

LISTEN TO ACT

England & Wales · Charity number 1154777

Details

Other names	HEALTHWATCH CENTRAL WEST LONDON
Status	Registered
Legal form	Charitable company
Company number	08548208
Registered	2013-11-27
Register	View on the Charity Commission register

Contact

Address	Community House Healthwatch Enfield 311 Fore Street Enfield London N9 0PZ
Phone	02089687049
Email	hello@listentoact.org
Website	www.listentoact.org

Activities

Objects: The advancement of health and the relief of those in need including by reason of youth, age, ill-health, disability or financial hardship, in particular, but not exclusively by: (a) providing information and advice to the general public about local health and social care and community services; (b) making the views and experiences of members of the general public known to health and social care and community service providers; (c) enabling local people to have a voice in the development, delivery and equality of access to local health and social care and community services and facilities and; (d) providing training and the development of skills for volunteers and the wider community in understanding, scrutinizing, reviewing and monitoring local health and social care and community services and facilities.

Activities: (a) providing information and advice about local health & social care services (HSC);(b) making views & experiences of members of the public known to health and social care providers;(c) enabling local people to have a voice in the development, delivery of local health and care services & facilities and;(d) training and development of skills for volunteers and community in monitoring HSC

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, Disability, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Defined Groups, The General Public/mankind

Geography

- City Of Westminster
- Enfield
- Hammersmith And Fulham
- Kensington And Chelsea

Finances

Period end	Income	Expenditure	Assets	Employees
2025-09-30	£287,719	£329,795	-	-
2024-03-31	£317,802	£434,806	-	-
2023-03-31	£433,178	£485,527	-	-
2022-03-31	£118,373	£544,896	£483,844	12
2021-03-31	£498,390	£507,055	-	-
2020-03-31	£608,673	£523,992	£459,720	9

Trustees

Name	Role	Appointed
Chris Doherty	Chair	2018-03-26
Layo Yusuf		2019-01-21

LISTEN TO ACT

England & Wales - Charity number 1154777

Accounts



Striving for a complete view

Financial Statements

Listen to Act

(a company limited by guarantee & not having a share capital)

30th September 2025



Reference & Administrative details

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Reference & administrative details

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Report of the Trustees

for the closure of long period accounts to the year ended 30th September 2025

Trustees, Executive, Advisors & Bankers

Chair	Christine Vigars (resigned)
Vice-Chair	Joanna Mark-Richards
Treasurer	Layo Yusuf
Trustee	Abdul Towolawi
Trustee	Chris Doherty
Trustee	Civan Terbas (appointed January 29 th 2024)
Trustee	Fene Osakwe (appointed January 29 th 2024)
Trustee	Patience Wilson

Registered Office

Community House
c/o Healthwatch Enfield
311 Fore Street
Enfield, London
N9 0PZ

Principal Bankers

160 – 166 Kensington High Street
Kensington, London
W8 7RG

Solicitors

Russell-Cooke
2 Putney Hill
Putney, London
SW15 6AB

Independent Examiner

Grant Harrod Lerman Davis LLP
Second Floor
Kirkland House
11 – 15 Peterborough Road
Harrow
HA1 2AX

Company number: 08548208

A charitable company approved by the Charity Commissioners.

Registered number: 1154777

Report of the Trustees

for the year ended 30th September 2025

The Trustees present the report the final closure account for the the long period to 30th September 2025.

Structure, Governance & Management

Governing Document

Listen to Act ("The Charity") is a registered charity and is incorporated as a company limited by guarantee and its governing document is its Memorandum and Articles of Association.

Recruitment and Appointment of the Board of Management

A Board of Trustees provides strategic direction, governance, and oversight. Trustees bring experience from across the public, private and voluntary sectors, including health and social care, community engagement, and governance. Day-to-day operations were undertaken by the staff team led by the Listen to Act CEO/Director.

Trustee Induction and Training

New Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern Listen to Act. Newly appointed Trustees receive induction packs containing information about Listen to Act, its structure and operations, Board structures, Trustee duties and responsibilities, and our key policies. Training opportunities are shared as are conferences, webinars and seminars to provide context and ensure Trustees can remain current in the rapidly changing context of health and social care. Trustees are encouraged to participate in operational activities wherever feasible to obtain a better appreciation of the Charity's operations. Training is provided to the Board as a need is identified.

Public Benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Statement of Trustees' Responsibilities

The Trustees (who are also the directors for the purposes of company law) are responsible for preparing the Report of the Board of Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the profit or loss of the company for that year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
 - observe the methods and principles of the Charities SORP (FRS 102);
 - make judgments and accounting estimates that are reasonable and prudent;
 - state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
 - prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.
- The Trustees are responsible for; keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity; and enable them to ensure that the financial statements comply with Companies Act 2006. They're also responsible for safeguarding the assets of the charity and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's independent examiner is unaware; and
- the trustees have taken all steps they ought to have taken to make themselves aware of any relevant audit information and to establish that the independent examiner is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Objectives and activities

The Charity aims to promote public good and the improvement of health and social care services across greater London, by promoting the voice and views of the local community in health and wellbeing matters. The Charity also seeks to advance the education of the public in health and social care.

Our aim is to reach out to everyone in our communities by:

- Operating as a free membership-based charity open to everyone who lives in, or uses health and social care services, in greater London and the Borough of Enfield;
- Collecting the views of local people about their needs for, and experience of, local Health & Social Care services;
- Making these views and experiences known to decision makers, local stakeholders, Healthwatch England and the Care Quality Commission (CQC);
- Writing reports and making recommendations about how those services could be improved;
- Promoting and supporting the involvement of local people in the monitoring, commissioning and provision of local services; and
- Providing information to help people access and make informed choices about services.

In 2024–25, Listen to Act continued to deliver high-quality community engagement and insight work, primarily through its hosting of the Healthwatch Enfield service, alongside several research and engagement projects across North West London in partnership with NIHR ARC NWL and Imperial College London

Achievements & Performance

Healthwatch Enfield

During the year, Healthwatch Enfield engaged more than 3,300 local residents in conversations about health and social care, published nine reports, and provided information or advice to 183 people. Key projects included:

- **Cancer screening awareness:** surveyed 149 women to understand barriers to breast and cervical cancer screening, informing successful NCL ICB bids for additional funding.
- **Mental health for young people:** co-designed and distributed over 5,000 copies of the Young People's Mental Health Guide, created with 51 young residents and five grassroots organisations.
- **Cardiovascular health and hypertension:** trained 22 Community Connectors who supported 252 residents through blood-pressure checks and health education, leading to early detection and improved awareness.
- **GP access and digital inclusion:** worked with partners to help residents use online tools such as PATCHS and influenced improvements in GP website information.
- **Enter and View programme:** volunteers visited care homes, producing recommendations that led to new activity provision and improved environments for residents.

Healthwatch Enfield continued to act as a trusted voice for residents within the North Central London Integrated Care Board (NCL ICB), ensuring that Enfield residents' experiences informed system-level decision-making.

Youth engagement and research partnerships

Listen to Act maintained its partnerships with NIHR ARC NWL through the ARC Outreach Alliance and Young People's Advisory Group (YPAG), supporting young people to co-design and shape mental health research. The group continued to receive national recognition, including a Patient and Public Involvement and Engagement Award from the NIHR Biomedical Research Centre.

Community and academic collaboration

LTA also contributed to studies exploring maternity care experiences among Black, African, Caribbean and mixed-heritage families, and to projects addressing digital exclusion and access barriers within health research.

Planning for the future and merger decision

Throughout 2024–25, the Trustees continued to focus on the sustainability of Listen to Act and the continuation of its mission to strengthen the voice of residents, patients and communities in shaping health and social care. Despite the strong delivery record of Healthwatch Enfield and the charity's continued success in national research collaborations, the financial environment for small and medium-sized engagement charities remained extremely challenging. The organisation continued to face difficulties in securing sufficient unrestricted income to cover core operational costs following the loss of the core Healthwatch contract in 2022. Trustees therefore initiated a strategic review of future options in autumn 2024, considering merger, collaboration or closure.

After exploring several possibilities and receiving initial legal advice from Russell-Cooke, the Board determined that a merger with a values-aligned and financially stable partner offered the best route to secure staff, sustain ongoing projects, and protect the charity's legacy. Two potential partners were shortlisted and subject to full due diligence. Following this process, **Inclusion Barnet** (charity no. 1158632) was selected as the preferred partner.

Alignment of charitable purpose and values

Inclusion Barnet is a Deaf and Disabled People's Organisation (DDPO) based in a neighbouring borough and operating within the same North Central London Integrated Care Board (NCL ICB) area. Its charitable purpose is to advance equality and promote social inclusion by using the lived experience of disabled people to create more inclusive services and communities. Its vision is of a world where disabled people live their lives free from barriers and stigma, and its mission is to harness the strength and skills gained from lived experience of disability to remove barriers, challenge discrimination, and influence positive change in public services and wider society.

Inclusion Barnet's approach centres on the social model of disability and the belief that disadvantage arises from the way society is organised rather than from individuals' impairments or conditions. It seeks to bring about change through thought leadership, peer support, user voice, empowerment, and community development. The organisation works collaboratively with partners to ensure that disabled people can lead change, influence policy, and co-design services that meet their needs.

These aims and values are fully consistent with Listen to Act's mission to amplify the voices of local people in health and social care and to improve wellbeing through community-led insight and engagement. Both organisations share a deep commitment to inclusivity, independence, co-production and lived experience leadership. Each seeks to ensure that health and care systems are shaped by those

who use them and that marginalised voices are not only heard but drive improvement.

Inclusion Barnet already delivers Healthwatch Barnet and has a strong track record in user-led policy work, research partnerships and community development. This experience, alongside its expertise in supporting disabled people and promoting equality, makes it an ideal home for the continuation of Listen to Act's programmes, particularly Healthwatch Enfield and the ARC NWL youth engagement work.

Strategic and operational benefits

The merger provides:

- **Continuity of service** for Enfield residents, ensuring that Healthwatch Enfield and other funded projects continue without interruption.
- **Security for staff**, who transferred under TUPE to Inclusion Barnet in April 2025, retaining their terms and conditions.
- **Protection of charitable assets and reserves**, transferred to a stable organisation with strong governance and oversight.
- **Opportunities for growth**, through joint projects across North Central London, combining Inclusion Barnet's experience in user-led policy work with Listen to Act's expertise in youth engagement and research participation.
- **Administrative efficiencies** by aligning back office functions, HR and finance, enabling more resources to be directed to frontline engagement work.

Process and governance

The Trustees undertook a structured due diligence process between November 2024 and January 2025, reviewing Inclusion Barnet's governance, finances, staffing, data management and charitable compliance. All aspects were assessed as satisfactory, with no material risks identified. The Board received regular legal guidance, and staff were consulted throughout. The Board formally resolved to proceed with the merger at its meeting on 20 January 2025, confirming Inclusion Barnet as the preferred partner.

The merger agreement and novation of the Healthwatch Enfield contract were completed in March 2025, and all staff were successfully TUPE transferred to Inclusion Barnet in early April 2025.

This decision was taken with careful consideration and, although with considerable sadness, Trustees, staff and volunteers were united in the view that the merger

offered the most responsible and sustainable way forward. It secures the continuation of Listen to Act's core mission, ensuring that people's voices continue to shape the health and care services they rely on, within a larger, resilient, and likeminded organisation.

Financial Review

The results for the final closure accounts for the long period year ended 30th September 2025 are set out in the Statement of Financial Activities on page 11. The assets and liabilities of the charity as of 30th September 2025 are given in the Balance Sheet on page 12. The financial statements should be read in conjunction with their related notes.

Principal Funding Sources

The main source of funding for the Charity is the contract with the borough of Enfield to deliver the local Healthwatch service. In 2024 – 2025 the total contract sum was £144,973 (2023 – 2024: £144,973). In addition, the Charity provided further services to other funders in the Health & Social Care sector and income from this source in 2024 – 2025 was £142,746 (2023 – 2024: £172,829).

Reserves

The Charity reserve of £272,416 (31 March 2024: £314,492) of which unrestricted reserves were £270,309 (31 March 2024: £314,492) and Restricted reserves were £2,107 (31 March 2024: 0) has been transferred to IB as LTA trustees board decided on the 20th Jan 2025 meeting, for LTA to merge with Inclusion Barnet (IB) and all the reserves transferred to Insclusion Barnet .

The trustess/directors has closed LTA and has transferred the remaining assets and liabilities to Inclusion Barnet as part of merger process.

Cash transfer total	£249,628.00
Fixed assets Net book value	£3,334.00
Debtor	£7,200.00
Accrual (ARC Project)	£16,000.00
Petty cash transferred to IB	£454.00
Total Assets	£276,616.00
Current Liab (Final Account pre)	<u>(£4,200.00)</u>
Net Transfer to IB	<u>£272,416.00</u>

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors:

Signed: Date: 04-06-2026

Chris Doherty  E73D5FF6737341C...

Independent examiner's report to the trustees of Listen to Act

I report on the accounts of the company charity for the year ended 30th Sep 2025.

Respective responsibilities of trustees and examiner

The trustees, who are also the directors of the company for the purposes of company law, are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under s. 144 (2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I'm qualified to undertake the examination by being a qualified member of ACCA.

Having satisfied myself that the company charity is not subject to audit under company law and is eligible for independent examination, it's my responsibility to:

- examine the accounts under s. 144 of the 2011 Act;
- follow the procedures laid down in the Directions given by the Charity Commission under s. 152 (5) 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 Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the company 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 explanations sought 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

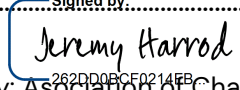
In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- keep accounting records in accordance with s. 386, Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of s. 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.

Signed: Signed by: Date: 04-06-2026

Jeremy Harrod FCCA 

Relevant Professional Body: Association of Chartered Certified Accountants

Listen to Act, with Healthwatch Enfield

Statement of financial activities for the long period to year ended 30th
September 2025 (this is a final closure statement)

	Note	Unrestricted funds £	Restricted income funds £	Total 2025	Total 2024 £
Income					
Income and endowments from:					
Charitable activities	2	238,159	49,560	287,719	317,802
Other		-	-	-	-
Total		238,159	49,560	287,719	317,802
Expenditure					
Expenditure on:					
Charitable activities	3a	282,342	47,453	329,795	434,807
Other		-	-	-	-
Total		282,342	47,453	329,795	434,807
Net income/(expenditure)		(44,183)	2,107	(42,076)	(117,005)
Net movement in funds		(44,183)	2,107	(42,076)	(117,005)
funds:					
Balances brought forward	8&9	314,492	-	314,492	431,496
		270,309	2,107	272,416	
Transferred to Inclusion Barnet (IB)		(270,309)	(2,107)	- 272,416	314,492
Balance Carried forward		-	-	-	

All amounts relate to final closing activities of Listen to Act and all the assets and liabilities are transferred to Inclusion Barnet.

