



At the heart of the community.....

your healthcare

Annual Review

& Financial Summary

April 2023 - March 2024

Welcome

We are delighted to present this annual review of 2023-24, a year of significant achievements and one in which Your Healthcare has continued to impact our local community in meaningful ways: from the first anti-natal visits for expectant mothers to the extraordinary end-of-life care provided by our community nursing teams.

Highlights of the year include a 'Good' rating from the CQC for our children's and young people's service, national recognition in the Nursing Times Awards, the 'Best Healthcare Provider' award at the Kingston Business Awards and publication of our research in national journals. You can read more about these accomplishments in the pages of this report.

While national awards are welcome and important, a happy and healthy working environment for staff is vital, so our staff member survey results for the period were particularly significant.



Rt Hon Ed Davey, MP for Kingston and Surbiton, discusses the role of community health services with Ed Montgomery, managing director, and Grant Henderson, frontline services board lead.

An impressive 97% of staff members reported enjoying their job, and the same number spoke of having good relationships with colleagues. When asked to identify 'the one best thing about being a staff member at YH,' the most frequent response was 'supportive team and colleague relationships'.

Our engagement score increased to 90% and 98% of those taking part were proud of the services Your Healthcare provides.

Such positive feedback from our staff members is, we believe, the result of 13 years' investment in a culture which above all else, respects and supports each other. As a Community Interest Company, we are committed

to providing an environment that allows us to deliver expert, high-quality care in the community while promoting strong, supportive relationships among our staff.

Research shows that happy and motivated teams deliver the best care – so it is ultimately our patients and service users who benefit.

We look forward to another successful year in 2024-2025.

Ed Montgomery
Managing Director

Kevin Barrett
Chair

Contents

About us 3

Our people and our culture 4

Further highlights from 2023-24 10

Summary of our financial statements 18

About us

Established in 2010, Your Healthcare CIC is a social enterprise that delivers integrated health and social care services for residents in the Royal Borough of Kingston, and learning disability and autism services for adults in the London Borough of Richmond.

As a Community Interest Company (CIC), we reinvest any surplus that we generate back into our frontline services thereby benefitting our community. We were the first London NHS organisation to be established as a social enterprise (a Mutual) in 2010 and since then we have continued to invest in, and provide, a wide range of health and social care services, guided by what our local community, and our staff members, tell us is most needed.



We support our community

Our community is at the heart of everything we do. We are a socially responsible organisation with the ability to respond quickly and deliver integrated care that achieves the best outcomes for service users and their families.

Our support teams are vital to us. From Learning & Development through to Facilities and IT, they provide an efficient yet innovative platform for our frontline teams. Our frontline services provide a range of health and social care services for babies, children, parents, young adults, through to older people, and including those with the most complex needs. Our teams offer a person-centred approach, ultimately helping the individual to feel as comfortable as possible.

We value our people

Everyone is valued, and is encouraged to 'have a voice' and to come together to own our environment so that it is one in which we can all learn and thrive, providing a positive platform for us to deliver the best possible health and social care for our community.

We're guided by our local community and our staff members

Equality and Diversity

We are committed to promoting equality and diversity within our workforce and ensure that we are compliant with the requirements of the 2010 Equality Act and national frameworks and strategies. We adhere to the Workforce Race Equality Standards (WRES) and the Equality Delivery System (EDS2) which is a robust framework launched to assist NHS organisations and those providing NHS services to review and improve their performance for people with protected characteristics, ensuring that services are fair and accessible to all.

We work in partnership

We value our relationships with commissioners, stakeholders and other local partners which ensures that the care we deliver is of the highest quality and is responsive to the needs of our local community.



Our organisation belongs to our multi-skilled staff who are our biggest asset

Our people and our culture

We encourage all our staff members to have a voice. They contribute significantly to embedding our values in a culture that supports learning, innovation and the delivery of high-quality services.

Our membership

Your Healthcare is a membership organisation comprising staff members who are employed by us, and community members, from the general public.

Both these membership groups are elected to sit on our Membership Council. This provides an additional route for our staff members to influence our culture and operational aims, with a representative sitting on our Partnership Board.

The objectives of our Membership Council include:

- Connecting with communities
- Building structures which support collaboration and coproduction
- Delivering for social benefit
- Driving forward research and innovation

A culture that encourages learning

We encourage everybody to learn and develop.

