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 2016

MYRUS SMITH
Chartered Accountants
Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW
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HEALTHWATCH SUTTON
Company No: 08171224
Charity No: 1151601

TRUSTEES’ REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2016

The Board of Directors/Trustees presents its report and audited financial statements for the year ended 31 March 2016.

Reference and Administrative Information

Charity No. 1151601
Company No. 08171224

Registered Office and Granfers Community Centre
Principal address: 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 (from 13/07/2015)
Vice Chairperson: Annette Brown (resigned 18/05/2015)

Adrian Attard
Adrian Bonner (from 07/10/2015)
Derek Yeo
Shri Mehrotra
Sylvia Aslangul (resigned 13/07/2015)
Tony Ward (from 13/07/2015)

Staff Team:
Pete Flavell – Operational Manager
Pam Howe – Volunteer and Engagement Officer
Sara Thomas – Communications and Administration Officer

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

Independent Examiner:
Stephen Jones
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 2016

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 9) 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 3 local voluntary organisations (through sub-contracting arrangements) to deliver the work of HWS. The HWS partner organisations are:

- Sutton Centre for the Voluntary Sector (SCVS) who support the Board, the running of HWS, the engagement and representation role and the delivery of specific projects.
- SCILL who provide the information and advice service.
- Sutton Citizen’s Advice Bureau who provide a complaints advocacy 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 2015/16 £197,987 was received to deliver the activities of the organisation. From this £40,000 was allocated to Sutton CABx and £39,800 to SCILL to deliver work on behalf of HWS. The balance was retained by HWS/SCVS to deliver the core work of the organisation – including funding the 3 staff and office accommodation.

Additional funding of £35,000 was secured from Sutton Clinical Commissioning Group to support work to development Patient Participation Groups and the Patient Reference Group.

Healthwatch Sutton has ended the financial year with reserves amounting to £16,783. The trustees are mindful of the need to set aside redundancy and close down costs due to the contractual situation and these have been estimated at £14,583.

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 2015/16 have been entirely in accordance with the charitable objectives.

4. Objectives and Activities

4.1 The Objects of the Charity are:

- 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 cares services; and
  
  (ii) making the views and experiences of members of the general public known to health and social care providers;
4.1 The Objects of the Charity are:

- 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;
- 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;
- any other exclusively charitable purposes as the Trustees see fit;
- in particular (but not exclusively) in Sutton and neighbouring areas of South London.

This provision may be amended by special resolution but only with the prior written consent of the Commission.

4.1 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 2015/16 were as follows:

5.1 Outpatient Project

One of our biggest pieces of work this year has been investigating the outpatient clinics at St Helier hospital. An Outpatient Project Group was set up to oversee the project. The project group met in September 2015 and agreed the areas that we should focus on. These were:

- Receiving the right information before your appointment
- Waiting times in clinics
- Being informed about delays
- Quality of information provided by the clinician during the appointment

The group agreed the best way to engage with patients would be to speak to them while they were waiting for their appointments. A questionnaire was developed and during October and November 2015 Volunteers visited various outpatient departments and collected over 300 surveys.

Analysis of these surveys showed that the Trust had performed very well in a number of areas. We also identified a number of areas that we felt could be improved.

There were no questions relating to pharmacy in the questionnaire, however, respondents made several comments expressing their frustration with the Pharmacy at St Helier Hospital.

We were very pleased to receive a full and positive response to our recommendations from Epsom and St Helier University Hospitals NHS Trust. The Trust has developed a series of proposed actions to seek to find the causes of the issues and therefore find ways to improve the experience of patients.
5.1 Outpatient Project

Actions include the following:

- To audit ‘reason for clinic cancellation’ codes to identify actions to address avoidable cancellations
- Set up ‘Data quality leads’ to report back regularly on cancellations.
- To be a regular agenda item at Governance/Quality meetings
- Improvement of patient cancellation levels to be monitored at the Trust's new ‘Outpatient Steering Group’ (launch May 2016)
- Nominated person in each Division to be responsible for monitoring booking policy
- Investigate the purchase of a new module for the automated ‘self check-in’ already been used in some areas
- Receptionists to be asked to proactively manage delay expectations and inform patients accurately when they arrive.
- Delay Boards to be regularly updated in main outpatient waiting area

We look forward to seeing how these actions progress and we have offered our help and support.

5.2 Caring for people with Dementia Project

During an event incorporating a Healthwatch Sutton prioritisation exercise, local people identified carers and dementia as 2 of their top areas of concern.