The following pages form part of these financial statements.

Listen to Act

Statement of Financial Position for the long period as at 30th September 2025

	Note	2025	2024
		£	£
Fixed assets			
Intangible assets		-	-
Tangible assets	5	-	6,143
Heritage assets		-	-
Investments		-	-
Total fixed assets		-	6,143
Current assets			
Prepayment	6	-	-
Debtors & Prepayments	6	-	109,305
Transfer to Inclusion Barnet(IB)	6a	-	-
Inter Company Account-Hestia		-	-
Cash at bank and in hand		-	238,648
Total current assets		-	347,953
Creditors: amounts falling due within one year	7	-	39,604
Deferred Grant		-	-
Net current assets/(liabilities)		-	308,349
Total assets less current liabilities		-	314,492
Total net assets		-	314,492
Represented by:			
Designated reserves	8,9	-	314,492
Restricted funds	8,9	-	-
Total funds		-	
Transfer of net assets		-	314,492
Closing Balance		-	

These financial statements have been prepared on a liquidation basis rather than on going concern basis. The Trustees/directors resolved on 20th Jan 2025 Trustees' Board meeting that the merger took place with Inclusion Barnet(IB) and all the assets and liabilities transferred to IB.

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the period ended 30 September 2025.

The members have not required the company to obtain an audit of its financial statements for the period ended 30 September 2025 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 Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The final closure financial statements were approved by the Board of Trustees and authorised for issue on 04-06-2026 and signed on its behalf by:

Chris Doherty :  _____
Chair of the Board of Trustees
Company Number: 08548208

The notes on pages 15 to 21 form part of these financial statements.

Listen to Act

Statement of cash flows for the long year ended 30th September 2025

	Note	2025		2024
		£		£
Cash Flow from Operating activities	(a)	7,234		(164,241)
Cash Flow generated from Operating activities				
Cash transferred to Inclusion Barnet		(245,881)		-
Change in cash and cash equivalents in the reporting periods		(238,647)		(164,241)
Cash and cash equivalents as at 1 April 2024		238,647		402,888
Cash and cash equivalents as at 30th September 2025		-		238,647

(a) Reconciliation of income/Expenditure

Net Income for the year		(42,076)		(117,004)
Office equipment depreciation		2,809		2,047
Office equipment bought				-
Bad debts written off				-
Increase/(Decrease) in debtors		86,105		(51,130)
Increase/(Decrease) in Creditors		(39,604)		1,848
Deferred grant		-		-
Cash generated (Outflow) from operations		7,234		(164,239)

The following pages form part of these financial statements.

Notes to the financial statements for the long period of year ended 30th Sep 2025

1. Accounting policies

(a) **Basis of preparation and assessment of going concern**

The financial statements have been prepared under the liquidation basis as the charity is merged with Inclusion Barnet and closed. All the remaining assets and Liabilities transferred to Inclusion Barnet.

(b) **Income**

Contract income is credited to the Statement of Financial Activities when invoiced unless it relates to a specified future year, in which case, it is deferred.

Under other creditors we account for income collected on behalf of other organisations as part of an agreement for projects, but is later transferred to the relevant parties.

(c) **Expenditure**

Expenditure is recognised in the year in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Expenditure is allocated to particular activities where costs relate directly to that activity.

Costs classified as "support" represent those costs associated with the governance and administration arrangements of the Charity which relate to the general running of the Charity. Such costs include office running costs, costs recharged for HR, finance, I.T. and facilities' services provided by Hestia as well as external audit fees, legal costs, related Trustee costs and costs associated with compliance with statutory requirements.

(d) **Unrestricted funds**

Unrestricted funds are donations and other income received or generated for charitable purposes.

(e) **Restricted funds**

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is charged to the funds.

(f) **Leasing**

Rentals payable under operating leases are taken to the Statement of Financial Activities on a straight-line basis over the lease term.

Notes to the financial statements for the year ended 30th Sep 2025

2. Income from charitable activities

	Unrestricted	Restricted	2025	2024
Healthwatch Bi-Borough contract	-	-	-	-
Healthwatch Enfield	144,973	-	144,973	144,973
Donation	-	-	-	-
CNWL Your voice Exchange	-	-	-	35,685
CLCH Charitable funds	-	-	-	-
NIHR	49,376	-	49,376	18,750
Other Income	10,482	-	10,482	7,830
Care Quality Commission	7,800	-	7,800	9,600
Royal Borough of Kensington and Chelsea (0001)(RBKC Business rate refu	-	-	-	1,271
Imperial College London	33,400	-	33,400	35,943
Local Impact Fund - Instalment	-	-	-	5,000
NCL Representation: 5- Healthwatch group, Listen to Act Chairing Fee,	-	-	-	2,500
Healthwatch Enfield: Community Connectors Healthy Hearts & Winter	-	-	-	8,800
Healthwatch Enfield: support for improving GP access project	-	-	-	17,500
Funding to support and collaborate on NIHR research initiatives -	-	-	-	11,700
Lavender Walk Engagement Project	-	-	-	-
NHS North Central London ICB - Eye Surgery Project	-	-	-	5,000
Youth work, engagement and support for young people with Type 1	-	-	-	13,250
Young People's Advisory Group	11,514	-	11,514	-
City Bridge	-	49,560	49,560	-
Reversal of prior year accruals	- 19,386	-	19,386	-
	238,159	49,560	287,719	317,802

In 2024–2025, £238,159 of income from charitable activities was attributed to unrestricted funds and £49,560 to restricted funds.

3. (a) Analysis of expenditure on charitable activities

Programme of Activity	Activities Undertaken directly	Support Costs	2025 Total	2024 Total
	£	£	£	£
Healthwatch Contract	-	-	-	0
Healthwatch Enfield	142,729	32,801	175,530	199,851
Bi-borough safeguarding audit	-	-	-	0
Dignity Champions	-	-	-	0
Care Quality Commission	7,175	1,765	8,940	13,233
NHS North Central London ICB	-	-	-	6,892
Royal Borough of Kensington and Chelsea	-	-	-	1,752
Westminster CLCH Charitable Funds	-	-	-	-
NIHR Grant	45,425	11,171	56,597	25,847
CNWL Voice Exchange	-	-	-	49,193
Imperial College London	30,728	7,557	38,284	50,592
Local Impact Fund – Instalment 1 & 2	-	-	-	6,893
NCL Representation:5– Healthwatch group, Listen to Act	-	-	-	3,446
Enfield Connectors (NHS North Central London CCG)	-	-	-	12,131
Enfield Support for improving GP Access projects	-	-	-	24,124
Funding to support and collaborate on NIHR research	-	-	-	16,129
NHS North Central London ICB – Eye Surgery Project,	10,592	2,605	13,197	241
Youth work, engagement and support for young people	-	-	-	18,867
Bank Interest & Other	9,643	2372	12,015	5,616
City Bridge	36,239	11,213	47,452	-
Imperial College Student Placement	-	-	-	-
Reversal of Prior year accruals	- 17,835	- 4,386	- 22,221	-
Total	264,697	65,097	329,794	434,807

Expenditure on charitable activities was £329,794 (2023 – 2024: £434,807) of which £264,697 (2023 – 2024: £434,806) was direct activities undertaken and £65,097 (2023 – 2024: £0) was support activities.

3. (b) Analysis of Support Costs for the year ended 30th Sep 2025

The analysis of support costs is in line with Charity Commission guidance. The allocation of support costs is a proportionate distribution based on contract size. Healthwatch CWL are consistently focused on an efficient back office supporting front line delivery.

The analysis of support costs in the table below is £65,097.

	2024-25	2023-24
Governance Trustees, auditors annual meeting and annual report	19,306	12,940
Finance Costs	38,484	19,189
Facilities management:- office running expenses	- 6,196	40,428
Human resources: Penincule and payroll	8,323	41,938
Information technology:- IT costs, internet, Laptops	5,180	5,492
Total Support costs	65,097	119,987
Healthwatch Bi- borough contract		268
Healthwatch Enfield	32,800	30,518
Donation and BI		-
CNWL your voice exchange	2,000	15,024
CLCH charitable funds		
NIHR	2,463	2,463
NHS North central London ICB		2,347
Edmonton Partnership		-
Enfield connectors (NHS North central London CCG)	-	1,852
Care Quality Commission	-	2,021
Imperial College London	7,725	7,725
Local Impact Fund - Instalment 1 & 2	-	1,052
NCL Representation: 5- Healthwatch group	-	526
Healthwatch Enfield: support for improving GP access project	2,500	3,684
NIHR ARC project - Year 2	2,681	3,947
Lavender Walk Engagement Project	-	7,052
Youth work, engagement and support for young people with Type 1	2,500	3,389
Bank Interest & Other	3,000	1,643
City Bridge	9,427	-
Total	65,097	83,511

Notes to the financial statements for the year ended 30th Sep 2025

4. Tangible fixed assets transfereed to IB

Tangible fixed assets are measured at cost less accumulative depreciation and any accumulative impairment losses. Depreciation is provided on all tangible fixed assets, other than freehold land, at rates calculated to write off the cost, less estimated residual value, of each asset evenly over its expected useful life, as follows:

Plant and machinery

	Freehold land & buildings	Other land & buildings	Plant, office equipment	Music equipment	Total
	£	£	£	£	£
At the beginning of the year 1/04/2023	-	-	-	-	-
Additions	-	-	-	-	-
Revaluations	-	-	-	-	-
Disposals	-	-	-	-	-
Transfers	-	-	-	-	-
At the end of the year	-	-	-	-	-
	-	-	-	-	0
4.1 Depreciation and impairments on reducing balance method (RB)					
** Basis	RB	RB	RB	RB	RB
25%					
At the beginning of the year 1/04/2024	-	-	-	-	-
Additions	-	-	-	-	-
Depreciation (18 months)	-	-	-	-	-
Disposals	-	-	-	-	-
Transfers	-	-	-	-	-
At the end of the year	-	-	-	-	0
4.2 Net book value					
Net book value at the begining of the year 31/03/2024	-	-	-	-	-
Net book valuet at the end of the year 30/09/2025	-	-	-	-	-

Notes to the financial statements for the year ended 30th Sep 2025

5. Staff and Trustees

The Charity employs 6 staff (7 2023 – 2024) at a 4.8 Full Time Equivalent directly. Total staff costs of Listen to Act were £217,830 and broken down as follows:

	2025 Total £	2024 Total £
Wages and Salaries	196,865	223,905
Social Security costs	13,677	16,590
Pension costs	7,288	7,916
Total	217,830	248,411

There was no agency staff during the year (2023 – 2024: £2,265).

No employee received total emoluments in excess of £60,000 during the year.

No Trustee received any remuneration for services during the year. No Trustees claimed expenses during the year. No Trustee had any beneficial interest in any contract with either Listen to Act or Hestia Housing and Support.

Indemnity insurance was arranged on behalf of the Trustees of Listen to Act for the 12 months commencing 1 April 2024.

The key management personnel of the Charity is comprised of the Trustees and the Director. The total employee benefits of the key management personnel were £24,679 (2023 – 2024: £60,892).

6. Debtors amounts due within one year

	2025 £	2024 £
Trade debtors	-	84,305
Prepayments and accrued income	-	25,000
Other debtors	-	-
Total	-	109,305

Notes to the financial statements for the year ended 30th Sep 2025

7. Creditors: amounts falling due within one year

	Amounts falling due within one year		Amounts falling due after more than one year	
	2025 £	2024 £	2025 £	2024 £
Accruals for grants payable	-	-	-	-
Bank loans and overdrafts	-	-	-	-
Trade creditors	-	33,136	-	-
Intercompany - Healthwatch	-	-	-	-
Deferred Grant	-	-	-	-
Taxation and social security	-	6,468	-	-
Other creditors	-	-	-	-
Total	-	39,604	-	-

8. Analysis of net assets

	Net Current	Total
	Assets	Funds
	£	£
Unrestricted funds	-	-
Ristricted	-	-
	-	-

9. Operating Lease Commitments

The amounts payable by Healthwatch Central West London in respect of operating leases are shown below:

	Operating Lease		Other	
	2025 £	2024 £	2025 £	2024 £
Amounts due;				
In less than one year	-	30,178	-	-
Between one and five years	-	-	-	-
In more than five years	-	-	-	-
			-	
Total	-	30,178	-	-

10. Capital commitments and capital grants: The remaining reserve of **£272,416** fund transferred to Inclusion Barnet.



Contact

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London
NW1 5DP

www.listentoact.org

Email: hello@listentoact.org

Twitter: <https://twitter.com/listentoact>

LinkedIn: <https://www.linkedin.com/company/4556238>

Charity number: 1154777. Company number: 08548208

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LISTEN TO ACT

England & Wales - Charity number 1154777

Accounts

Financial Statements

Listen to Act

(a company limited by guarantee & not having a share capital)

31st March 2024



Reference & Administrative details

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Report of the Trustees

for the year ended 31 March 2024

Trustees, Executive, Advisors & Bankers

Chair	Christine Vigars
Vice-Chair	Joanna Mark-Richards
Treasurer	Layo Yusuf
Trustee	Abdul Towolawi
Trustee	Chris Doherty
Trustee	Civan Terbas (appointed January 29 th 2024)
Trustee	Fene Osakwe (appointed January 29 th 2024)
Trustee	Patience Wilson
Trustee	Christos Mylonas (appointed January 29 th 2024.)
CEO	Albie Stadtmiller

Registered Office

Community House
c/o Healthwatch Enfield
311 Fore Street
Enfield, London, N9 0PZ

Principal Bankers

Metro Bank
160 – 166 Kensington High Street
Kensington, London, W8 7RG

Solicitors

Russell-Cooke
2 Putney Hill
Putney, London, SW15 6AB

Independent Examiner

1st Class Accounts
320 City Road
London, EC1V 2NZ

Company number: 08548208

A charitable company approved by the Charity Commissioners.

Registered number: 1154777

Report of the Trustees

for the year ended 31 March 2024

The Trustees presented the report and the independent examined financial statements for the year to 31 March 2024.

Structure, Governance & Management

Governing Document

Listen to Act ("The Charity") is a registered charity and is incorporated as a company limited by guarantee and its governing document is its Memorandum and Articles of Association.

Recruitment and Appointment of the Board of Management

A Board of Trustees provides strategic direction, governance and oversight. The Board of Trustees are appointed following external recruitment. The Chair of the Charity has led the charity to independence and increasing its profile across London. Trustees bring a wide range of experience to the Board, from the public, private and charitable sectors, including social work, healthcare management, public sector commissioning, human resources, finance and fundraising. The Charity has a Local Committee which collates and represents the views and needs of any Borough in which the charity holds a Healthwatch contract. There are places on the Board of Trustees for representatives from this Borough. The day to day running of the Charity is undertaken by a staff team.