Support is offered to ensure staff members have the knowledge and skills to work safely and effectively in their role, including completing mandatory training.

Our learnings are also used to continually improve the quality of our services.

Our Freedoms

Our Manifesto helps drive us and includes our values and strategic objectives. 'The Exemplar Platform' is our model for continuous service improvement which supports the delivery of high quality and sustainable services.

What our staff members said... Annual Member Survey feedback



97%

I enjoy my job

97%

YH offers a safe and inclusive environment

98%

I am proud of the services we provide

92%

I have access to the learning and development to do my job well

99%

I know what I need to do to be successful in my job

97%

I have good relationships with my colleagues

96%

I can be myself at work

95%

I would recommend YH as a great place to work

96%

Individual differences are respected, irrespective of things such as race, gender, disability, age and sexual orientation

97%

If a friend or relative needed treatment we would be happy with the standard of care provided by YH

The Five Freedoms of our Manifesto

We have the Freedom to work as independently led teams and we ALL have the:

- **Freedom to change things for the better**
- **Freedom to ask questions**
- **Freedom to tell our great stories to help retain and grow our business**
- **Freedom to innovate**
- **Freedom to talk to partners about aligning services for greater gain for our community and best value for our commissioners.**



Kingston community health services for children and young people rated good

Community health services for children and young people in Kingston were rated 'Good' in a CQC (Care Quality Commission) report that praised staff for treating children, young people and families with compassion and kindness, taking into account their individual needs and respecting their privacy and dignity.

The report also highlighted the “overwhelmingly positive feedback” from families about the services: “They praised staff for their help and support. They felt listened to, informed, and involved in their children’s care.”

CQC inspectors visited Your Healthcare on four occasions between May and July 2023. The subsequent report recognised that:

- The service planned care to meet the needs of local people, took account of children and young people’s individual needs, and made it easy for people to give feedback;
- Safeguarding processes and follow up were very robust and thorough. There was good evidence of comprehensive and regular safeguarding supervision.
- The service provided emotional support to children and young people, families and carers.

Staff also gave the inspectors very positive feedback about the service. They said it “fostered a good culture, had a very supportive management and excellent staff wellbeing support”.

Commenting on the report’s findings, Ed Montgomery, Your Healthcare’s managing director, said:

“This is a very positive report. Our teams are shown to be caring, safe and well-led and our three organisational objectives of people focus, community partnership and valuing staff are strong themes throughout. One of the most important reflections from the CQC is that families gave overwhelmingly positive feedback, and the compassion and kindness shown to children, young people and their families is a strong theme throughout. Your Healthcare is also shown to work effectively with partner organisations within the larger health and social care landscape.”

Inspected and rated

Good



A small number of areas were identified by the CQC as needing improvement. These included completing checks for the mandated milestones outlined in the Healthy Child Programme, improving consent recording in patient records and reducing some waiting times.

Ed Montgomery added: “We accept the areas for improvement identified and have already addressed those which we were able to resolve independently. We will continue our discussions with commissioners and system partners to establish the best way forward for programmes delivered jointly.”

Nursing Times Award Win

Your Healthcare's Neurodevelopmental Service (NdS) team won a prestigious national award in 2023 and was praised by judges for demonstrating a positive impact on the quality of life for adults with learning disabilities.

The service's bowel support service won the Continence Promotion and Care category of the 2023 Nursing Times Awards, despite competition from several much larger organisations, some of which had workforces over 20-times the size of Your Healthcare's.

Commenting on the service, which helps users and carers better manage constipation, with the ultimate goal of avoiding hospital admission, the judges said:

"This service was created, led and delivered by neurodevelopmental nurses to improve clinical outcomes for adults with intellectual disabilities. This patient-centred approach incorporated physical and psychological behavioural outcomes with significant feedback from an array of multi-professional and patient groups demonstrating a positive impact on quality of life."

Dr Karen Long, YH frontline service lead, added:

"This is a fantastic achievement; our team was on a shortlist of ten,

most of whom were much larger organisations. To be praised for our patient-centred approach – although not surprising for a team that genuinely has a deep understanding of the needs of its users - is both rewarding and well deserved. I am absolutely thrilled to see the team recognised in this way."

Ed Montgomery, managing director, commented:

"This is a really impressive achievement. For me, the fact that the judges noted that the service was created, led and delivered by nurses is incredibly important. We know the Your Healthcare approach of giving teams the devolved responsibility to manage their own services is unusual in health and social care – but we also know it works for us. This award is a great example of how it works in practice."