Over 2,000 people in Sutton have a diagnosis of dementia, with the illness impacting on many more, friends, family and carers. In order to gather evidence of the issues that arise, for people with dementia and their carers, shortly after receiving a diagnosis we held a targeted event for carers of people with dementia. During feedback sessions participants were asked to identify, what works for them, what doesn’t and where improvements or changes were needed. For those carers who were unable to attend the event online and paper questionnaire were available to capture their feedback.

In order to take the work forward a project group was set up to look at the feedback received following the Carers for people with Dementia event and follow up questionnaires. The group discussed and agreed an action plan to gather more information on the key themes from the feedback to strengthen the evidence to enable Healthwatch Sutton to recommend and influence changes (if needed).

In view of the target group the decision was made to undertake a small project that would provide mostly qualitative information using weekly interviews with people with a recent diagnosis of dementia and their carers and telephone interviews with carers of people with dementia.

We worked in partnership with Sutton Alzheimer’s Society and Sutton Carers Centre to identify and support participants for the project and provide training to the volunteers who undertook the interviews.

Currently the feedback is being collated and case studies written that will aim to capture the reality of what it is like to live with or care for someone with dementia, identify the issues they face and what could be done to improve people’s experiences.

5.3 Jubilee Health Centre – Enter and View visit

The Jubilee Health Centre, in Wallington is a local care centre which provides a range of clinical facilities, including community mental health, physiotherapy, diagnostic and outpatient services and 2 GP surgeries.
5.3 Jubilee Health Centre – Enter and View visit/contd

Shortly after the Jubilee Health Centre was opened, Sutton LINk carried out a monitoring visit to gauge people’s first impressions of the Centre. In 2013/2014 Healthwatch Sutton collated the findings of the LINK visit, the views of staff, patients and a practice patient group about the patient experience of using the centre and carried out an ‘enter and view visit’. Our report and recommendations followed, identifying a number of key issues, mostly relating to the building.

London Borough of Sutton Scrutiny Committee, having taken a keen interest in the Jubilee Health Centre agreed to escalate our recommendations alongside their own concerns regarding the overall management oversight of the building. This resulted in a roundtable discussion, bringing together Sutton Scrutiny Committee, Healthwatch Sutton and representatives from the owners of the building and those involved in building and managing the Centre, an action plan was drawn up in February 2015. A further enter and view visit was carried out, 1 year on from the agreement of the action plan to assess progress on all the recommendations made.

The last 12 months has seen progress on the action plan and many of the recommendations have been implemented or significant improvements have been made. Key actions have included an improvement in signage, development of the garden area ensuring a ‘one door access’ to all services in the Jubilee Health Centre and the complex introduction of regular outreach sessions from voluntary and community groups and a Citizens Advice Bureau debt advice line.

We are also pleased to report that many of the earlier recommendations have now also been implemented including a line at the GP reception area improving privacy, the installation of a heating curtain in an otherwise cold waiting area and a barrier in the car park improving access for people requiring ‘drop off’ spaces.

5.4 Commissioned work – Patient Participation Groups

At the beginning of 2015 HWS was recommissioned, by Sutton Clinical Commissioning Group (SCCG), to continue to provide ongoing independent support and to further develop practice based Patient Participation Groups (PPGs) and the borough wide Patient Reference Group (PRG).

Throughout the year we have been promoting and developing the opportunities that these patient groups offer for local people to provide constructive feedback to improve services. Patient Participation Groups, where patients actively work, in partnership, with their practice can bring about ongoing changes and improvements to services and to the quality of the health care provided. Consulting with their patients allows GPs and their staff to plan services with patients’ needs in mind in order to increase their effectiveness and efficiency and achieve high quality responsive care.

In 2013 Sutton LINk identified that 69% of Sutton SCCG had some practice based patient engagement. By 2014 this had increased to 92%, with only 2 practices known to have no engagement. Following the introduction of the requirement that practices have a patient group, the remaining 2 practices have been supported to set up groups.

The majority of Sutton’s GP practices now have an active and effective patient group where patients have a voice and are influencing the planning, delivery and monitoring of services at their practice and supporting the practice to make changes and improvements.