Trustee Induction and Training

New Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern the Listen to Act. Newly appointed Trustees receive induction packs containing information about the Listen to Act, its structure and operations, Board structures, Trustee duties and responsibilities, and our key policies. Training opportunities are shared as are conferences, webinars and seminars to provide context and ensure Trustees can remain current in the rapidly changing context of health and social care. Trustees are encouraged to participate in operational activities wherever feasible to obtain a better appreciation of the Charity's operations. Training is provided to the Board as a need is identified.

Public Benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Statement of Trustees' Responsibilities

The Trustees (who are also the directors for the purposes of company law) are responsible for preparing the Report of the Board of Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the profit or loss of the company for that year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for; keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity; and enable them to ensure that the financial statements comply with Companies Act 2006. They're also responsible for safeguarding the assets of the charity and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's independent examiner is unaware; and
- The trustees have taken all steps they ought to have taken to make themselves aware of any relevant audit information and to establish that the independent examiner is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Objectives and activities

The Charity aims to promote public good and the improvement of health and social care services across greater London, by promoting the voice and views of the local community in health and wellbeing matters. The Charity also seeks to advance the education of the public in health and social care.

Our aim is to reach out to everyone in our communities by:

- Operating as a charity open to everyone who lives in, or uses health and social care services, in greater London and the Borough of Enfield;
- Collecting the views of local people about their needs for, and experience of, local Health & Social Care services;
- Making these views and experiences known to decision makers, local stakeholders, Healthwatch England and the Care Quality Commission (CQC);
- Writing reports and making recommendations about how those services could be improved;
- Promoting and supporting the involvement of local people in the monitoring, commissioning and provision of local services; and

- Providing information to help people access and make informed choices about services.

Achievements & Performance

Listen to Act

Listen to Act's mission is to hear the experience of young people, patients, residents, and carers and bring about meaningful change in service provision for the communities we serve. Our engagement methodology is geared towards cultivating genuine and open dialogue that leads to realistic and lasting change.

Under the former name of *Healthwatch Central West London* we spent over nine years championing what matters to residents, patients, and carers living in Kensington & Chelsea and Westminster and we now deliver a successful Healthwatch contract in Enfield.

We are an organisation that is changing, adapting, and seeking to have a greater impact for more people across a wider geographical area. We are moving to a more commercial approach, diversifying our income, reducing our reliance on public sector procurement, and growing our range of patient and public engagement services. We recently secured contracts from local health services focusing on physical and mental health needs. This will culminate in a cooperative reflection and implementation process with clinicians to provide better health outcomes and an improved experience for those using health services.

The charity has developed its work with young people, especially around their physical and mental health. We involve young people within our work and have projects entirely focused on them. We have a young person who has been involved with our Young Healthwatch for several years and has recently been appointed to our Board of Trustees. We have other young people who are currently volunteering and supporting our youth projects. Our newest Enfield staff members have experience in creating digital content and amplifying the impact of the work that we do. Our Youth Engagement Manager uses online platforms to host meetings

and further the youth-focused work. We facilitate groups, offer support and advice, and encourage network collaboration and a peer support element.

Listen to Act Youth Engagement

During the period of 01/04/2023 to 31/03/2024, Listen to Act has been leading, or co-leading on, a series of engagement projects – these are summarised below:

North West London Schools Research Network

In partnership with the National Institute of Health Research (NIHR) Clinical Research Network North West London, Imperial College London and the NIHR Applied Research Collaboration (ARC) Northwest London, Listen to Act has a key strategic and operational role in creating, managing, and growing a network of schools across Northwest London.

During this period, Listen to Act has been instrumental in recruiting five new schools to the network and assisted in supporting the schools to accommodate research studies on their premises. Listen to Act also held one-to-one meetings with school staff to build an understanding of the challenges faced and how the network could support them e.g. by sharing digital resources signposting to services and arranging assemblies with a healthcare professional.

Listen to Act ran a stall at a Freshers Fair at a large higher education institution to promote the network and Listen to Act, and to engage with students to provide the network with steer on their mental health priorities. These insights were fed into informing and shaping research studies of the future to be offered to schools across the region.

Listen to Act planned and ran a steering group meeting for the network with attendees including staff from schools within the network, students, and stakeholders working within local authority to offer a route for feedback on what would make the network run more efficiently, how to overcome barriers to research to schools and to continue to build a sense of community across the network.

Act's contract with the Schools Research Network ended in March 2024 after three years as a community partner.

Applied Research Collaboration (ARC) Outreach Alliance: young people's open minds in North West London

In partnership with the NIHR Applied Research Collaboration Northwest London, NIHR Clinical Research Network Northwest London, and Imperial College London, Listen to Act has established and consolidated a strong advisory group of young people (YPAG) representing all eight North West London boroughs. The primary aims of the advisory group is to inform and advise on research that is being conducted, to plug gaps in knowledge of young people's mental health in the region, and to gather the priorities of young people in relation to health and wellbeing.

During this period, Listen to Act held 6 workshops with an average of 7 young people attending. These included a branding masterclass workshop and several shorter working group and drop-in sessions to create a short promotional film for the project. This film was planned, written, filmed and edited by the young volunteers. The volunteers also created a social media strategy with the Communications team of NIHR Applied Research Collaboration and Listen to Act. The film has been watched over 200 times.

In recognition of Listen to Act's achievements on this project, we won a Patient and Public involvement and Engagement award from the NIHR Biomedical Research Centre (BRC). Listen to Act accepted this award at a BRC event with a young volunteer from the project and presented on why the approach we took has generated positive results.

The young volunteers continue to be a crucial part in shaping research within the programme and have worked more closely with the research team helping to interpret data across three pieces of research that have now been published with the young volunteers listed as contributors, and in some cases, coauthors.

During this period, we have seen an exponential rise in the number of submissions from the young volunteers in the programme's quarterly newsletter, partly due to

one of the young volunteers taking on a central role within the newsletters editorial team with support from Listen to Act.

Five new young volunteers have joined the YPAG during this period off the back of a concerted effort to form alliances with similar groups (notably youth ambassadors within CNWL and West London NHS Trust).

Creating a peer support group for young people with Type 1 Diabetes at St. Mary's Hospital

Listen to Act was commissioned to support the Children and Young People's Diabetes Care Team at St. Mary's Hospital to establish and maintain contact with ten of the 150 young people who are within the hospital's care but proving to be hard to reach.

During this period, Listen to Act planned and delivered two workshops with a total of 15 young people in attendance, not including friends and family. The first workshop focused on the young people planning a final event to showcase all their work throughout the lifespan of the project to an audience of friends, family and clinical staff. The final event – and second event during this period – had 9 young people in attendance and up to 10 family members and friends and three members of clinical staff. The young people sold t-shirts at the event that they had created in the previous meeting and discussed what changes they would like to see to the service. This was all recorded in a visual Minute.

Following the final event, Listen to Act created a report outlining our approach, conclusions and recommendations for the service and what role the young people could play in this which was shared with clinical staff and the young people.

Our fruitful partnership with St. Mary's hospital led to an opportunity with the hospital's charitable arm, Imperial Health Charity, to plan and co-deliver three creative workshops in the Summer of 2024 for young people who currently access services at any of the five Imperial College Healthcare NHS Trust hospitals.

Research Engagement Network (REN)

The REN programme of work is supported by the Research Engagement Network (REN 3), NHS England and is delivered in partnership between Association for

Young People's Health, Imperial College London and local community partners in NW London.

As a partner in the programme, Listen to Act hosted a workshop with four young people in collaboration with the Association for Young People's Health (AYPH) and Imperial College London to understand better the barriers health researchers face in engaging children and young people in research, and the potential solutions. The workshop was co-designed with young Listen to Act volunteers.

The workshop's findings were captured in a 'visual Minute' and fed into the project's overall findings.

Enfield Youth Advocate Programme

During this period, Listen to Act was awarded funds to work with young people in Enfield. The project will focus on how housing quality impacts the health and wellbeing of young residents aged 16–30 primarily in Enfield housing estates. It concentrates on community development within the borough and explores how marginalised groups are affected. This community development will come in the form of identifying candidates to become community advocates.

Thanks to collaboration with Healthwatch Enfield, Listen to Act has begun building contacts within the VCS, local authority, education and housing sector in the borough. Through this engagement, Listen to Act will begin to identify, recruit and train up to 12 young residents in the coming months to become community youth advocates via a nationally recognised training course on 'Introduction to Community Organising' which is quality-assured.

Listen to Act will create a project summary upon completion of the project highlighting its impact and community-led approach as leverage to apply for further funding in influencing housing policy in the borough and the newly-trained youth advocates will be encouraged to play a central role in future initiatives to utilise their new skills.

Maternity Project

During this period, Listen to Act partnered with PhD student from Imperial College London in partnership with Imperial College Healthcare NHS Trust to understand how the NHS, local councils, voluntary sector, and families from Black, African, Caribbean, and mixed-Black heritage backgrounds can work effectively together,

to co-produce service improvements in maternity care in Hammersmith & Fulham, Westminster, and Royal Borough of Kensington & Chelsea.

Listen to Act has started to plan and recruit participants for three workshops that will take place in the Summer of 2024. The first two will be prioritisation workshops with experts by experience and the third will also include senior managers from the NHS and the boroughs, voluntary sector leads. In the final workshop the prioritised ideas and discuss what can be taken forward as part of the research study using a collaborative co-production process. We will also train experts by experience in trauma-informed facilitation to assist facilitating workshops.

Website and promotion

During this period, Listen to Act have been working with site developers to create three new youth engagement pages for the website, this includes a youth engagement landing page, a 'Get involved' page and 'Why become a young volunteer' page. This is being done to boost our profile, number of volunteers and stakeholders connecting with us and to increase traffic to the website.

Listen to Act has also created a short film that is housed on the landing page with young volunteers and a strategic partner from the ARC Outreach Alliance to highlight the value of our model of community engagement, why it is valuable and the outcomes it has generated to date.

Healthwatch Enfield

Listen to Act is the hosting charity for Healthwatch Enfield. There is a full complement of staff to support the valuable work within the borough of Enfield. For 12 months they've been listening to local people, patients, and carers about their experience of using Health & Social Care services. It remains our mission to work to ensure that Health & Social Care services work for everyone across Enfield.

We've spent the year expanding our reach, building relationships, and recruiting volunteers to ensure that as many Enfield residents as possible benefit from our service. We've played a key role in keeping local people up to date with reliable information, linking them to sources of help and support, countering misinformation and supporting the continued post-Covid recovery.

We remain committed to ensuring that we hear from as many different people and communities as possible. Much of our work continues to involve connecting with groups we haven't spoken to before and ensuring that everyone can help shape local services for the better. The Health & Social Care sector in which we operate continues to face many challenges, not least around funding and the increasing demands for services. We've continued to strengthen our working relationships with those who design, purchase, and deliver Health & Social Care services, the Voluntary & Community Sector and the wider public, through a range of programmes and events.

A key component of delivering the service is our work with volunteers. Our volunteers come from a wide range of backgrounds and bring a diverse range of skills and knowledge. They add considerably to the breadth and depth of our work, and we would like to take this opportunity to thank them for their contributions. To support our volunteers, we provide induction training and mentoring, combined with a wide range of volunteering opportunities.

Our local committee works on a voluntary basis to provide direction, oversight, and scrutiny to our activities. Our committee ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. This was another exceptionally busy year for Healthwatch Enfield. We met the challenge to ensure local patient voices were heard throughout the recent period of rising costs, strikes, and increased pressure on health services.

We responded to urgent issues and initiated and delivered exciting new projects. We're confident that we can build on this experience to develop our work as we move into the year ahead. We believe that Healthwatch Enfield is seen as a valued, respected, critical friend within the Health & Social Care arena.

Projects arising from Member concerns & Commissioner priorities:

Improving Community Hypertension Awareness

Building on our commitment to address health inequalities within Enfield, Healthwatch Enfield was contracted for the Core20Plus5 in 2023/24. The initiative addressed health inequalities by expanding outreach and information sharing to diverse communities.

We actively engaged the community of Enfield in measuring blood pressure and educating them about hypertension. We measured and educated 353 residents on blood pressure, attended 28 events, partnered with community groups and trained 6 connectors. This initiative aligns with the national NHS England and NHS Improvement approach to reduce community health disparities.

What are the Digital Barriers in providing feedback?

Last year, we published findings on the experiences shared with us by both the general public and seldom-heard groups in Enfield. Our report highlighted an array of digital barriers in providing feedback to health and social care services, ranging from language, sensory challenges to mistrust, and costs.

In April 2023, Healthwatch Enfield collaborated with the Care Quality Commission (CQC) to understand the reasons behind digital exclusion with specific community groups by exploring how individuals share their feedback about health and social care services.

We conducted surveys and focus groups to explore the reasons behind digital exclusion. Between April and August 2023, we connected with:

- 116 people who participated in our survey on digital exclusion, service feedback, and CQC.

What difference did this make?

- Identified specific challenges faced by people with disabilities, those with English as a second language, mental health support group participants, and refugees.
- The engagement has empowered seldom-heard groups by validating their experiences and ensuring their voices are considered in decision-making processes.

- Recognising that only 57% of survey respondents were aware of the CQC, steps have been taken to improve awareness campaigns. These campaigns aim to inform the public about the CQC's role and how their feedback can influence health and social care services.
- Listed recommendations to the CQC and emphasised participants preference for personal interaction methods (phone calls, face-to-face meetings) for feedback collection.

How will service changes to Eye Surgeries affect you?

In August 2023, Healthwatch Enfield worked with the NHS North Central London Integrated Care Board to collect feedback on their proposal in making changes to how eye surgery services are delivered in North Central London.

The proposal has the potential to facilitate an additional 3,000 eye surgery procedures annually and significantly reduce waiting times for certain sight-saving surgeries by up to four weeks. In an effort to understand and address the needs and concerns of those affected by the proposed service changes at the new specialist site in Edgware.

What difference did this make?

- Our outreach had raised awareness of the new services changes to eye surgeries in North Central London as well as identifying the concerns that service-users have on the changes.
- We published our research, emphasised the importance of patient choice, that service-users can choose the hospital or clinic that provides the service, where they want to be treated.
- We also recommended enhancing patient accessibility and communication to help service users who are visually impaired and vulnerable to navigate the current systems in place.

Who took part?

From 4 September – 16 October 2023, we sent out surveys and held focus groups to collect insights on the planned service changes.

- Engaged with 107 people, of which 85 people took part in the survey.
- 7,421 people were reached through social media and Healthwatch Enfield Website.