**Nursing
Times
Awards
2023
WINNER**





Your Healthcare named 'Best Health and Wellbeing Provider'

Teams across the organisation celebrated in February 2024, when Your Healthcare was named Best Health and Wellbeing Provider in the 2024 Kingston Borough Business Awards, organised by the Kingston Chamber of Commerce.

The judges recognised YH for delivering safe, high quality, patient-led community health and social care services in Kingston. They were particularly impressed by the numbers of patients treated in the community who would otherwise have needed a hospital admission. As a business organisation, the panel was interested in the role of social enterprises in healthcare - commissioned by the NHS, but with the freedom to adopt new and progressive ways of working. Your Healthcare's contribution to improving the health of the local community and workforce, and thereby contributing to wider local economic growth, was also taken into consideration.

Commenting, Ed Montgomery, managing director, said: "Being presented with this award was a very proud moment. I am so pleased that the expertise, professionalism and dedication of all our teams was recognised in this way.

It is a significant milestone to see the vital role played by Your Healthcare being officially recognised and celebrated by the wider Kingston community."

Kingston Borough Business Awards (KBBA) 'recognise the outstanding achievements, innovation, diligence, and remarkable impact of the local businesses, educational institutions, and social enterprises. They foster inclusion, community engagement, sustainability, customer experiences, wellbeing and overall positive contributions across the borough of Kingston'.

According to the judges: "Choosing the finalists from across the borough was no easy task, given the many impressive entries showcasing innovation, dedication, excellence, and a commitment to go the extra mile."

Your Healthcare teams win five nursing awards

An event to celebrate and recognise the outstanding contribution made by the nursing community, saw YH nursing teams win five awards.

The International Nurses' Day Conference was hosted by Kingston Hospital and Hounslow and Richmond Community Healthcare, and brought together nursing professionals across Kingston and Richmond boroughs.

Among the highlights of the conference was a special segment dedicated to showcasing community nursing, where Lesley Channer, Your Healthcare's frontline service lead, showed a video featuring some of YH's nurses out in the community delivering outstanding care.

Our teams won awards for:

Team of the Year

Safer Care Award

Curtis Napier Award

(for non-registered members)

Rising Star

Nurse of the Year

for district nurse **Emily Heritage**



Further highlights from 2023-24

Your Healthcare plays key role in new community service

A new way to support patients with multiple long-term conditions and frailty who are at risk of becoming reliant on emergency care, was launched in Kingston in 2023, with Your Healthcare as a key founding partner.



meetings take place that include all the professionals involved (multi-disciplinary meetings or MDTs) and that actions are followed up. They are responsible for overseeing all health needs and crucially, will offer support on issues such as social isolation.

Grant Henderson, board lead for frontline services, and Ali Child, frontline service lead (integrated services), took part in the launch event, making a presentation to health and social care teams from across the borough.

Grant commented: "While co-ordinated community care is obviously not a new thing in Kingston, developing the dedicated role of care co-ordinator has been shown to improve communication and strengthen relationships between different professionals, resulting in better care for patients and fewer GP attendances."

Ali added: "An aspect of PAC that has had real impact during the pilot phase has been the opportunity to look at patients' situations holistically, which includes looking at the needs of informal carers – often family members. As an example, we were recently able to support the daughter of one of our patients to start an anxiety management course, find the right financial support and access benefits advice. The positive impact on her mother, the patient, was significant."

Proactive Anticipatory Care, or PAC, was developed with partners in health, social care and the voluntary sector, to provide patients with joined-up care that helps them to stay out of hospital and have a better quality of life. It helps patients stay healthier and more independent and addresses the full range of social, economic and environmental factors that influence a person's health and well-being, and any inequalities they may experience.

A new role of care co-ordinator was created to make sure patients included on the PAC programme have access to a wide range of services across health and social care. This includes GPs, community nursing teams, social workers and mental health workers, and other experts when needed which could include therapists, cardiorespiratory teams, dementia care teams and hospital doctors. Care co-ordinators ensure

Developing the dedicated role of care co-ordinator has been shown to improve communication and strengthen relationships between different professionals, resulting in better care for patients and fewer GP attendances.