Members of PPGs have been providing input to practice surveys, carrying out their own surveys on specific aspects of patient experience, working with the practice to run health information events, supporting CQC inspections, promoting initiatives, providing the patient perspective in staff recruitment, and in practice merger and communicating with the wider practice population through ‘virtual groups’, newsletters, social media and open meetings.
5.4 Commissioned work – Patient Participation Groups

Over half of Sutton practices have been supported, by HWS, with the development of their patient groups and representation at the PRG. Support has included training in dementia awareness and chairing skills for PPG, supporting recruitment through Healthwatch Sutton networks, promoting further opportunities for patient engagement, guidance to PPGs regarding their role in CQC inspections and support with governance; good practice, terms of reference and codes of conduct for meetings.

PPG members were offered the opportunity to attend a HWS annual PPG Forum and this year representatives from 13 different practices came together to meet and hear from others, share ideas, concerns and good practice.

- 100% of respondents found it interesting
- 100% of respondents found it useful
- 93% of respondents would recommend the Forum to others in their PPG.

In feeding back on their experience of working with Healthwatch Sutton one PPG member said; “Our new group was provided with invaluable guidance and a framework enabling us to move forward with more confidence”

5.5 Patient Reference Group (PRG)

NHS Sutton Clinical Commissioning Group have a borough wide Patient Reference Group (PRG) which provides a forum for dialogue between patient representatives, from PPGs and the CCG.

HWS was re commissioned to continue to support and develop the group to ensure the CCG has meaningful engagement with patients and to deliver an effective patient voice around locally commissioned services.

Over 90% of Suttons practices are now represented on the patient led Patient Reference Group which provides a patient perspective on the planning, delivery and monitoring of the services they commission. Representatives are able to raise issues about services with the CCG and take feedback, updates and opportunities for wider public consultation back to their PPG and the wider practice population.

Topics have included

- NHS 111
- SCCG Investment planning Consultation on mental health inpatient beds
- Introduction of the IDCR
- SCCG Vanguard status
- Sutton Uplift/Primary Care co commissioning
- Patient Engagement Projects
- SWL Issues Paper

The group held its annual commissioning workshop at its September meeting, where feedback, gathered by members of patient groups, on the health services which local people would like to see prioritised in future planning, was collated by HWS and forwarded to Sutton CCG.

15 GP Practices were represented at the workshop and 190 bullet point comments noted. Recurring themes, across most or all topics were highlighted and will be used to inform the PRG work plan for 2016/2017.

Feedback from PPG and PRG further informs the work of HWS.
5.5 Patient Reference Group (PRG)/contd…

This year’s workplan included gathering feedback from practices on the NHS 111 service, a ‘task and finish’ group visit to the local NHS111 call centre and feedback to members and the CCG.

Next year will see the SCCG take on delegated commissioning for primary care services, this will see the remit of the PRG grow as it takes on issues from primary as well as secondary care services.

6.6 Volunteer Activities

HWS is a volunteer led organisation supported by a team of dedicated and committed volunteers. Our team of 20 volunteers have been with the organisation from the outset (and as a LINk before) providing us with support from an experienced, trained and knowledgeable groups of individuals with a range of skills. HWS has a volunteer management plan which provides the organisation with clear objectives and strategies to support all aspects of volunteering in the organisation. The plan recognises that supporting, valuing and rewarding volunteers is vital for the ongoing viability of the organisation. This management plan is designed to assist the organisation in achieving an effective structure and good management practices for volunteering. Regular volunteer support meetings are held, an annual “thank you” Christmas lunch celebration and last year volunteers also took part in Sutton Volunteer Centre’s annual Big Breakfast’ celebration for volunteers in Sutton.

This year HWS volunteers have;

• Supported and helped with our events
• Contributed towards ‘day to day’ administration
• Carried out 1 to 1 interviews with people with dementia and their carers
• Carried out an enter and view visit to the Jubilee Health Centre
• Undertaken a review of communication materials for SCCG IDCR
• Provided patient feedback on Sutton CCG’s Annual Report Summary
• Supported our research— to help us investigate health and social care issues by carrying out surveys: supporting people to distribute or complete surveys and inputting data for the outpatient project
• Championed the work of Healthwatch Sutton in their personal networks
• Undertook a visit and provided feedback on the new Eye Unit at St Helier hospital.

6.7 Healthwatch Sutton Information and Signposting

The Healthwatch Sutton Information and Signposting (I&S) team are based at SCILL. This year the team have continued to work hard promoting and raising awareness of the Healthwatch Sutton information and signposting service.

2015/16 saw an increase in the number of enquiries received from local people about health and/or social care. The total number of enquiries directly relating to health and social care for the year is 150.