- Reached out to 14,770 people, through community newsletters.

Expanding community's Health Literacy

Healthwatch Enfield is taking a vital step forward with the introduction of community connectors. Community Connectors are Enfield residents, making a significant difference by bridging the gap between their community and health resources.

Community connectors are at the heart of our project's outreach efforts. They have been trained to raise awareness about hypertension within their communities, support residents, and ensure equitable access to blood pressure screenings and health education. Through their cultural understanding and local connections, community connectors have empowered residents to take charge of their health and wellbeing.

Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone. Healthwatch Enfield and Enfield Council have worked together to collect feedback from service users who use adult social care to identify the gaps in services. As a result, the Integrated Hospital Discharge Team and Integrated Community Equipment Services (ICES) has agreed to improve communications with service users by creating a leaflet with contact details as well as specifying the role of departments.

Giving the local community the voice to drive change

Empowering residents to speak up about their experiences in front of decision makers can help them feedback their experiences. In Enfield, many residents experience difficulties in securing timely appointments with their local General Practice (GPs), a concern that not only affects individual health but also places a strain on our healthcare system as a whole.

Our annual conference, 'GP Access Made Simple' was an opportunity for residents and community organisations to learn about alternative pathways to traditional GP services and their rights to accessing GP care. North Central London Integrated Care Board and General Practitioners found the Q&A useful and will use the feedback to update their policy and strategy to improve GP Access.

In sum, all of the projects we've undertaken and other services we provide in the borough are to inform, improve and influence better health and care services for local residents in Enfield

All reports mentioned can be found on the **Healthwatch Enfield website:**
<https://www.healthwatchenfield.co.uk/news-and-reports>

Financial Review

The results for the year ended 31 March 2024 are set out in the Statement of Financial Activities on page 22. The assets and liabilities of the charity as of 31 March 2024 are given in the Balance Sheet. The financial statements should be read in conjunction with their related notes.

Principal Funding Sources

The main source of funding for the Charity is the contract with the borough of Enfield to deliver the local Healthwatch service. In 2023 – 2024 the total contract sum was £144,973 (2022 – 2023: £144,973). In addition, the Charity provided further services to other funders in the Health & Social Care sector and income from this source in 2023 – 2024 was £172,829 (2022 – 2023: £288,091).

Reserves

The Charity has reserves of £314,492 (31 March 2023: £431,496) of which unrestricted reserves were £314,492 (31 March 2023: £431,496). Restricted reserves were £0 (31 March 2023: 0). These reserves are expected to be utilised to support charitable activities.

The Board keeps the level of reserves under regular review to ensure that it is adequate and appropriate to meet the requirements of the organisation. The Trustees have agreed a reserves policy, the focus of which is to ensure that the Charity could meet all its commitments in the event that the core contract from the local authority were cancelled and the Charity were to be wound up. The Trustees have estimated that this would be £65,000. The remaining reserves have been used as per the Reserves Policy, to support the development of charitable activities across the Boroughs where work is commissioned. This includes a focus on our offer to support the voice of young people up to 25 years and sustaining the Charity through the process of re-tendering of the Enfield Healthwatch contract and in developing a fundraising strategy with an emphasis on youth engagement. In line with this reserves policy, in July 2022, following the establishment of the Listen to Act, the Board agreed to draw on reserves in the short-term to support the staffing needed for current charitable activities, and develop a sustainable offer for the future. In the current financial year it has been

necessary to draw on the reserves to retain the expertise of key members of staff and thus increase the likelihood of securing funding in a competitive market place. We're pleased to report that this approach has had some notable success. Nevertheless, towards the end of the financial year the Board decided to undertake a restructuring exercise in order to bring the projected budget nearer to a break-even position .

Planning for future years

Listen to Act continues to focus on our core priorities of signposting, capturing the views and experiences of service users and patients, and feeding back to our local communities, service providers and commissioners.

During 2023 – 2024, we continued our investment in operational systems, procedures, and staff to support our development as an independent organisation and provide the framework for future programmes. The Board has agreed on a strategic plan to diversify income streams and concentrate resources on key deliverables which reflect the priorities of our members and funders. We also have monitoring procedures in place, so that the Board has increased oversight over our delivery activities and is able to chart impact. As the charity was the victim of cyber fraud in May 2023 the trustees have instituted a thorough review of cyber security and financial controls.

We recognise the financial pressures that the commissioners of our services face and will work closely with them to address their requirements and maximise efficiency whilst continuing to provide the high-quality services that we have become recognised for.

We recognise our reliance on the core local Healthwatch contract in Enfield. The development of a more commercial approach, identifying key products and services we can provide that are in line with our charitable objectives and generating unrestricted income from is a core part of our future planning. In addition, retention and the securing of contracts remains a key part of our strategy for 2024 – 2025 onwards. Listen to Act has successfully provided Healthwatch

Services for the London Borough of Enfield since June 2021, and this contract was recently extended.

The Charity was successful at securing additional income through the financial year which has enabled us to invest in further product/service development, including a three-year grant from City Bridge to support the participation of young people in Patient Participation Groups in Westminster and Enfield. However we recognise that in the current funding environment it may be difficult to increase this sufficiently to meet the fundraising target and that it may be necessary to draw further on reserves. In the short-term, the Listen to Act is concentrating on the key priorities of work with young people and capturing the voice of mental health service users and amplifying the voice of patients in primary care through patient participation groups.

Independent examiner's report to the trustees of Listen to Act

I report on the accounts of the company charity for the year ended 31 March 2024.

Respective responsibilities of trustees and examiner

The trustees, who are also the directors of the company for the purposes of company law, are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under s. 144 (2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I'm qualified to undertake the examination by being a qualified member of ACCA.

Having satisfied myself that the company charity is not subject to audit under company law and is eligible for independent examination, it's my responsibility to:

- examine the accounts under s. 144 of the 2011 Act;
- follow the procedures laid down in the Directions given by the Charity Commission under s. 152 (5) 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 Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the company 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 explanations sought 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.

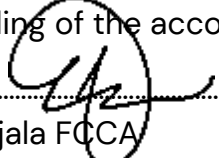
Independent examiner's statement

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:

- keep accounting records in accordance with s. 386, Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of s. 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.

Signed: 

Date: 15-10-2024

Benjamin Ajala FCCA

Relevant Professional Body: Association of Chartered Certified Accountants (ACCA)

Listen to Act, with Healthwatch Enfield

Statement of financial activities for the year ended 31 March 2024 (including an Income and Expenditure Account)

	Note	Unrestricted funds £	Restricted income funds £	Total 20 24	Total 20 23 £
Income					
Income and endowments from:					
Charitable activities	2	317,802	-	317,802	433,178
Other		-	-	-	-
Total		317,802	-	317,802	433,178
Expenditure					
Expenditure on:					
Charitable activities	3a	434,806	-	434,806	485,526
Other		-	-	-	-
Total		434,806	-	434,806	485,526
Net income/(expenditure)		(117,004)	-	(117,004)	(52,348)
Net movement in funds		(117,004)	-	(117,004)	(52,348)
funds:					
Balances brought forward	8&9	431,496	-	431,496	483,844
Balances carried forward		314,492	-	314,492	431,496

All amounts relate to continuing activities of the Listen to Act.

Listen to Act has no recognised gains or losses other than those dealt with above.

The following pages form part of these financial statements.

Listen to Act

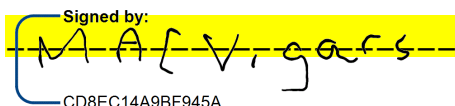
Statement of Financial Position as at 31 March 2024

	Note	2024	2023
		£	£
Fixed assets			
Intangible assets		-	-
Tangible assets	5	6,143	8,190
Heritage assets		-	-
Investments		-	-
Total fixed assets		6,143	8,190
Current assets			
Prepayment	6	-	-
Debtors & Prepayments	6	109,305	58,175
Inter Company Account-Hestia		-	-
Cash at bank and in hand		238,647	402,888
Total current assets		347,952	461,063
Creditors: amounts falling due within one year	7	39,604	37,757
Deferred Grant		-	-
Net current assets/(liabilities)		308,349	423,306
Total assets less current liabilities		314,492	431,496
Total net assets or liabilities		314,492	431,496
Represented by:			
Designated reserves	8,9	314,492	431,496
Restricted funds	8,9	-	-
Total funds		314,492	431,496

These financial statements have been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

The financial statements were approved by the Board of Trustees and authorised for issue on ~~XX/20/2024~~ **XX October 2024** and signed on its behalf by:

Christine Vigars:

Signed by: 

Chair of the Board of Trustees
Company Number: 08548208

The notes on pages 26 to 34 form part of these financial statements.

Listen to Act

Statement of cash flows for the year ended 31 March 2024

	Note	2024		2023
		£		£
Cash Flow from Operating activities	(a)	(164,241)		(74,456)
Cash Flow generated from Operating activities activities				
Cash inflow (outflow) from investing activities				
Change in cash and cash equivalents in the reporting periods		(164,241)		(74,456)
Cash and cash equivalents as at 1 April 2023		402,888		477,344
Cash and cash equivalents as at 1 April 2024		238,647		402,888

(a) Reconciliation of income/Expenditure

Net Income for the year		(117,004)		(52,348)
Office equipment depreciation		2,047		4,526
Office equipment bought				-
Bad debts written off				-
Increase/(Decrease) in debtors		(51,130)		(3,979)
Increase/(Decrease) in Creditors		1,847		9,345
Deferred grant		-		(32,000)
Cash generated (Outflow) from operations		(164,241)		(74,456)

The following pages form part of these financial statements.

Notes to the financial statements for the year ended 31 March 2024

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 in the relevant note(s) to these financial statements. 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 (FRS102) (effective 1 January 2015) (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

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

The Trustees consider that there are no material uncertainties about Healthwatch Central West London's ability to continue as a going concern.

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(b) Income

Contract income is credited to the Statement of Financial Activities when invoiced unless it relates to a specified future year, in which case, it is deferred.

Under other creditors we account for income collected on behalf of other organisations as part of an agreement for projects, but is later transferred to the relevant parties.

(c) Expenditure

Expenditure is recognised in the year in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Expenditure is allocated to particular activities where costs relate directly to that activity.

Costs classified as "support" represent those costs associated with the governance and administration arrangements of the Charity which relate to the general running of the Charity. Such costs include office running costs, costs recharged for HR, finance, I.T. and facilities' services provided by Hestia as well as external audit fees, legal costs, related Trustee costs and costs associated with compliance with statutory requirements.

(d) Unrestricted funds

Unrestricted funds are donations and other income received or generated for charitable purposes.

(e) Restricted funds

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is charged to the funds.

(f) Leasing

Rentals payable under operating leases are taken to the Statement of Financial Activities on a straight-line basis over the lease term.

Notes to the financial statements for the year ended 31 March 2024

2. Income from charitable activities

	Unrestricted	Restricted	2024	2023
Healthwatch Bi-Borough contract	-	-	-	77,500
Healthwatch Enfield	144,973	-	144,973	144,973
Donation	-	-	-	291
CNWL Your voice Exchange	35,685	-	35,685	32,000
CLCH Charitable funds	-	-	-	35,000
NIHR	18,750	-	18,750	25,000
Dignity Champions	-	-	-	3,750
Advocacy Project	-	-	-	12,000
Enfield PPG Audit	-	-	-	5,081
Imperial College Student placement	-	-	-	280
NHS North Central London ICB	-	-	-	11,250
Edmonton Partnership	-	-	-	25,000
Enfield local Connectors (NHS)	-	-	-	14,500
Enfield Local Accounts	-	-	-	25,620
Focus Group - in Enfield (NHS)	-	-	-	4,148
London Ambulance service	-	-	-	5,000
Focus Group - Bangladeshi (cacination insight)	-	-	-	2,562
Healthwatch Islington	-	-	-	1,250
Running Focus group (Imperial College Health)	-	-	-	1,750
Stonecross & West drive surgery PPG support	-	-	-	500
Gift Aid (HMRC)	-	-	-	653
NWL HW Joint working (YVHSC)	-	-	-	357
NHS Norfolk	-	-	-	979
Other Income	7,830	-	7,830	3,734
CARE QUALITY COMMISSION	9,600	-	9,600	-
NHS NORTH CENTRAL LONDON ICB (NCL Ophthalmology project)	-	-	-	-
Royal Borough of Kensington and Chelsea (0001) (RBKC Business rate ref)	1,271	-	1,271	-
IMPERIAL COLLEGE LONDON (0021)	35,943	-	35,943	-
Local Impact Fund - Instalment 1 & 2, 2023/2024	5,000	-	5,000	-
NCL Representation: 5- Healthwatch group, Listen to Act Chairing Fee,	2,500	-	2,500	-
Healthwatch Enfield: Community Connectors Healthy Hearts & Winter	8,800	-	8,800	-
Healthwatch Enfield: support for improving GP access project	17,500	-	17,500	-
Funding to support and collaborate on NTHR research initiatives -	11,700	-	11,700	-
Lavender Walk Engagement Project	-	-	-	-
NHS North Central London ICB - Eye Surgery Project, October 2023 (HWE)	5,000	-	5,000	-
Youth work, engagement and support for young people with Type 1	13,250	-	13,250	-
	-	-	-	-
	317,802	-	317,802	433,178

In 2023-2024, £317,802 of income from charitable activities was attributed to unrestricted funds and £0 to restricted funds.

3. (a) Analysis of expenditure on charitable activities

Programme of Activity	Activities Undertaken directly	Support Costs	2024 Total	2023 Total
	£	£	£	£
Healthwatch Contract	-	-	-	86,373
Healthwatch Enfield	142,640	33,568	176,208	147,292
Bi-borough safeguarding audit	-	-	-	10,307
Dignity Champions	-	-	-	7,450
Care Quality Commission	9,445	2,223	11,668	-
NHS North Central London ICB	4,919	1,158	6,077	-
Royal Borough of Kensington and Chelsea (000 1)	1,250	295	1,545	-
Westminster CLCH Charitable Funds	-	-	-	38,700
NIHR Grant	18,448	4,341	22,790	25,200
CNWL Voice Exchange	35,111	8,263	43,373	39,700
Imperial College London	36,110	8,498	44,607	-
Local Impact Fund - Instalment 1& 2	4,920	1,157	6,077	-
NCL Representation:5- Healthwatch group, Listen to Act	2,460	579	3,039	-
Lavender Walk Engagement Project	32,961	7,757	40,718	-
Advocacy Project	-	-	-	27,200
Enfield PPG Audit	-	-	-	6,032
NHS North Central London ICB	-	-	-	11,950
Edmonton Partnership	-	-	-	26,897
Enfield Connectors (NHS North Central London CCG)	8,658	2,038	10,696	14,500
Enfield Support for improving GP Access projects	17,218	4,052	21,270	-
Funding to support and collaborate on NIHR research	11,512	2,709	14,221	-
NHS North Central London ICB - Eye Surgery Project,	4,920	1,399	6,318	-
Youth work, engagement and support for young people	13,037	3,668	16,705	-
Bank Interest & Other	7,686	1,809	9,495	-
Enfield Local Accounts	-	-	-	25,620
Focus Group - in Enfield (NHS North Central London CCG	-	-	-	4,148
London Ambulance service	-	-	-	5,000
Focus Group - Bangladeshi (cacination insight)	-	-	-	2,562
Healthwatch Islington	-	-	-	1,500
Running Focus group (Imperial College Health)	-	-	-	2,150
Stonecross & West drive surgery PPG support	-	-	-	500
Gift Aid (HMRC)	-	-	-	653
NWL HW Joint working (YVHSC)	-	-	-	534
NHS Norfolk	-	-	-	979
Imperial College Student Placement	-	-	-	280
Total	351,294	83,511	434,806	485,527

Expenditure on charitable activities was £434,806 (2022 – 2023: £485,527) of which £434,806 (2021 – 2022: £485,527) was unrestricted and £0 (2022 – 2023: £0) was restricted.