Palliative care pilot programme praised by hospital colleagues



The success of a pilot programme to transition patients from hospital to home during end of life care, was praised by colleagues at Kingston Hospital and featured in a short film. District nurse Emily Heritage had a pivotal role in the pilot at Kingston Hospital, where she demonstrated skills in liaising with various services, including GPs, and made a significant impact on the lives of patients and their families.

Working collaboratively with a range of healthcare professionals and community resources, Emily produced comprehensive care plans tailored to each patient's unique situation. This collaborative effort, combined with ongoing support, saw many successful discharges home under the pilot programme.

Emily explains, "End of life should be as dignified and pain-free as possible. By providing personalised care in the familiar environment of patients' homes, we ensure not only their physical comfort during their end of life, but also address their emotional well-being.

I've witnessed the transformative impact of bringing healthcare home, and I am honoured to be have helped in making a difference in the lives of those we serve in the community."

Denise, the wife of one of the patients who Emily supported, Terry, described her work as "just brilliant". "If he hadn't come home I wouldn't have been able to spend the last few days with him, and if it hadn't all been arranged so quickly he would never have come home again, ever.

The relief on Terry's face when he new he was coming home was so worth it. To have him here and have his children around him, and the grandchildren the night before, was worth everything."

Dr Jenny Palfrey, palliative care consultant at Kingston Hospital, added, "Fundamentally Emily is great at her job. She is so proactive and knows who to contact and when. Having Emily as a district nurse within the hospital has really helped us."



Future joint training events are planned for the future

YH Team shares expertise with Kingston Hospital colleagues

Kingston Hospital colleagues invited Your Healthcare's learning disability team to co-host a study day for doctors, nurses and allied health professionals in 2023. The event focused on improving knowledge and awareness of caring for patients with learning disabilities.

The YH neurodevelopmental team shared expertise on behaviours that challenge, and reasonable adjustments for individuals with learning disabilities. They included practical suggestions to improve the experience of individuals with learning disabilities when they are in a hospital setting. The team comprised

Barry Hyde, learning disability nurse, Paul Barnard, speech and language therapist and Samantha Berge, behaviour analyst. Participants agreed that the collaboration between the YH team and the learning disabilities liaison team at Kingston Hospital was widely appreciated, and future joint training events are planned for the future.

From left to right: Berenice Constable (Kingston Hospital, Deputy Chief Nurse), Paul Barnard (YH Speech & Language Therapist), Gracie Holt (Kingston Hospital, Learning Disability Liaison Lead Practitioner), Samantha Berge (YH NDS Behaviour Analyst), Barry Hyde (YH NDS Learning Disability Nurse) and Abbey Westmore (Kingston Hospital Learning Disability Nurse Liaison)



Carers One-Stop Shop: YH teams guide carers to community support

In July 2023, YH community nurses joined partner organisations to host a one-stop shop for carers at a local church. The session was open to all carers within the local community to offer information, support and guidance, and was part of a regular programme of outreach events.

During the event, our nurses provided information on the community services available and were able to refer carers to colleagues in services such as falls prevention.

Advice from the YH community nurses was greatly appreciated, and several carers left the event commenting that they felt more confident as a result of attending.

CPR training introduced for families and carers

In June 2023, our cardiac and respiratory integrated service held their first cardiopulmonary resuscitation (CPR) training session for families and carers, facilitated by YH's cardiac specialist nurses Liz Visagie and Eija Kallonen.

When administered promptly after cardiac arrest, CPR can double or even triple a person's chances of survival, according to the BACPR (British Association for Cardiovascular Prevention and Rehabilitation). It can empower people to act quickly and confidently in emergency situations.

One of the participants, Malcolm Doughton, expressed his gratitude and appreciation for the training. He commented, "The CPR training was very well presented and most informative. Identifying when CPR is required and understanding the process involved were explained and demonstrated very well. Altogether, it was a very worthwhile session, thanks to all those involved in its preparation and delivery."

CPR can double or even triple a person's chances of survival

Liz Visagie added, "We were really encouraged by the positive response and are committed to continuing the training on a regular basis from now on."



Kingston wellbeing day

Your Healthcare teams collaborated with partners including Kingston Council, Healthwatch, homeless charity Spear and mental health charity Mind, to host a health and wellbeing day for homeless people in Kingston.

This year, an increased number of services joined forces to provide hot meals, hair services, free warm clothing, health checks, X-rays, GP sessions, vaccinations and more.

