develop patient involvement and influence through Patient Participation Groups and the Patient Reference Group.

We will be developing the Community Health Champion Programme with ongoing recruitment and specific training for practice based champions.

We will be working on a specific project to support and engage patients and PPGs in reviewing the patient information on their websites with a view to improving access and standardising across Sutton.

We will continue to promote and support patient participation and representation to ensure the voice of local people is included in decision making about our local health services

**HEALTHWATCH SUTTON  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2018  
/contd...**

**5.12 Our Plans for Next Year/contd...**

**Care Homes**

This year will see the launch of new project to look at the experience and views of people living in care homes in the Borough. The quality of care provided in care home consistently shows up in our intelligence gathering as a high priority for local people. Whilst a major of care homes provide a good service, we know from reports from the Care Quality Commission that a minority are providing services that fall short of quality needed to provide a safe and comfortable environment for residents. We envisage that this project will involve our volunteers going to homes to speak to residents and their family and friends. We will be putting together a steering group to initiate this project in the late summer. If you are interested in being part of this project, please get in touch.

**Children and Young People's Mental Health and Wellbeing – Parts 2 & 3**

When we developed the plans for this project, we started by focussing on secondary school students. We did however, also make a commitment to carry out two further survey. One would focus on pupils in primary education (Years 5 & 6) and another version would be used for students with learning disabilities. We will be taking both these areas forward this year.

**5.13 Our volunteers**

All of the work that we do wouldn't be possible without the contribution our fantastic volunteers make. Some of the work that our volunteers have been involved with includes visiting St Helier Hospital as part of our A&E project and speaking with patients and people waiting to be assessed, helping out with data entry for our projects as large amounts of information needs to be entered and processed.

As part of celebrating the great work that our volunteers do, we held a volunteer forum in August 2017 where we updated the volunteers on upcoming work and also had a lunch.

For the first time in nearly 4 years, we opened our doors to new volunteers this year. Our existing dedicated volunteers have been instrumental in the delivery of our projects. This year, the amount of volunteer activity is likely to rise as we have a variety of projects on the horizon that will need a significant amount of help from volunteers. As such, we are recruiting to two roles. These are 'Enter and View Volunteer' and 'Outreach Volunteer'.

Approved by the Board of Trustees on \_\_\_\_\_ 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 14 to 19.

#### **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

## HEALTHWATCH SUTTON

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

	Notes	Total Funds	
		2019 £	2018 £
<b>INCOME</b>			
Incoming resources from charitable activities	2	170,593	168,903
<b>EXPENDITURE</b>			
Raising funds	3	-	42
Charitable activities	4	172,697	146,607
		<u>172,697</u>	<u>146,649</u>
<b>NET MOVEMENT IN FUNDS</b>		(2,104)	22,254
<b>Reconciliation of Funds</b>			
Fund balances brought forward		<u>54,089</u>	<u>31,835</u>
<b>Fund balances carried forward</b>		<u>£51,985</u>	<u>£54,089</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 £
<b>CURRENT ASSETS</b>			
Debtors	7	185	200
Cash at Bank		57,228	58,516
		<u>57,413</u>	<u>58,716</u>
<b>CREDITORS:</b>			
Amounts falling due within one year	8	5,428	4,627
		<u>£51,985</u>	<u>£54,089</u>
<b>NET ASSETS</b>			
		<u>£51,985</u>	<u>£54,089</u>
<b>FUNDS</b>			
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

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.

<b>2. INCOME FROM CHARITABLE ACTIVITIES</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
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.

<b>3. COST OF RAISING FUNDS</b>	<b>Direct costs</b>	<b>Support costs</b>	<b>TOTAL 2019</b>	<b>TOTAL 2018</b>
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**  
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<b>4. CHARITABLE ACTIVITIES</b>	<b>Direct costs</b>	<b>Grant funding of activities</b>	<b>Support costs</b>	<b>TOTAL 2019</b>	<b>TOTAL 2018</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
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.

<b>5. GOVERNANCE COSTS</b>	<b>TOTAL 2019</b>	<b>TOTAL 2018</b>
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>

<b>6. STAFF COSTS</b>		
Wages and salaries		78,491
Social Security costs		7,625
Pension costs		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>

	<b>No:</b>	<b>No:</b>
Average number of employees based on full-time equivalents	<u>  </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 £xxxxxx (2018: £38,534).

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

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

<b>8.</b>	<b>CREDITORS: Amounts falling due within one year</b>	<b>2019</b>	<b>2018</b>
	Other creditors and accruals	<u>£5,428</u>	<u>£4,627</u>
<b>9.</b>	<b>STATEMENT OF FUNDS</b>		
		<b>At</b>	<b>At</b>
		<b>31 March</b>	<b>31 March</b>
		<b>2018</b>	<b>2019</b>
		<b>£</b>	<b>£</b>
	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, xxx trustees (2018: Nil) were reimbursed for travel expenses.

The trustees received no remuneration in either year.

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

<b>8.</b>	<b>CREDITORS: Amounts falling due within one year</b>	<b>2019</b>	<b>2018</b>
	Other creditors and accruals	<u>£5,428</u>	<u>£4,627</u>
<b>9.</b>	<b>STATEMENT OF FUNDS</b>		
	<b>At</b>		<b>At</b>
	<b>31 March</b>	<b>Incoming</b>	<b>Resources</b>
	<b>2018</b>	<b>Resources</b>	<b>Expended</b>
	<b>£</b>	<b>£</b>	<b>£</b>
			<b>31 March</b>
			<b>2019</b>
			<b>£</b>
	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.