3. (b) Analysis of Support Costs for the year ended 31 March 2024

The analysis of support costs is in line with Charity Commission guidance. The allocation of support costs is a proportionate distribution based on contract size. Healthwatch CWL is consistently focused on an efficient back office supporting front line delivery.

The analysis of support costs in the table below is £83,511.

	2023-24	2022-23
Governance Trustees, auditors annual meeting and annual report	5,004	5,972
Finance Costs	31,769	41,381
Facilities management:- office running expenses	28,265	40,428
Human resources: Penincule and payroll	11,282	41,938
Information technology:- IT costs, internet, Laptops	7,191	5,492
Total Support costs	83,511	135,211
Healthwatch Bi- borough contract	268	39,707
Healthwatch Enfield	30,518	30,680
Donation and BI		1,102
CNWL your voice exchange	15,024	10,000
CLCH charitable funds		10,938
NIHR	2,463	7,812
Dignity Champions		1,172
Advocacy projects		3,750
Enfield PPG Audit		1,588
NHS North central London ICB	2,347	3,516
Edmonton Partnership		7,812
Enfield connectors (NHS North central London CCG)	1,852	4,532
Enfield Local Accounts		8,007
Focus groups in Enfield (NHS North Central London CCG)		1,296
London Ambulance service		1,563
Focus groups - Bangladeshi (Vaccination Insight)		799
Healthwatch Islington		391
Running Focus Group (imperial college Heath partners)		547
Care Quality Commission	2,021	-
Imperial College London	7,725	-
Local Impact Fund - Instalment 1 & 2	1,052	-
NCL Representation: 5- Healthwatch group	526	-
Healthwatch Enfield: support for improving GP access project	3,684	-
NIHR ARC project - Year 2, quarter 2 (08/05/23 - 07/08/23)	3,947	-
Lavender Walk Engagement Project	7,052	-
Youth work, engagement and support for young people with Type 1 Diabetes:	3,389	-
Bank Interest & Other	1,643	-
Total	83,511	135,212

Notes to the financial statements for the year ended 31 March 2024

4. Tangible fixed assets

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Depreciation is provided on all tangible fixed assets, other than freehold land, at rates calculated to write off the cost, less estimated residual value, of each asset evenly over its expected useful life, as follows:

Plant and machinery over four years

	Freehold land & £	Other land & buildings £	Plant, office equipment £	Music equipment £	Total £
At the beginning of the year 01/04/2023	-	-	18,713	-	18,713
Additions	-	-	-	-	-
Revaluations	-	-	-	-	-
Disposals	-	-	-	-	-
Transfers *	-	-	-	-	-
At end of the year 2024	-	-	18,713	-	18,713

5.1 Depreciation and impairments on reducing balance method (RB)

	**Basis	RB	RB	RB	RB	RB
	** Rate	25%				
At beginning of the year		-	-	10,525	-	10,525
Disposals		-	-	-	-	-
Depreciation		-	-	2,047	-	2,047
Impairment		-	-	-	-	-
At end of the year		-	-	12,572	-	12,572

5.2 Net book value

Net book value at the beginning of the year	-	-	8,188	-	8,188
Net book value at the end of the year 31/03/2024	-	-	6,141	-	6,141

5. Staff and Trustees

The Charity employs 7 staff (7.5 2022 – 2023) at a 4.8 Full Time Equivalent directly. Total staff costs of Listen to Act were £248,412 (including agency staff) and broken down as follows:

	31/03/2024	2024 Total	#REF!	2023 Total
	12143.04	£	#REF!	£
Wages and salaries		223,905		334,091
Social security costs		16,590	#REF!	21,639
Pension costs		7,916		7,606
		248,412		363,336

Notes to the financial statements for the year ended 31 March 2024

Moreover, to wages and salaries, £2,265 of agency staff was paid during the year (2022 – 2023: £107,664).

No employee received total emoluments in excess of £70,000 during the year.

No Trustee received any remuneration for services during the year. No Trustees claimed expenses during the year. No Trustee had any beneficial interest in any contract with either Listen to Act or Hestia Housing and Support.

Indemnity insurance was arranged on behalf of the Trustees of Listen to Act for the 12 months commencing 1 April 2024.

The key management personnel of the Charity comprises the Trustees and the Director. The total employee benefits of the key management personnel were £60,892 (2022 – 2023: £83,871).

6. Debtors amounts due within one year

	2024 £	2023 £
Grant receivable	84,305	39,875
Prepayments and accrued income	25,000	18,499
Inter-company Debtors	-	-
Other debtors	-	-
Total	109,305	58,374

7. Creditors: amounts falling due within one year

	Amounts falling due within one year		Amounts falling due after more than one year	
	2024 £	2023 £	2024 £	2023 £
Accruals for grants payable	-	-	-	-
Bank loans and overdrafts	-	-	-	-
Trade creditors	33,136	37,657	-	-
Intercompany - Healthwatch	-	-	-	-
Deferred Grant	-	-	-	-
Taxation and social security	6,468	-	-	-
Other creditors	-	-	-	-
Total	39,604	37,657	-	-

Notes to the financial statements for the year ended 31 March 2024

8. Unrestricted Fund

Notes to the financial statements for the year ended 31 March 2024

During the period, our reserve funding was restructured by creating a General Reserve fund which was designated by the Board for undertaking detailed contingency planning in 2022 – 2024 as we transition to the new business model. These designated funds will meet the costs of future service development provision and in addition, will be applied in the interim to sustain the organisation and ensure we remain a fully functional entity going forward.

9. Restricted Funds: After a historical review of the status of restricted reserves, they have now been redesignated to general reserve in unrestricted funds.

Notes to the financial statements for the year ended 31 March 2024

10. Analysis of net assets between funds

	Net Current	Total
	Assets	Funds
	£	£
Unrestricted funds	314,492	314,492
	314,492	314,492

11. Operating Lease Commitments

The amounts payable by Healthwatch Central West London in respect of operating leases are shown below:

	Operating Lease		Other	
	2024	2023	2024	2023
	£	£	£	£
Amounts due;				
In less than one year	30,178	21,319	-	-
Between one and five years	-	-	-	-
In more than five years	-	-	-	-
			-	
Total	30,178	21,319	-	-

12. Capital commitments and capital grants: There were no capital commitments outstanding at the year end, nor any capital grants receivable.



Contact

Community House
c/o Healthwatch Enfield
311 Fore Street
Enfield, London
N9 OPZ

www.listentoact.org

Email: hello@listentoact.org

Twitter: <https://twitter.com/listentoact>

LinkedIn: <https://www.linkedin.com/company/4556238>

Charity number: 1154777. Company number: 08548208

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LISTEN TO ACT

England & Wales - Charity number 1154777

Accounts



Striving for a complete view

Financial Statements

Listen to Act

(a company limited by guarantee & not having a share capital)

31st March 2023



Reference & Administrative details

Contents	Pages
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Report of the Trustees

for the year ended 31 March 2023

Trustees, Executive, Advisors & Bankers

Chair	Christine Vigars
Vice-Chair	Joanna Mark-Richards
Treasurer	Layo Yusuf

Trustee	Abdul Towolawi
Trustee	Chris Doherty
Trustee	Helen Cooke
Trustee	Tania Kerno
Trustee	Patience Wilson

Interim CEO Rikki Garcia (from April 2022 to mid-November 2022)
CEO Albie Stadtmiller (from mid-November 2022)

Independent Examiner

A&B Chartered Certified Accountants
1 Orchard Close
Essex
RM15 6HS

Principal Bankers

Metro Bank
160-166 Ken. High St
Kensington
London
W8 7RG

Registered office

One Westminster Office
37 Chapel Street
Westminster, London
NW1 5DP

Solicitors

Russell-Cooke
2 Putney Hill
London
SW15 6AB

Company number: 08548208

A charitable company approved by the Charity Commissioners

Registered number: 1154777

Report of the Trustees

for the year ended 31 March 2023

The Trustees present the report and the independent examined financial statements for the year to 31 March 2023.

Structure, Governance & Management

Governing Document

Listen to Act ("The Charity") is a registered charity and is incorporated as a company limited by guarantee and its governing document is its Memorandum and Articles of Association.

Recruitment and Appointment of the Board of Management

A Board of Trustees provides strategic direction, governance and oversight. The Board of Trustees are appointed following external recruitment. The Chair of the Charity has led the charity to independence and increasing profile across London. Trustees bring a wide range of experience to the Board, from the public, private and charitable sectors, including social work, healthcare management, public sector commissioning, human resources, finance and fundraising. The Charity has a Local Committee which collates and represents the views and needs of any Borough in which the charity holds a Healthwatch contract. There are places on the Board of Trustees for representatives from this Borough. The day to day running of the Charity is undertaken by a staff team.

Trustee Induction and Training

New Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern Listen to Act. Newly appointed Trustees receive induction packs containing information about Listen to Act, its structure and operations, Board structures, Trustee duties and responsibilities, and our key policies. Training opportunities are shared as are conferences, webinars and seminars to provide context and ensure Trustees can remain current in the rapidly changing context of health and social care. Trustees are encouraged to participate in operational activities wherever feasible to obtain a better appreciation of the Charity's operations. Training is provided to the Board as a need is identified.

Public Benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Statement of Trustees' Responsibilities

The Trustees (who are also the directors for the purposes of company law) are responsible for preparing the Report of the Board of Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the profit or loss of the company for that year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for; keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity; and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's independent examiner is unaware; and
- the trustees have taken all steps they ought to have taken to make themselves aware of any relevant audit information and to establish that the independent examiner is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Objectives and activities

The Charity aims to promote public good and the improvement of health and social care services across greater London, by promoting the voice and views of the local community in health and wellbeing matters. The Charity also seeks to advance the education of the public in health and social care.

Our aim is to reach out to everyone in our communities by:

- Operating as a free membership-based charity open to everyone who lives in, or uses health and social care services, in greater London and the Borough of Enfield;
- Collecting the views of local people about their needs for, and experience of, local Health & Social Care services;
- Making these views and experiences known to decision makers, local stakeholders, Healthwatch England and the Care Quality Commission (CQC);
- Writing reports and making recommendations about how those services could be improved;
- Promoting and supporting the involvement of local people in the monitoring, commissioning and provision of local services; and

- Providing information to help people access and make informed choices about services.

Achievements & Performance

Listen to Act

Listen to Act's mission is to hear to the experience of young people, patients, residents, and carers and bring about meaningful change in service provision for the communities we serve. Our engagement methodology is geared towards cultivating genuine and open dialogue that leads to realistic and lasting change.

Under the former name of *Healthwatch Central West London* we spent over nine years championing what matters to residents, patients, and carers living in Kensington & Chelsea and Westminster and we now deliver a successful Healthwatch contract in Enfield.

We're an organisation that is changing, adapting, and seeking to have a greater impact for more people across a wider geographical area. We are moving to a more commercial approach, diversifying our income, reducing our reliance on public sector procurement, and growing our range of patient and public engagement services. We recently secured contracts from local health services focusing on physical and mental health needs. This will culminate in a cooperative reflection and implementation process with clinicians to provide better health outcomes and an improved experience for those using health services.

The charity has developed its work with young people, especially around their physical and mental health. We involve young people within our work and have projects entirely focused on them. We have a young person who has been involved with our Young Healthwatch for several years and has recently been appointed to our Board of Trustees. We have another young person, who has been a part of our youth work, that is currently volunteering and supporting our youth projects. We have a dedicated Marketing & Communications team, that

supports our website, online platforms, and the broadcasting of our work within the Enfield and central London area. Our newest Enfield staff members have experience in creating digital content. Our Youth Engagement Manager uses online platforms to host meetings and further the youth-focused work. We facilitate groups, offer support and advice, and encourage network collaboration and a peer support element.

1. Youth Engagement

Over the last year, Listen to Act has been leading, or co-leading on, three youth-focused engagement projects – these are summarised below:

North West London Schools Research Network

In partnership with National Institute of Health Research (NIHR) Clinical Research Network North West London, Imperial College London and the NIHR Applied Research Collaboration (ARC) Northwest London, Listen to Act has a key strategic and operational role in creating, managing, and growing a network of schools across Northwest London.

The focus is to improve the health and wellbeing of students through inclusive and relevant health research where students and staff can take part in and influence the work that is done. Over the last year, Listen to Act has facilitated the recruitment of 20 new schools, which has now reached 60 schools from eight boroughs. We've held ten one on one conversations with staff and students to provide a clearer picture of what life is like in school, exploring how the network can be shaped to assist them. Through participation in research and engagement activities, 2,385 young people have been involved.

Listen to Act has also attended three community events across the region to promote the network and to capture more insights from local people and their health priorities. We have taken a leading role in creating two network newsletters and have created a steering group for the network. The steering group brings students and staff together and provides opportunities for

participants to influence future research, discuss the feasibility of current research, and to gather a strategic steer on what the barriers are for involvement. It also provides an opportunity for members to share learning and to create a sense of community in the network. To date, we have ten members in the group and have had two meetings which have generated some invaluable insights for the network.

Listen to Act is currently finalising a report of our findings from the last 1 year/18 months in relation to our community engagement activities from this project.

Applied Research Collaboration Outreach Alliance: young people's open minds in North West London

In partnership with the NIHR Applied Research Collaboration Northwest London, NIHR Clinical Research Network Northwest London and Imperial College London, Listen to Act has established and consolidated a strong advisory group of young people representing all eight North West London boroughs. The primary aims of the advisory group is to inform and advise on research that is being conducted, to plug gaps in knowledge of young people's mental health in the region, and to gather the priorities of young people in relation to health and wellbeing.