YH nurses and podiatrist conducted blood pressure and weight checks, offered general advice, provided sexual health information and resources, and administered podiatry treatments on the spot.

Health and wellbeing days play a crucial role in supporting vulnerable members of the community.



Playday celebration in Kingston: bringing families together for fun and learning

Playday, the annual national celebration of play, takes place on the first Wednesday of August every year across the UK. In Kingston the 2023 event was held at the Dickerage Sports and Community Centre, bringing together professionals from various sectors to support families to enjoy the spirit of play.



Attendees included children's services, health visiting services, police, fire brigade, oral health experts, and representatives from the local council, including the mayor.

The YH health visiting service's nursery nurses set up an engaging stall with budget-friendly activities, using everyday items like pasta, bed sheets, and wallpaper. This initiative drew a large crowd of both adults and children, attracting interest in creative play ideas.

The nurses also provided valuable health information, covering topics like home safety, developmental milestones, healthy lifestyles and infant feeding. Parents were invited to drop their child-related queries into a designated box, and promised follow-up assistance.

Families enjoyed a variety of attractions, including face painting, a farm exhibit and various food stalls. The event served as an excellent platform for local families to connect, while also raising awareness about Your Healthcare's essential health visiting service.

Beyond Fussy Eating programme helps children with eating challenges

A new online programme was launched by experts at Your Healthcare in 2023, to support children who restrict their food intake to a very small range of familiar foods. Beyond Fussy Eating was developed for parents, carers and professionals.

Refusing known and new foods is a normal stage of a child's development, often starting between 18 and 30 months of age, with most children growing out of it by age 5.

But for some children, feeding becomes a persistent and serious problem which, if ignored, can lead to serious weight loss and nutritional deficiencies. These problems can include eating a very restrictive diet made up of a small number of foods, only eating foods which are a certain colour – for example 'beige foods' like cheese and pasta, chicken nuggets, chips and white bread – or food with a certain texture, or eating very small volumes of foods. It can also involve becoming highly anxious when asked to try new foods, and showing disgust or fear when presented with new foods. Research shows that children on the autistic spectrum and those with developmental disabilities are

much more likely to experience these problems.

Tried and tested methods can help children start to make steps in the right direction and these are presented in the new Beyond Fussy Eating programme which consists of five modules covering: exploring feeding difficulties; mealtime strategies; learning about new foods; planning for changes; and a parent's perspective (video). The programme was developed by the YH children's speech and language team, whose expertise covers speech, language, communication and swallowing problems.

Commenting, Fraiza Sword, highly specialist speech and language therapist, said: "Having a child who eats a really limited range of foods, or doesn't seem interested in eating much at all, can be highly stressful for parents and carers. But there are ways of introducing new foods to young children which can be successful. It's certainly not an overnight cure, and takes time and patience, but by starting with our new Beyond Fussy Eating course, parents and carers will have the opportunity to make steps forward with their child's eating challenges."

World Breastfeeding Week

Your Healthcare's infant feeding team raised awareness of World Breastfeeding Week in August, by creating dedicated displays and promoting the benefits of breastfeeding at their regular drop-ins.

The team welcomed local parents seeking advice and support to the regular drop-in clinic at Tolworth Children's Centre, which was particularly busy.

Local first-time Mum Hannah was full of praise for the clinic. "Something that is really helpful for me is the fact that I don't have to have an appointment," she explained. "With a five-week-old baby, the last thing I want to do is disturb him when he's sound asleep – so, as it's a drop-in clinic I can just wait until he wakes up. It's much less stressful too – the threat of being late and actually missing an appointment can really heap on the pressure."

One of the benefits of the local clinics is meeting other families with similar challenges. Co-ordinator Maxine Kypri explains: "It's a very informal clinic and without set appointments, sometimes parents may have a short wait. We make sure there's a comfortable seating area where

Our Infant Feeding Team set up an information stand at Tolworth Children's Centre

they can chat and we get a lot of feedback to say that this is one of the most helpful aspects of attending the sessions. It's not at all uncommon to hear families swapping numbers after finding out they have babies of the same age with the same issues."

Another mother with a four-month-old son is one of Maxine's regular attendees. After experiencing high anxiety around breastfeeding, she sought advice at the clinic and was also able to see Maxine at home.

"Maxine was very helpful at a really stressful time," she explains. "I am still so grateful for all the support she gave to me. I had difficulties initially feeding my son and her kindness and advice made all the difference. I still come to the clinic for help and feel much more confident as a result. The displays for World Breastfeeding Week were very informative and I enjoyed looking at them and taking away some useful new sources of information."