The team have also attended and promoted Healthwatch at 48 different events across the Borough.

The outreach and events that were Healthwatch specific include the Pulmonary and Cardiac Rehab groups. These sessions run regularly and the team are invited along to speak to patients and give advice on the support that is available for them following diagnosis. This kind of work then leads to the patients coming back to our service time and again for various enquiries.

Other outreach includes an information stand at St Helier Hospital. The work done in the hospital often leads to access to other hospital departments such as The Discharge Lounge, Eye Clinic and Transport. The team are then able to display Healthwatch leaflets and posters this often leads to an increase in patient and staff engagement.
6.7 Healthwatch Sutton Information and Signposting

SCILL were delighted to be approached by Sutton Clinical Commissioning Group to attend 12 Patient Education Sessions. The Patient Education Sessions provide an excellent opportunity for different organisations and services to come together under one roof and provide information for people with various medical conditions.

The team were pleased to be asked to host the first Patient Education Session at SCILL. This session was a huge success with over 100 people, aged over 75, attending. The attendees were delighted with the range of support and information on offer on the day. This event was a perfect opportunity to encourage people to join Healthwatch and local people were encouraged to have their say on the Healthwatch priorities via the “What matters to you” survey.

Livewell Sutton and Merton also used the SCILL centre to carry out free health checks for eligible Sutton residents. The team also used this opportunity to promote Healthwatch.

Many local groups use the SCILL Centre including The Stroke Club drop in, Fibromyalgia group The MS Society, Sutton Uplift, National Autistic Society and National Childbirth Trust. All groups receive information about Healthwatch and the information officer on site is available to answer any enquiries.

The team have all undertaken and enjoyed the Dementia Friends training. As a result of this SCILL signed up to the Dementia Action Alliance.

The majority of Pharmacists in the Borough have Healthwatch leaflets on display and the team continue to receive calls from people who have been directed to them via their Community Nurse, Occupational Therapist or Health Care Professional.

The team have engaged with the new Sutton Uplift Service. A team member also attends the Sutton Uplift Service User Panel Group which is a great way to network with other organisations in regards to Mental Health.

6.8 Complaints Advocacy

The complaints advocacy team is comprised of three advisers and a project manager, all based at Citizens Advice Sutton. Clients who use this service meet with a specialist adviser whose role it is to inform them about their potential options and offer assistance in progressing their complaint. This can involve the client being supported in acting for themselves, or the adviser advocating directly on their behalf. The advisers have the training and experience necessary to take a complaint all the way from the first step, raising a potential issue with the body in question, to receiving a final response from the Parliamentary Health Ombudsman or Local Government Ombudsman. Advisers also work with and make referrals to solicitors who can offer pro bono legal advice about medical negligence and personal injury claims. These enquiries can take several months to resolve, can progress thorough multiple stages as the complaint moves from a complaints team to an ombudsman and will often require numerous, in-depth contacts with clients. 2015/16 saw a drop in the number of enquiries about hospital services (which made up 45% of issues raised by clients in the last financial year), and other enquiry types remaining at comparable levels to 2014/15.

Within the categories above the complaints advocacy team discussed 49 individual types of issues with clients, ranging from complaints about specific hospital departments (orthopaedics, cancer services, cardiology, etc.) to procedural problems with complaints management, access to patient information and assessment of need (in relation to social services).
HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2016
/contd…

7. Plans for the Future 2016/17

We have only recently received a response from Epsom and St Helier University Hospitals NHS Trust to our Outpatient Report. Over the next year we will monitor the progress of the actions that were proposed in this response and we have offered to help in any way that we can to achieve the changes needed to improve patients’ experience of Outpatient services.

We are also currently working with the hospital Trust on another project to find out patients’ views on the service provided at a variety of wards at both Epsom and St Helier hospitals. A report will be published soon and we will again be looking to see what action can be taken to address any issues, alongside any commendations for great service.

Plans are also in full swing to hold an event to find out about the experience of people who have a learning disability who are supported by a Support Worker. This event will allow people with a learning disability to tell us about their experience of support work and also the Support Workers themselves to share their views on their work. Parents will also be invited to share their experience. An easy-read report will be published shortly after the event has been held.

Mental health has also been highlighted as an area of concern for local people and we are in the preliminary stages of establishing where the priorities are in mental health. We will then launch a new project to look in to a specific area of mental health.