Over the last year, Listen to Act has held five workshops with the advisory group with an average of seven young people attending (all of these young people were recruited by Listen to Act and continue to be managed by us). During these workshops, the young people advised on and heavily influenced three key pieces of research that are central to the project. In some cases, the young people have been given authorship status on these pieces of research. The young people have also created a new name for the entire project and took part in two training events. The aim was to upskill them with the tools and confidence to speak with young people and policymakers about health matters.

The volunteers have also contributed to a newsletter that has gone out to policymakers in the region, advised on the online presence of the project, and written content on their experiences in the form of blogs. The volunteers are currently working on a promotional short film where they share their own personal stories and discuss the aims and importance of the advisory group's

work. The young people have presented at two meetings with key stakeholders and policymakers and have contributed their own priorities for health and wellbeing in line with the project's core aims. They have also helped to collate seminal reports from the region on young people's mental health.

An advisory group member will be part of a youth panel to discuss engaging with young people as part of Imperial College London's 'Engagement Day 2023'.

Listen to Act has received praise for our involvement in this project from the Clinical Lead who said our expertise in engaging with young people has been 'instrumental'.

Creating a peer support group for young people with Type 1 Diabetes at St Mary's Hospital

Listen to Act was commissioned to support the Children and Young People's Diabetes Care Team at St Mary's Hospital to establish and maintain contact with 10/15 of the 150 young people who are within the hospital's care but are proving to be hard to reach.

Our proposal involved creating a peer support group that would offer a safe space for the young people to share and learn from each other and to create a set of recommendations for the service's staff to adapt the service in line with the young people's interests and needs. The peer support group will also serve as a vehicle to provide support and guidance to the young people who are not part of the group.

Throughout the process we have been seeking expert counsel from Diabetes UK and working closely with a volunteer with lived experience.

Since the project commenced, we have had one on one conversations with 12 of the 18 young people to build trust and rapport with them, and to generate an initial steer on their experience of the service and what would make it better for them. We have held two workshops so far for the peer support group workshop. The first focused on creating familiarity between the young people and building their shared guiding principles as the first step in creating a sustainable peer support group. The second workshop focused on learning about how the young

people manage their condition, discussed challenges they face and potential strategies that would make their lives easier. Our next workshop will be in January where we will build towards a launch in February where the findings will be presented to clinical staff.

Throughout the process we have been seeking expert counsel from Diabetes UK and working closely with a volunteer with lived experience. This has been invaluable in shaping our approach and activities.

2. Mental Health Lived Experience

What does great mental health provision look like in Westminster and Kensington & Chelsea? This was the question that we posed during January 2021 – March 2023 as part of our lived engagement project.

In December 2020, Central & North West London NHS Foundation Trust commissioned *Healthwatch Central West London* to begin the Voice Exchange project. We wanted to listen to people with lived experience of mental health services across the two boroughs. The project ran for nine months, and the aim was to discover what underlying fundamental principles will be needed for future mental health provision. We found that existing services often do not work for the people who need them, or for the people working within the provision. Now is always the time to listen and really hear these views, openly and without defensiveness. Together, we build future services with these voices in mind.

Whom we listened to

- Eight people in our Citizen's Panel and four people in our Deliberation Group.
- Six people during one-to-one interviews.
- Members of the Oremi Council at two focus groups.
- Seventeen attendees at our virtual drop-in sessions.

What we found

Five key themes emerged from this project. It's vital for anyone involved in the care of people affected by mental health issues to be **compassionate**, with everyone, every time. **Accountability** was a paramount concern for many people we spoke with during this project. Understanding who is responsible for the delivery and quality of services is vital for not only people using those services, but for those delivering them. The desire for high quality communication and **engagement** was expressed repeatedly during the project. **Continuity** and consistency during every stage of an experience is key to supporting people, especially when admitted to an inpatient ward. People felt it was important to communicate in a **humane** way at all times. Talking with patients, not at them, was critical to ensuring this happened.

Recommendations

There are four primary recommendations for next steps.

- Training and support for staff needs to empower them to deliver the very best services, in whatever form they may take.
- Lived experience involvement needs to be embedded across all areas of work delivered by Central and North West London NHS Foundation Trust.
- Only by working together and taking a community-wide approach, can things improve for everyone.
- The people we heard from want meaningful interaction to continue – keep listening!

Where next?

These recommendations were brought to life by Central & North West London NHS Foundation Trust and Listen to Act to host reflective sessions internally with staff in early 2022 onwards. Quarterly Voice Exchange Summits were also planned. These Summits brought together everyone who had been a part of the Voice Exchange, encouraging participants to keep listening and learning. Together, we hope to transform the experiences of those who use mental health services in the future. We hope to define the underlying fundamental principles

that future mental health services will need. We will, quite simply, continue exchanging voices.

3. Patient Participation Groups (PPGs), Westminster

One Size Does Not Fit All: A guide to running effective GP Practice patient engagement

Whilst still *Healthwatch Central West London*, the charity was commissioned by the Central London Integrated Care Board to put together a series of practical Guides, to support GP practices to initiate or revitalise their Patient Participation Groups (PPGs). Over two years, the charity did research on how best to create a PPG. These resulted in a set of four Guides that help GP practices meet their contractual obligation of having a PPG in place. The context for this commissioning, were patient frustrations having been strongly expressed about services provided by Primary Care, especially the ability to set up appointments.

All GP Practices are contractually required to maintain channels for active engagement with their patients and to take their views into consideration. Historically this has been delivered through practice-aligned PPG's. The best PPGs are active, two-way channels, enabling patients to not only share their views and proposals with practices, but to build understanding of the complex issues that impact delivery and change. However, many Westminster patients are not aware that their practice provides this forum for them. The presence of PPGs across Westminster GP Practices is inconsistent and is impacting the effectiveness of the Westminster patient forum.

When beginning this work, we were aware of other developments that impact how patients and residents are able to share their views and experiences as the health system changes. These include:

- The development of the NHS Integrated Care System at North West London level. The provider of Health & Care has distanced some forums (for example the Primary Care Commissioning Committee) and may give the impression that these forums are too remote to understand the experiences of a patient of a GP practice in Pimlico.
- The organisation and development of Primary Care is now led by PCNs (typically consisting of 5 to 10 practices), who provide many services and growing numbers of patient facing professionals. However, patient engagement is still an obligation at practice level.

As elements of health provision move away from institutions like hospitals and GP practices and into community settings and organisations, there is an increasing recognition that community groups should be the focus of patient engagement. These groups can be defined by ethnicity, faith, gender, medical conditions and status, and neighbourhood. How do PPGs take this into account? These were the types of questions that we attempted to answer. We hope these guides continue to shape and recreate strong channels for bringing the experience and wisdom of patients and residents into the development of delivery of Primary Care in Westminster.

These guides are for everyone who is interested in setting up an effective system for delivering strong patient engagement, whether you are a patient, local resident, or GP practice staff. It has been developed to help support GP practices to get involved in patient engagement. The four guides contain everything one needs to know about setting up, running, and maintaining excellent GP practice patient engagement.

The information across all the guides is based on extensive work carried out by Listen to Act. Over the last ten years we have worked with both patients and GP practices to build representative, sustainable, and effective GP practice patient participation in the London boroughs of Westminster, Kensington & Chelsea, Hammersmith & Fulham, and Enfield.

Healthwatch Enfield

Listen to Act is the hosting charity for Healthwatch Enfield. There is a full complement of staff to support the valuable work within the borough of Enfield. For 12 months they've been listening to local people, patients, and carers about their experience of using Health & Social Care services. It remains our mission to work to ensure that Health & Social Care services work for everyone across Enfield.

We've spent the year expanding our reach, building relationships, and recruiting volunteers to ensure that as many Enfield residents as possible benefit from our service. We've played a key role in keeping local people up to date with reliable information, linking them to sources of help and support, countering misinformation and supporting the continued post-Covid recovery.

We remain committed to ensuring that we hear from as many different people and communities as possible. Much of our work continues to involve connecting with groups we haven't spoken to before and ensuring that everyone can help shape local services for the better. The Health & Social Care sector in which we operate continues to face many challenges, not least around funding and the increasing demands for services. We've continued to strengthen our working relationships with those who design, purchase, and deliver Health & Social Care services, the Voluntary & Community Sector and the wider public, through a range of programmes and events.

A key component of delivering the service is our work with volunteers. Our volunteers come from a wide range of backgrounds and bring a diverse range of skills and knowledge. They add considerably to the breadth and depth of our work, and we would like to take this opportunity to thank them for their contributions. To support our volunteers, we provide induction training and mentoring, combined with a wide range of volunteering opportunities.

Our local committee work on a voluntary basis to provide direction, oversight, and scrutiny to our activities. Our committee ensures that decisions about

priority areas of work reflect the concerns and interests of our diverse local community. This was another exceptionally busy year for Healthwatch Enfield. We met the challenge to ensure local patient voices were heard throughout the recent period of rising costs, strikes, and increased pressure on health services.

We responded to urgent issues and initiated and delivered exciting new projects. We're confident that we can build on this experience to develop our work as we move into the year ahead. We believe that Healthwatch Enfield is seen as a valued, respected, critical friend within the Health & Social Care arena.

In this year we have undertaken a range of specific projects arising from the concerns of our members and the priorities of commissioners:

London Ambulance Service – We were commissioned by the London Ambulance Service to engage with local residents to find out what they think of their services. This will inform their 5-year plan.

Dental report – Due to the number of calls we were receiving and feedback from the public about accessing NHS dental care in Enfield, we conducted a review of which dentists in Enfield were registering NHS dental patients, and the impact this is having on the community.

Enter & View programme – One of our statutory duties, as a Healthwatch is to enter and view premises where health and social care services are funded by the public purse. i.e., the NHS or local government. These could be Care Homes, GP practices, hospital wards, etc. Our visits are more patient led; we only look at five key areas:

- Their physical and mental health care – do residents and their relatives feel they are well looked after?
- Their personal choice and control – do the residents care/support plan reflect the needs, abilities and wishes of the resident including end-of-life care?

- Information, communication & relationships – what written information is provided to resident and relatives?
 - Their environment – is the facility pleasant, clean, comfortable, and safe?
 - And the staff & management – how well is it managed?
-

This year so far, we have visited the following care homes:
Bridgewood House, Nairn House, and Eliza House.

Annual Report – Our Annual Report was published in July 2023 and showcases the work we have completed over the year. From discussing how well NHS 111 services are working for local people, to exploring the health and social care priorities of residents in Edmonton, and developing recommendations to improve dental care in the borough.

GP Access – As part of our GP access project we decided to provide a GP guide for local residents that explains how to register with a GP, the different roles and responsibilities at a surgery, patients' rights, and how to get additional support if needed. These booklets will be distributed to community areas in the borough.

Care Quality Commission (CQC) Digital Exclusion project

We were commissioned to find out if local residents are digitally excluded from feeding back to the CQC. We spoke to a number of residents, held with people with learning difficulties, mental health conditions, and those who have English as a second language, to name a few.

Healthy Hearts project – We have been commissioned by North Central London Integrated Care Board to inform local residents about how to reduce high blood pressure. We recruited and provided training and support to Community Connectors to inform their communities about healthy eating habits, causes of high blood pressure, and to take blood pressure readings.

NCL ICB Ophthalmology Project – We were commissioned to collect the views about the proposed changes to Ophthalmology services. We gathered feedback and ideas on how the potential impact could be mitigated, with a particular focus on travel and transport, accessibility, communications, and support for patients with vulnerabilities and or their carers. We did this by visiting local ophthalmology clinics where patients may be impacted by the proposal, held focus groups with the harder to reach communities and produce a report of our findings with a number of recommendations we think would make it easier for resident to travel to the new hospital site, if the proposal was agreed.

London Borough of Enfield – The Adult Social Care Department Invited us to collect feedback from residents about what it's like to use their integrated hospital discharge and equipment services. We developed a survey to collect this information to identify any gaps in the services, good practice, and the best ways of communicating with service users.

The work we have been able to complete over the last 12 months will feed into our priority areas for next year. For example, we will be able to delve further into the barriers faced by local residents accessing GP and NHS dental services and look into the different ways residents can access services and provide them with this information. The impact of our GP guide is to better inform residents of their rights and the different services available to them.

Our work with the London ambulance service gave local residents a chance to feedback on the LAS and have an influence on their 5-year strategy plan. Our Enter & View programme gives local residents an unbiased review of care and nursing homes in the borough of Enfield. We also make recommendations based on our visits on how and home can improve their overall environment for residents based at these facilities. The reports created from our visits are disseminated to our local adult social care department, safeguarding teams, local hospitals, the CQC and other agencies so they have a better understanding of the facility and where we think improvements can be made or where best practice has been demonstrated. Our reports give residents and local organisations making decisions about care service a patient led view of the care

& nursing home services in the borough.

Essentially, all of the projects we have undertaken and other services we provide in the borough are to inform, improve and influence better health and care services for local residents in Enfield.

All of the reports mentioned can be found on the **Healthwatch Enfield website:**
<https://www.healthwatchenfield.co.uk/news-and-reports>

Marketing & Communications

Marketing and Communications are key to our continued growth and viability as a charity. The organisation has a dedicated team to support the work as a whole.

When it comes to community engagement and attracting new collaborations/partnerships, investment in marketing, communications, and design plays a pivotal role in building trust and demonstrating where our approach is different and adds value. Planning and budgeting for this work each year is key to our sustainability and growth as a charity.

By investing time and some funds into marketing activities in our first year of operation as Listen to Act we have been able to establish a brand to evolve and utilise the power of digital communications to reach and bring together residents, decision makers, and community leaders.

Marketing and Communications Expenditure

Digital Marketing	£3727
Internal Communications	£2285
Print and Design	£1901
Social Media	£496
Branding	£308
Advertising	£36
Total	£8753

Financial Review

The results for the year ended 31 March 2023 are set out in the Statement of Financial Activities on page 16. The assets and liabilities of the charity as of 31 March 2023 are given in the Balance Sheet on page 17.

The financial statements should be read in conjunction with their related notes which appear on pages 19 to 28.

Principal Funding Sources

The main source of funding for the Charity is the contract with the borough of Enfield to deliver the local Healthwatch service. In 2022 – 2023 the total contract sum was £144,973 (2021 – 2022: £120,811). In addition, the Charity provided further services to other funders in the Health & Social Care sector and income from this source in 2022 – 2023 was £288,091 (2021 – 2022: £456,873).

Reserves

The Charity has reserves of £431,496 (31 March 2022: £483,844) of which unrestricted reserves were £431,496 (31 March 2022: £428,527). Restricted reserves were £0 (31 March 2022: £55,317). These reserves are expected to be utilised in support of the contracts to which they relate.