Research and Audit Day 2023

The Research and Audit Day 2023 provided valuable insights into the achievements and impact of various services within YH. The day started with a compelling presentation by external guest Jessica Dark, who delved into 'Recent research considerations on autistic community perspectives and inclusion'.



Following her presentation was a series of talks including:

- Implementing a needlestick desensitisation clinic for adults with learning disabilities;
- District nurses' experience of delivering anticipatory medicines in end-of-life care: an IPA study.
- Using the Sentinel Stroke National Audit Programme (SSNAP) to assess stroke care: progress made and areas for improvement.
- National Early Warning Score 2 (NEWS 2) Audit.
- Autism awareness training for healthcare professionals.
- How to digitally innovate.

The event was well attended by various organisations, including the CQC, and members from across YH. Closing the event, Ed Montgomery, YH managing director, expressed his thanks: "In the realm of healthcare, success is measured by the impact we create. The Research and Audit Day 2023 showcased our commitment to excellence and collaboration."

Grant Henderson, board lead frontline services, said: "When we unite our efforts, remarkable things happen. The Research and Audit Day 2023 exemplifies the power of teamwork in achieving our healthcare goals."

New NEDs

Nick Ayios and Sarah Billiald joined Your Healthcare as non-executive directors in May 2023. They replaced Elizabeth Corrado and Anne Nazemetz, who both stepped down.

Nick Ayios



Nick Ayios has lived with his family in the Royal Borough of Kingston since 1989 and has a personal interest in autism and people with special educational needs.

He has over 30 years' experience working in financial services, at Investec, BNP, Paribas Fortis, Lloyds of London, ABN AMRO and Surrey Independent Living Charity.

Nick is a Chartered Certified Accountant (FCCA) and has benefitted from extensive executive training in leadership and coaching. He has a great deal of experience assisting leadership teams with change and transformation initiatives to strengthen operational excellence and culture.

Sarah Billiald



Sarah Billiald lives in Dorking with her husband and son. She has worked in a number of senior public service roles, most recently as chief executive of First Community Health and Care, an employee-owned social enterprise delivering community NHS services in Surrey and Sussex. Sarah is also a non-executive director at Healthwatch Surrey.

She is a chartered accountant by profession, working for many years at the National Audit Office, then in senior roles within the civil service and subsequently as a management consultant supporting collaboration across services.

She is an expert in systems thinking, organisation and leadership development and passionate about engagement with service-users, staff members and local communities.

Summary of our financial statements 2023-2024

The organisation delivered an operating deficit after tax of £180k for the year to 31 March 2024 (2023: £2,246k).

Turnover for the year to March 2024

Turnover for the year generated mainly from provision of community care services increased by 10.7% to £35,795k (2023 £32,341k). Of this 93% was received from NHS organisations (including social care and public health) with a further 7% from other sources. Approximately 83% of the company's income for the year was received from NHS South West London Integrated Care Board via Hounslow and Richmond Community Healthcare. This includes the Royal Borough of Kingston contracts for adult social care and public health.

All amounts relate to continuing operations and comprehensive income.

Operating Income and Expenditure	Year ended 31 March 2024 £	Year ended 31 March 2023 £
Turnover	35,795,543	32,341,434
Cost of sales	(30,797,332)	(28,376,476)
Gross surplus	4,998,211	3,964,958
Administrative expenses	(6,860,762)	(6,340,469)
Operating (deficit)	(1,862,551)	(2,375,511)
Financing net income	534,698	129,310
(Deficit) before tax	(1,327,853)	(2,246,201)
Corporation tax	1,146,986	-
(Deficit) for the year	(180,867)	(2,246,201)

Comprehensive income

There was also comprehensive income of £754,500 (2023: £3,584,060).

Statement of comprehensive income Year ended 31 March 2024

	31 March 2024	31 March 2023
	£	£
Operating deficit for the year	(180,867)	(2,246,201)
Other comprehensive income		
Surplus arising on remeasurement of net defined benefit liability	1,006,000	2,318,000
Surplus arising from revaluation during the year		2,844,102
Deferred tax current year charge	(251,500)	(1,577,502)
Other comprehensive income after tax	754,500	3,584,600
Total Comprehensive Income for the Year	573,633	1,338,399

Declaration of directors' interest

Regulations require that Non-Executives and Executive Directors declare any conflict of interest if they have any links with companies undertaking or seeking to undertake business with Your Healthcare. They have to make an annual declaration in a register which is updated annually.