Finally, we are aware that plans are currently in development that could have an impact on the delivery of a wide variety of services across the whole of South West London. We will be monitoring this closely and responding to any reaction in public opinion to any proposals that emerge.

Approved by the Board of Trustees on 2016 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 2016, which are set out on pages 11 to 15.

Respective responsibilities of trustees and examiner

The trustees are responsible for the preparation of the accounts. 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
     
   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
C/o Myrus Smith
Chartered Accountants

Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

2016


**HEALTHWATCH SUTTON**  

**STATEMENT OF FINANCIAL ACTIVITIES**  
(Incorporating Income and Expenditure Account)  
FOR THE YEAR ENDED 31 MARCH 2016

<table>
<thead>
<tr>
<th>Notes</th>
<th>Total Funds</th>
</tr>
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<tbody>
<tr>
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<td>2016</td>
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<tr>
<td><strong>INCOME</strong></td>
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<td>Donations and legacies</td>
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<tr>
<td>Incoming resources from charitable activities</td>
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<tr>
<td><strong>Total</strong></td>
<td>232,987</td>
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<td><strong>EXPENDITURE</strong></td>
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<tr>
<td>Raising funds</td>
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<td>Charitable activities</td>
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<tr>
<td><strong>Total</strong></td>
<td>229,757</td>
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<td><strong>NET MOVEMENT IN FUNDS</strong></td>
<td>3,230</td>
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**Reconciliation of Funds**

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<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
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<tr>
<td>Fund balances brought forward</td>
<td>13,554</td>
<td>10,251</td>
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<tr>
<td><strong>Fund balances carried forward</strong></td>
<td>£16,784</td>
<td>£13,554</td>
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</table>

All funds are unrestricted.

The notes form part of these Financial Statements
HEALTHWATCH SUTTON  
(Company No: 08171224)  
BALANCE SHEET  
AS AT 31 MARCH 2016

Notes

<table>
<thead>
<tr>
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<th>2016</th>
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<tbody>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
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<td>Debtors</td>
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<td>Cash at Bank</td>
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<td></td>
<td>24,900</td>
<td>79,945</td>
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<tr>
<td><strong>CREDITORS:</strong></td>
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<tr>
<td>Amounts falling due within one year</td>
<td>9</td>
<td>8,116</td>
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<tr>
<td><strong>NET ASSETS</strong></td>
<td></td>
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<tr>
<td></td>
<td>£16,784</td>
<td>£13,554</td>
</tr>
<tr>
<td><strong>FUNDS</strong></td>
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</tr>
<tr>
<td>Unrestricted funds</td>
<td>8</td>
<td>£16,784</td>
</tr>
</tbody>
</table>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2016.

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 or 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 and the Financial Reporting Standards for Smaller Entities (effective January 2015).

Approved by the Board of Trustees on 2016 and signed on its behalf by:

..........................................
D Williams
Trustee

The notes form part of these Financial Statements.
1. ACCOUNTING POLICIES

a) Basis of Accounting

The Financial Statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice “Accounting and Reporting by Charities” issued in March 2005, the Companies Act 2006 and the Financial Reporting Standards for Smaller Entities (effective January 2015).

b) 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.

c) 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.

d) 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.

e) 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.

f) 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. **DONATIONS AND LEGACIES**

<table>
<thead>
<tr>
<th></th>
<th>TOTAL 2016</th>
<th>TOTAL 2015</th>
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<tbody>
<tr>
<td>Donations</td>
<td>£NIL</td>
<td>£416</td>
</tr>
</tbody>
</table>

All of the £416 received in 2015 related to unrestricted funds.

3. **INCOME FROM CHARITABLE ACTIVITIES**

<table>
<thead>
<tr>
<th></th>
<th>£</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>London Borough of Sutton</td>
<td>197,987</td>
<td>197,987</td>
</tr>
<tr>
<td>NHS Sutton Clinical Commissioning Group</td>
<td>35,000</td>
<td>29,550</td>
</tr>
<tr>
<td>Other</td>
<td>-</td>
<td>200</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£232,987</strong></td>
<td><strong>£227,737</strong></td>
</tr>
</tbody>
</table>

All of the £227,737 received in 2015 related to unrestricted funds.

4. **COST OF RAISING FUNDS**

<table>
<thead>
<tr>
<th></th>
<th>Direct costs</th>
<th>Support costs</th>
<th>TOTAL 2016</th>
<th>TOTAL 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publicity costs</td>
<td>£Nil</td>
<td>£4,032</td>
<td><strong>£4,032</strong></td>
<td>£1,932</td>
</tr>
</tbody>
</table>

All of the £1,932 expenditure in 2015 was charged to unrestricted funds.