The Board keeps the level of reserves under regular review to ensure that it is adequate and appropriate to meet the requirements of the organisation. The Trustees have agreed a reserve policy, the focus of which is to ensure that the Charity could meet all its commitments in the event that the core contract from the local authority were cancelled and the Charity were to be wound up. The Trustees have estimated that this would be £150,000. The remaining reserves have been designated, as per the Reserves Policy, to support the development of charitable activities across the Boroughs where work is commissioned and associated London regions. This includes a focus on our offer to support the voice of young people up to 25 years and sustaining the Charity through the likely re-tendering of Healthwatch contract with the associated risks of re-tendering. In line with this reserves policy, following the loss of a core Healthwatch contract in July 2022 the Board agreed to draw on reserves in the

short-term to support the staffing needed for current charitable activities, and develop a sustainable offer for the future.

Planning for future years

Listen to Act continues to focus on our core priorities of signposting, capturing the views and experiences of service users and patients, and feeding back to our local communities, service providers and commissioners.

During 2022 – 2023, we continued our investment in operational systems, procedures, and staff to support our development as an independent organisation and provide the framework for future programmes. Following the loss during the year of key Local Authority funding the Board has agreed on a strategic plan to diversify income streams and concentrate resources on key deliverables which reflect the priorities of our members and funders. We also have monitoring procedures in place, so that the Board has increased oversight over our delivery activities and is able to chart impact. Unfortunately, shortly after the end of the financial year, the charity was the victim of cyber fraud and in response the trustees have instituted a thorough review of cyber security and financial controls.

We recognise the financial pressures that the commissioners of our services face and will work closely with them to address their requirements and maximise efficiency whilst continuing to provide the high-quality services that we have become recognised for.

We recognise our reliance on the core local Healthwatch contract in Enfield. The development of a more commercial approach, identifying key products and services we can provide that are in line with our charitable objectives and generate unrestricted income from is a core part of our future planning. In addition, retention, and the securing of additional Healthwatch anchor contracts remains a key part of our strategy for 2023 – 2024 onwards. Listen to Act has successfully provided Healthwatch Services for the London Borough of Enfield since June 2021.

The Charity was successful at securing additional income through the financial year which has enabled us to invest in further product/service development. However we recognise that in the current funding environment it may be difficult to increase this sufficiently to meet the fundraising target and that it may be

necessary to draw further on reserves. In the short-term, Listen to Act is concentrating on the key priorities of work with young people and capturing the voice of mental health service users and amplifying the voice of patients in primary care through patient participation groups.

Independent examiner's report to the trustees of Healthwatch Central West London (HWCWL) Charitable Company

I report on the accounts of the company charity for the year ended 31 March 2023, which are set out on pages 14 to 24.

Respective responsibilities of trustees and examiner

The trustees, who are also the directors of the company for the purposes of company law, are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under s. 144 (2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ACCA.

Having satisfied myself that the company charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under s. 144 of the 2011 Act;
- follow the procedures laid down in the Directions given by the Charity Commission under s. 152 (5) 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 Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the company 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 explanations sought 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.

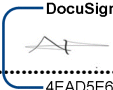
Independent examiner's statement

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 s. 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of s. 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.

Signed:  Date: 12/21/2023
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A. Altaye FCCA, MSc.

Relevant Professional Body: ACCA, Address 1 Orchard Close, Essex, RM15 6HS

Healthwatch Central West London

Statement of financial activities for the year ended 31 March 2023 (including an Income and Expenditure Account)

	Note	Unrestricted funds £	Restricted income funds £	Total 2023	Total 2022 £
Income					
Income and endowments from:					
Charitable activities	2	433,178	-	433,178	577,864
Other		-	-	-	-
Total		433,178	-	433,178	577,864
Expenditure					
Expenditure on:					
Charitable activities	3a	485,527	-	485,526	544,896
Other		-	-	-	-
Total		485,527	-	485,526	544,896
Net income/(expenditure)		(52,348)	-	- 52,348	32,968
Net movement in funds		(52,348)	-	- 52,348	32,968
Reconciliation of funds:					
Balances brought forward	8&9	483,844		483,844	483,844
Balances carried forward		431,496	-	483,844	483,844

All amounts relate to continuing activities of Healthwatch Central West London. Healthwatch Central West London has no recognised gains or losses other than those dealt with above.

The following pages form part of these financial statements.

Healthwatch Central West London

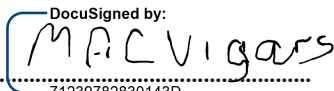
Balance sheet as at 31 March 2023

	Note	2023	2022
		£	£
Fixed assets			
Intangible assets		-	-
Tangible assets	5	8,190	12,715
Heritage assets		-	-
Investments		-	-
Total fixed assets		8,190	12,715
Current assets			
Prepayment	6	-	-
Debtors & Prepayments	6	58,175	54,196
Inter Company Account-Hestia		-	-
Cash at bank and in hand		402,888	477,344
Total current assets		461,063	531,540
Creditors: amounts falling due within one year	7	37,757	28,411
Deferred Grant		-	32,000
Net current assets/(liabilities)		423,306	471,129
Total assets less current liabilities		431,496	483,844
Total net assets or liabilities		431,496	483,844
Represented by:			
Designated reserves	8,9	431,496	428,527
Restricted funds	8,9	-	55,317
Total funds		431,496	483,844

These financial statements have been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

The financial statements were approved by the Board of Trustees and authorised for issue on 12th December 2023 and signed on its behalf by:

Christine Vigars
Chair of the Board of Trustees
Company Number: 08548208

Signed:  71239782830143D...

Date: 12/21/2023

The notes on pages 17 to 26 form part of these financial statements.

Healthwatch Central West London

Statement of cash flows for the year ended 31 March 2023

	Notes	2023		2022
		£		£
Cash Flow from Operating activities				
Cash Flows generated from operating activities	(a)	(74,456)		27,754
Cash inflow (Outflow) from investing activities		-		(5,185)
Change in cash and cash equivalents in the reporting period		(74,456)		22,569
Cash and cash equivalents as at 1 April 2022		477,344		454,775
Cash and cash equivalents as at 1 April 2023		402,888		477,344

(a) Reconciliation of Income/Expenditure to

Net income for the year		(52,348)		32,788
Office equipment Depreciation		4,526		4,239
Office Equipment bought		-		-
Bad debts written off		-		-
Increase/(decrease) in debtors		(3,979)		(9,677)
Increase/(decrease) in creditors		9,345		18,604
Deferred Grant		(32,000)		(18,200)
Cash and cash equivalents as at 1 April 2023		(74,456)		27,754

The following pages form part of these financial statements.

Notes to the financial statements for the year ended 31 March 2023

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 in the relevant note(s) to these financial statements. 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 (FRS102) (effective 1 January 2015) (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Healthwatch Central West London constitutes a public benefit entity as defined by FRS 102.

The Trustees consider that there are no material uncertainties about Healthwatch Central West London's ability to continue as a going concern.

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(b) Income

Contract income is credited to the Statement of Financial Activities when invoiced unless it relates to a specified future year, in which case, it is deferred.

Under other creditors we account for income collected on behalf of other organisations as part of an agreement for projects, but is later transferred to the relevant parties.

(c) Expenditure

Expenditure is recognised in the year in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Expenditure is allocated to particular activities where costs relate directly to that activity.

Costs classified as "support" represent those costs associated with the governance and administration arrangements of the Charity which relate to the general running of the Charity. Such costs include office running costs, costs recharged for HR, finance, I.T. and facilities' services provided by Hestia as well as external audit fees, legal costs, related Trustee costs and costs associated with compliance with statutory requirements.

(d) Unrestricted funds

Unrestricted funds are donations and other income received or generated for charitable purposes.

(e) Restricted funds

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is charged to the funds.

(f) Leasing

Rentals payable under operating leases are taken to the Statement of Financial Activities on a straight-line basis over the lease term.

Notes to the financial statements for the year ended 31 March 2023

2. Income from charitable activities

	Unrestricted	Restricted	2023	2022
			Total	Total
	£	£	£	£
Healthwatch Bi-borough contract	77,500	-	77,500	310,000
Healthwatch Enfield***	144,973		144,973	120,811
Donation	291		291	1,596
CNWL Your Voice Exchange	32,000		32,000	25,200
CLCH Charitable Funds	35,000		35,000	25,000
NIHR	25,000		25,000	20,000
Dignity Champions	3,750		3,750	15,000
Advocacy Project	12,000		12,000	12,000
ARC Project			-	14,875
Homecare Project			-	13,500
NWL E-consult Primary Project			-	8,325
Young People Engagement Project			-	6,825
Enfield PPG Audit	5,081		5,081	2,542
Communities at Interest			-	1,200
Imperial College Student placement	280		280	560
National Voices			-	250
NHS North Central London ICB	11,250		11,250	
Edmonton Partnership	25,000		25,000	
Enfield local connectors(NHS)	14,500		14,500	
Enfield Local Accounts	25,620		25,620	
Focus Groups in Enfield (NHS)	4,148		4,148	
London Ambulance Service	5,000		5,000	
Focus Group- Bangladeshi (Vaccination Insight)	2,562		2,562	
Healthwatch Islington	1,250		1,250	
Running Focus Group (Imperial College Health	1,750		1,750	
Stonecross & West drive Surgery PPG support	500		500	
GIFT AID (HMRC)	653		653	
NWL HW joint Working (YVHSC)	357		357	
NHS Norfolk	979		979	
Other Income (BI)	3734		3,734	
Total Income	433,178		433,178	577,684

In 2022-2023, £433,178 of income from charitable activities was attributed to unrestricted funds and £0 to restricted funds.

***In 2022 Healthwatch Central West London was awarded the Healthwatch Enfield contract, which commenced on 1st June 2021.

3. (a) Analysis of expenditure on charitable activities

Programme of Activity	Activities Undertaken directly	Support Costs	2023	2022
			Total	
	£	£	£	£
Healthwatch Bi-borough contract	47,047	39,326	86,373	329,639
Healthwatch Enfield***	116,792	30,500	147,292	86,063
Donation and BI	9,029	1,278	10,307	1,596
CNWL Your Voice Exchange	29,722	9,978	39,700	25,200
CLCH Charitable Funds	27,805	10,895	38,700	25,000
NIHR	17,361	7,839	25,200	20,000
Dignity Champions	6,104	1,346	7,450	15,000
Advocacy Project	23,333	3,867	27,200	12,000
ARC Project	-	-	-	14,875
Homecare Project	-	-	-	13,500
NWL E-consult Primary Project	-	-	-	8,325
Young People Engagement Project	-	-	-	6,825
Enfield PPG Audit	4,279	1,753	6,032	2,542
Communities at Interest	0	0	0	1,200
Imperial College Student placement	280	0	280	560
National Voices	0	0	0	250
NHS North Central London ICB	8,312	3,638	11,950	-
Edmonton Partnership	18,861	8,036	26,897	-
Enfield Connectors (NHS North Central London CCG)	10,069	4,431	14,500	-
Enfield Local Accounts	17,791	7,829	25,620	-
Focus Groups in Enfield (NHS North Central London CCG)	2,881	1,267	4,148	-
London Ambulance Service	3,472	1,528	5,000	-
Focus Group- Bangladeshi (Vaccination Insight)	1,779	783	2,562	-
Healthwatch Islington	1,118	382	1,500	-
Running Focus Group (Imperial College Health partners)	1,615	535	2,150	-
Stonecross & Westdrive Surgery PPG support	500	0	500	-
GIFT AID (HMRC)	653	0	653	-
NWL HW joint Working (YVHSC)	534	0	534	-
NHS Norfolk	979	0	979	-
	350,316	135,211	485,527	562,575

Expenditure on charitable activities was £485,527 (2021 – 2022: £562,575) of which £485,527 (2021 – 2022: £562,575) was unrestricted and £0 (2021 – 2022: £0) was restricted.

3. (b) Analysis of Support Costs for the year ended 31 March 2023

The analysis of support costs is in line with Charity Commission guidance. The allocation of support costs is a proportionate distribution based on contract size. Healthwatch CWL are consistently focused on an efficient back office supporting front line delivery.

The analysis of support costs in the table below is £135,211.

	2022-23	2021-22
Governance Trustee, auditor, annual meeting and annual report	5,972	
Financing costs	41,381	
Facilities management :- office running expenses	40,428	
Human resources:- peninsula and payroll	41,938	
Information Technology:- IT costs, internet, laptops	5,492	
Total support costs	135,211	129,032
Healthwatch Bi- borough contract	39,707	
Healthwatch Enfield***	30,680	
Donation and BI	1,102	
CNWL your voice exchange	10,000	
CLCH charitable funds	10,938	
NIHR	7,812	
Dignity Champions	1,172	
Advocacy Projects	3,750	
Enfield PPG Audit	1,588	
NHS North central London ICB	3,516	
Edmonton Partnership	7,812	
Enfield connectors (NHS North Central London CCG)	4,532	
Enfield Local accounts	8,007	
Focus groups in Enfield (NHS North Central London CCG)	1,296	
London ambulance service	1,563	
Focus groups – Bangladeshi (Vaccination Insight)	799	
Healthwatch Islington	391	
Running Focus Group (Imperial college Heath partners)	547	
	135,211	
	2023	
Governance Trustee, auditor, annual meeting and annual report	5,972	
Financing costs	41,381	
Facilities management:- office running expenses	40,428	
Human resources:- peninsula and payroll	41,938	
Information technology:-It costs, internet, laptops	5,492	
	135,211	

Notes to the financial statements for the year ended 31 March 2023

4. Tangible fixed assets

Tangible fixed assets are measured at cost less accumulative depreciation and any accumulative impairment losses. Depreciation is provided on all tangible fixed assets, other than freehold land, at rates calculated to write off the cost, less estimated residual value, of each asset evenly over its expected useful life, as follows:

Plant and machinery over four years

	Freehold land & buildings	Other land & buildings	Plant, office equipment	Music equipment	Total
	£	£	£	£	£
At the beginning of the year 01/04/2022	-	-	21,168	-	21,168
Additions	-	-	-	-	-
Revaluations	-	-	-	-	-
Disposals	-	-	(2,455)	-	(2,455)
Transfers *	-	-	-	-	-
At end of the year 2023	-	-	18,714	-	18,714
5.1 Depreciation and impairments on reducing balance method (RB)					
**Basis	RB	RB	RB	RB	RB
** Rate	25%				
At beginning of the year	-	-	8,454	-	8,454
Disposals	-	-	- 1,109	-	- 1,109
Depreciation	-	-	3,179	-	3,179
Impairment	-	-	-	-	-
At end of the year	-	-	10,524	-	10,524
5.2 Net book value					
Net book value at the beginning of the year 01/04/2022	-	-	10,260	-	10,260
Net book value at the end of the year 31/03/2023	-	-	8,190	-	8,190

5. Staff and Trustees

The Charity employs 7.5 (8.4 2021 – 2022) Full Time Equivalent staff directly. Total staff costs of Healthwatch Central West London were £363,336 (including agency staff) and broken down as follows:

	2023	2022
Staff costs:	£	£
Wages and salaries	334,091	324,017
Social security costs	21,639	31,569
Pension costs	7,606	10,968
Total	363,336	366,554

Notes to the financial statements for the year ended 31 March 2022

Moreover, to wages and salaries, £107,664 of agency staff was paid during the year (2021 – 2022: £46,073).