Below reflects the declaration of interests made at Audit and Assurance Board meetings and in the Declaration of Interests made annually.

Non-Executive Directors Declaration

Nicholas Ayios	Nil
Keven Barrett	Nil
Sarah Billiald	Interest in Healthwatch Surrey Associate at the Social Enterprise Collaborate CIC
Jeremy Budd	Director of Belenus Consulting Limited (Dormant)

Executive Directors Declaration

Edward Montgomery	Director of Albion Outlook Ltd on behalf of YH CIC Director of Yourcare Partnership Limited on behalf of YH CIC
Grant Henderson	Nil
Siva Kumaran	Director of Albion Outlook Ltd on behalf of Your healthcare CIC
Julie Sherlock	Nil

Between October 4th and October 8th a version of this annual review was available which contained an inaccuracy. Under directors' interests, a reference incorrectly linked Sarah Billiald to Benelus Consulting, instead of Jeremy Budd. This was corrected on 8th October.

Balance sheet	Asset 31 March 2024 £	Asset 31 March 2023 £
Tangible fixed assets	8,074,710	8,325,156
Investments	313,152	328,769
Total non current assets	8,387,862	8,653,925
Current assets		
Debtors	2,647,463	1,315,730
Cash at bank and in hand	6,626,030	11,721,151
Total current assets	9,273,493	13,036,881
Creditors: amounts falling due within one year	(4,584,862)	(9,024,960)
Net current assets	4,688,631	4,011,921
Total assets less current liabilities	13,076,493	12,665,846
Creditors: amounts falling due more than one year	(1,518,036)	(2,099,462)
Provisions	(3,010,899)	(2,592,459)
Net assets	8,547,558	7,973,925
Capital and reserves		
Called up share capital	2	2
Revaluation reserve	2,022,332	2,133,077
Retained surplus	6,525,224	5,840,846
Capital and reserves	8,547,558	7,973,925

The financial statements of Your Healthcare Community Interest company, registered number 06762290 were approved by the Board of Directors on 13 June 2024. The financial statements were approved and authorised for issue by the Board and were signed on its behalf by E Montgomery, Managing Director.



yourhealthcare

Established in 2010, we are a social enterprise organisation that delivers integrated health and social care services for residents in the Royal Borough of Kingston, and learning disability and autism services for adults in the London Borough of Richmond.

If you require this document in any other language or format, please email the Your Healthcare Customer Care Team within Front of House who will be happy to help

چنانچه این سند را به زبان یا در قالب فرمت دیگری نیاز دارید، لطفاً از طریق ایمیل contact@yourhealthcare.org با تیم پشتیبانی مشتریان Your Healthcare تماس بگیرید تا با کمال میل به شما کمک کنند.

إذا كنت تحتاج هذه النشرة في أي لغة أو شكل أخرى، يرجى الاتصال بفريق خدمة الرعاية الصحية للعملاء الذي سيكون سعيداً للمساعدة
contact@yourhealthcare.org

이 문서를 다른 언어나 형식으로 원하신다면, 귀하의 헬스케어 고객관리팀 (contact@yourhealthcare.org)으로 이메일을 보내주시십시오. 기꺼이 도와 드릴 것입니다.

Jeśli chciałby Państwo otrzymać ten dokument w dowolnym innym języku albo w innym formacie, prosimy o skontaktowanie się z zespołem ds. opieki nad klientem Your Healthcare pod adresem e-mail contact@yourhealthcare.org.

இந்த ஆவணத்தை வேறு ஏதேனும் மொழியில் அல்லது வடிவத்தில் பெற விரும்பினால் contact@yourhealthcare.org ஏனும் முகவரியில் உங்கள் நலப்பராமரிப்பு வாடிக்கையாளர் சேவை மையத்திற்கு மின்னஞ்சல் அனுப்பங்கள். அவர்கள் உங்களுக்கு மகிழ்ச்சியுடன் உதவார்கள்

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Our Locations

1. Cedars at Grace Anderson, Teddington Memorial Hospital
2. Hollyfield House
3. Sheridan House
4. Surbiton Health Centre

We run services from the locations below as well as other community sites, such as local schools.