5. **CHARITABLE ACTIVITIES**

<table>
<thead>
<tr>
<th></th>
<th>Direct costs</th>
<th>Grant funding of activities</th>
<th>Support costs</th>
<th>TOTAL 2016</th>
<th>TOTAL 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff and volunteers costs</td>
<td>107,331</td>
<td>-</td>
<td>-</td>
<td><strong>107,331</strong></td>
<td><strong>103,194</strong></td>
</tr>
<tr>
<td>Sub-contractors</td>
<td>-</td>
<td>79,800</td>
<td>-</td>
<td>79,800</td>
<td>79,800</td>
</tr>
<tr>
<td>Property costs</td>
<td>-</td>
<td>9,322</td>
<td>-</td>
<td>9,322</td>
<td>8,205</td>
</tr>
<tr>
<td>General running costs</td>
<td>-</td>
<td>7,265</td>
<td>-</td>
<td>7,265</td>
<td>6,897</td>
</tr>
<tr>
<td>Legal costs</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>468</td>
</tr>
<tr>
<td>Management costs</td>
<td>-</td>
<td>7,192</td>
<td>-</td>
<td>7,192</td>
<td>7,690</td>
</tr>
<tr>
<td>ICT costs</td>
<td>-</td>
<td>2,738</td>
<td>-</td>
<td>2,738</td>
<td>2,792</td>
</tr>
<tr>
<td>Finance costs</td>
<td>-</td>
<td>4,820</td>
<td>-</td>
<td>4,820</td>
<td>5,330</td>
</tr>
<tr>
<td>Other support costs</td>
<td>-</td>
<td>4,920</td>
<td>-</td>
<td>4,920</td>
<td>4,820</td>
</tr>
<tr>
<td>Accountancy fees</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>960</td>
</tr>
<tr>
<td>Governance costs (note 6)</td>
<td>-</td>
<td>2,337</td>
<td>-</td>
<td>2,337</td>
<td>2,762</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£107,331</strong></td>
<td><strong>£79,800</strong></td>
<td><strong>£38,594</strong></td>
<td><strong>£225,725</strong></td>
<td><strong>£222,918</strong></td>
</tr>
</tbody>
</table>

All of the £222,918 expenditure in 2015 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.
6. **GOVERNANCE COSTS**

<table>
<thead>
<tr>
<th></th>
<th>TOTAL 2016</th>
<th>TOTAL 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Independent Examiner’s fees</td>
<td>1,440</td>
<td>1,440</td>
</tr>
<tr>
<td>Board Meetings and AGM</td>
<td>884</td>
<td>1,309</td>
</tr>
<tr>
<td>Other costs</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£2,337</strong></td>
<td><strong>£2,762</strong></td>
</tr>
</tbody>
</table>

7. **STAFF COSTS**

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages and salaries</td>
<td>91,066</td>
<td>89,035</td>
</tr>
<tr>
<td>Social Security</td>
<td>9,209</td>
<td>9,023</td>
</tr>
<tr>
<td>Pension costs</td>
<td>4,553</td>
<td>4,041</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£104,828</strong></td>
<td><strong>£102,099</strong></td>
</tr>
</tbody>
</table>

Average number of employees based on full-time equivalents 3 3

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

8. **DEBTORS**

Other debtors and prepayments £187 £178

9. **CREDITORS: Amounts falling due within one year**

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deferred income</td>
<td>-</td>
<td>49,497</td>
</tr>
<tr>
<td>Accruals</td>
<td>8,116</td>
<td>16,894</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£8,116</strong></td>
<td><strong>£66,391</strong></td>
</tr>
</tbody>
</table>

10. **STATEMENT OF FUNDS**

<table>
<thead>
<tr>
<th></th>
<th>At 31 March 2015</th>
<th>Incoming Resources £</th>
<th>Resources Expended £</th>
<th>At 31 March 2016 £</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted funds</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General funds</td>
<td>£13,554</td>
<td>£232,987</td>
<td>£229,757</td>
<td>£16,784</td>
</tr>
</tbody>
</table>

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

11. **RELATED PARTIES**

During the year three (2015: three) trustees were reimbursed £308 (2015: £61) for travel expenses.

The trustees received no remuneration in either year.