No employee received total emoluments in excess of £70,000 during the year.

No Trustee received any remuneration for services during the year. No Trustees claimed expenses during the year. No Trustee had any beneficial interest in any contract with either Healthwatch Central West London or Hestia Housing and Support.

Indemnity insurance was arranged on behalf of the Trustees of Healthwatch Central West London for the 12 months commencing 1 April 2022.

The key management personnel of the Charity is comprised of the Trustees and the Director. The total employee benefits of the key management personnel were £83,871 (2021 – 2022: £85,585).

6. Debtors amounts due within one year

	2023	2022
	£	£
Grants receivable	39,875	33,405
Debtors and Prepayment	18,499	3,374
	58,374	36,779

7. Creditors: amounts falling due within one year

	2023	2022
	£	£
Creditors amounts falling due within one year	37,657	28,411
Deferred Grant Income	-	32,000
Total	37,657	60,411

Notes to the financial statements for the year ended 31 March 2023

8. Unrestricted Fund

Notes to the financial statements for the year ended 31 March 2023

During the period, our reserve funding was restructured by creating a General Reserve fund which was designated by the Board for undertaking detailed contingency planning in 2022 – 2023 as we transition to the new business model.

These designated funds will meet the costs of future service development provision and in addition, will be applied in the interim to sustain the organisation and ensure we remain a fully functional entity going forward.

9. Restricted Funds

Designated Funds	01-Apr-22	Transfer	Income	Expenditure	31-Mar-23
Westminster PPG	9,343	(9,343)			-
West London PPG	45,974	(45,974)			-

After a historical review of the status of restricted reserves, they have now been redesignated to general reserve in unrestricted funds. Restricted reserves comprise those funds used for specified purposes as laid down by the donor.

Notes to the financial statements for the year ended 31 March 2023

10. Analysis of net assets between funds

	Net Current	Total
	Assets	Funds
	£	£
Unrestricted funds	431,496	431,496
	431,496	431,496

11. Operating Lease Commitments

The amounts payable by Healthwatch Central West London in respect of operating leases are shown below:

	Operating Lease		Other	
	2023	2022	2022	2021
	£	£	£	£
Amounts due;				
In less than one year	21,319	32,841	-	-
Between one and five years	-	-	-	-
In more than five years	-	-	-	-
			-	
Total	21,319	32,841	-	-

12. Capital commitments and capital grants

There were no capital commitments outstanding at the year end, nor any capital grants receivable.



Contact

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Charity number: 1154777. Company number: 08548208

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LISTEN TO ACT

England & Wales - Charity number 1154777

Accounts



HEALTHWATCH CENTRAL WEST LONDON
(a company limited by guarantee & not having a share capital)

Financial Statements
31st March 2022

Reference and Administrative details

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TRUSTEE, EXECUTIVE, ADVISORS AND BANKERS

Trustees:

Chair:	Christine Vigars
Vice Chair:	Joanna Mark-Richards Layo
Treasurer:	Yusuf
Others:	Abdul Towolawi Keith Mallinson Helen Cooke Tania Kerno Patrick McVeigh Chris Doherty

CEO

Olivia Clymer

Independent Examiner

A&B Chartered Certified Accountants

1 Orchard Close
Essex
RM15 6HS

Principal Bankers

Metro Bank
160-166 Kensington High
St
Kensington
London
W8 7RG

Registered office

5.22 Grand Union Studios
332 Ladbroke Grove
London
W10 5AD

Solicitors

Russell-Cooke
2 Putney Hill
London
SW15 6AB

Company number: 08548208

A charitable company approved by the Charity Commissioners
Registered number: 1154777

Report of the Trustees for the year ended 31 March 2022

The Trustees present the report and the independent examined financial statements for the year to 31 March 2022.

STRUCTURE, GOVERNANCE & MANAGEMENT

Governing Document

Healthwatch Central West London (“The Charity”) is a registered charity and is incorporated as a company limited by guarantee and its governing document is its Memorandum and Articles of Association.

Recruitment and Appointment of the Board of Management

A Board of Trustees provides strategic direction, governance and oversight. The Board of Trustees are appointed following external recruitment. The Chair of the Charity, Christine Vigars has led the charity to independence and increasing profile across North West London and as part of the national Healthwatch network.

Trustees bring a wide range of experience to the Board, from the public, private and charitable sectors, including social work, healthcare management, public sector commissioning, human resources, finance, legal expertise, and fundraising.

The Charity has Local Committees who collate and represent the views and needs of each of the Boroughs in which the charity operates. There are up to 16 people on each Local Committee, at least six of whom are local residents, and at most, six of whom represent local community groups or organisations. There are places on the Board of Trustees for three people to represent each Borough, one of whom must be nominated from the Local Committee of each Borough.

The day to day running of the Charity is undertaken by a staff team.

Trustee Induction and Training

New Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern Healthwatch Central West London. Newly appointed Trustees receive induction packs containing information about Healthwatch Central West London, its structure and operations, board structures, Trustee duties and responsibilities, and our key policies. Training opportunities are shared as are conferences, webinars and seminars to provide context and ensure Trustees can remain current in the rapidly changing context of health and social care. Trustees are encouraged to participate in operational activities wherever feasible to obtain a better appreciation of the Charity’s operations. Training is provided to the Board as a need is identified.

Public Benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Report of the Trustees for the year ended 31 March 2022

Statement of Trustees' Responsibilities

The Trustees (who are also the directors for the purposes of company law) are responsible for preparing the Report of the Board of Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the profit or loss of the company for that year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for; keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity; and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's independent examiner is unaware; and
- the trustees have taken all steps they ought to have taken to make themselves aware of any relevant audit information and to establish that the independent examiner is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

OBJECTIVES AND ACTIVITIES

The Charity aims to promote public good and the improvement of health and social care services across the Royal Borough of Kensington and Chelsea and the City of Westminster, by promoting the voice and views of the local community in health and wellbeing matters. The Charity also seeks to advance the education of the public in health and social care.

Our aim is to reach out to everyone in our communities by:

- Operating as a free membership-based charity open to everyone who lives in, or uses health and social care services, in the Royal Borough of Kensington and Chelsea and the City of Westminster and the Borough of Enfield;
- Collecting the views of local people about their needs for, and experience of, local health and social care services;
- Making these views and experiences known to decision makers, local stakeholders, Healthwatch England and the Care Quality Commission;
- Writing reports and making recommendations about how those services could be improved;
- Promoting and supporting the involvement of local people in the monitoring, commissioning and provision of local services; and
- Providing information to help people access and make informed choices about services.

ACHIEVEMENTS AND PERFORMANCE

Throughout the last 12 months Healthwatch Central West London have been listening to local people, patients, and carers about their experience of using health and social care services. The COVID-19 pandemic highlighted the deep-rooted health inequalities that exist in our communities. It remains our mission to work to ensure that health and social care services work for everyone across Westminster and Kensington & Chelsea. We were also fortunate to be awarded the contract for Healthwatch Enfield and have spent the year expanding our reach, building relationships, and recruiting volunteers to ensure that as many Enfield residents as possible benefit from our service.

We have played a key role in keeping local people up to date with reliable information, linking them to sources of help and support, countering misinformation and supporting Covid recovery. In addition, we have been working closely with NHS partners and local people to ensure the voice of local residents is heard in the upcoming changes from borough-based CCGs to regional Integrated

Care Systems. In response to guidance from Healthwatch England the charity focused on gathering the experience of local people on the effects of the pandemic and using this to help commissioners to develop plans for recovery.

This year we have been working to improve the accessibility of local services. This has involved exploring how well digital healthcare tools are working for people. We held a series of focus groups and interviews with groups from across our communities and developed a comprehensive set of recommendations designed to ensure digital health services become as accessible and user-friendly as possible.

We have also expanded the membership of Young Healthwatch and worked with our young volunteers to improve access to services and tackle the mental health issues experienced by young people post-lockdown.

We remain committed to ensuring that we hear from as many different people and communities as possible. Much of our work continues to involve connecting with groups we haven't spoken to before and ensuring that everyone can help shape local services for the better.

Over the year we expanded our ground-breaking Small Grants Programme this year. We provided six grassroots community groups with support to capture their communities' experience of using health and social care services. The programme is vital in strengthening our community connections and ensuring that we are speaking to those who find it most difficult to be heard in conversations about health and social care services.

Staff and volunteers spoke to more than 2000 people and ran over 100 focus groups, surveys, interviews, or public meetings. As a result, we published 11 reports which were widely distributed and proved very influential at all levels of the NHS and Social Care.

In consultation with members and commissioners the Trustees agree key annual priorities. In 2021/22 these focused mental health, GP and primary care access, digital inclusion, dental health and Covid recovery. Thanks to people sharing their thoughts and experiences of using digital healthcare tools, we've developed a comprehensive set of recommendations designed to ensure digital health services become as accessible and user-friendly as possible. Before the pandemic, the NHS began initiating an ongoing 'digital first' strategy. From physiotherapy to GP appointments, many services are being moved online. To find out how well this strategy is working for all people, we engaged with a range of organisations and groups from communities across Kensington & Chelsea and Westminster, including a majority of people from Black African, South Asian, Arab and Central European communities. These groups we worked with included Midaye Somali Development Network, Macular Society, Groundwork London, One You Westminster, For Women, and Age UK Kensington & Chelsea

In Enfield we teamed up with four local Healthwatch across North Central London, we gathered insights about people living with Long COVID. We shared the findings with local press and statutory healthcare services. We urged GP Practices to make their services easier to access after surveying 360 people about their experiences and shared our report with decision-makers. Teaming up with the Edmonton Community Partnership we carried out engagement work to improve our understanding of the local Bulgarian community and to help them sign up to their local GP.

In Westminster, we reached out to a group comprised of young people aged 16+ of varying nationalities, including Eritrea and Sudan. We contacted the group and arranged to run an inclusive and creative activity that encouraged the young people to think about how a fictional young person might find help. The young people had some compelling ideas and we offered further routes to explore. We were commended by the North West London Clinical Commissioning Group for this engagement and explicitly asked what more could be done to support this group, and groups like them. We also carried out a mystery shopping exercise to find out how well safeguarding pathways are signposted by council departments in Westminster and Kensington & Chelsea. Over a four-week period, we called a range of local council departments to find out how well staff were able to identify safeguarding concerns and signpost callers to relevant sources of help, support, and advice. We reported our findings to the council to help them improve their safeguarding procedures for the future.

We continued talking to GP practice patient participation groups (PPG) who told us that most practices suspended patients' group activities during the pandemic, and many were still not up and running. During that time significant changes took place in GP practices. Remote access and digital consultations replaced traditional ways of looking after patients. PPG members felt that communicating and actively seeking patients' feedback about those changes was particularly important and they asked us for support with restarting patient groups. We held conversations with NHS borough managers and asked North West London Clinic Commissioning Group to prioritise patient engagement. As a result, several GP practices contacted us for advice and relaunched their Patient Group post COVID-19.

The health and social care sector in which we operate continues to face many challenges, not least around funding and the increasing demands for services. There has been the challenge of the Clinical Commissioning Groups (CCG) merging and becoming regional Integrated Care Systems (ICS), with local borough 'place' based boards responsible for primary care. HWCWL has worked hard with cross the North West London ICE and North Central London ICS to ensure the patient voice is heard, represented and built into governance structures to assist the NHS in meeting its statutory duties. The work that HWCWL does enables the people of the Royal Borough of Kensington and Chelsea, the City of Westminster, and the London Borough of Enfield to be informed and have their say about the rapidly changing environment. We are pleased that ICS is paying attention and making moves to improve engagement with local people, patients and the voluntary sector, but the

level and effectiveness of this is still patchy across the regions and we will be continuing to apply pressure over the coming years.

We have continued to strengthen our working relationships with those who design, purchase, and deliver health and care services, the voluntary and community sector and the wider public, through a range of programmes and events. As a result, we believe that Healthwatch Central West London is seen as a valued, respected, critical friend within the health and social care arena. For example, HWCWL was commissioned by the National Institute of Health Research (NIHR) NW London to support their engagement programmes including developing a young person's steering group to review and support research in young people's mental health across Northwest London.

A key component of delivering the service is our work with volunteers. Our volunteers come from a wide range of backgrounds and bring a diverse range of skills and knowledge. They add considerably to the breadth and depth of our work, and we would like to take this opportunity to thank them for their contributions. To support our volunteers, we provide induction training and mentoring, combined with a wide range of volunteering opportunities.

Our board consists of 8 members who work on a voluntary basis to provide direction, oversight, and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met 12 times and, working with staff, volunteers, and our Local Committees, made decisions on matters such as the annual work programme priorities, and a range of critical and non-critical governance matters like the scheme of delegation, staff and volunteer wellbeing programme and supporting the small grants programme.

2021/2022 was another exceptionally busy year for Healthwatch Central West London. We met the challenge to ensure local patient voices were heard throughout the pandemic. We responded to urgent issues across our boroughs and initiated and delivered exciting new projects. We are confident that we can build on this experience to develop our work as we move onto recovery in the year ahead.

Report of the Trustees for the year ended 31 March 2022

FINANCIAL REVIEW

The results for the year ended 31 March 2022 are set out in the Statement of Financial Activities on page 14. The assets and liabilities of the charity as of 31 March 2022 are given in the Balance Sheet on page 15.

The financial statements should be read in conjunction with their related notes which appear on pages 11 to 21.

Principal Funding Sources

The main sources of funding for the Charity are the contracts with the Royal Borough of Kensington & Chelsea and the City of Westminster whom commission Healthwatch Central West London to provide services across the locality. In addition, we now hold the contract to deliver the local Healthwatch service in Enfield. In 2021-22 the total contract sum was £430,811 (2020-21: £311,520). In addition, the Charity provided further services to other funders in the health and social care sector and income from this source in 2021-22 was £146,873 (2020-21: £186,870).

Reserves

The Charity has reserves of £483,844 at 31 March 2022 (31 March 2021: £451,053) of which unrestricted reserves were £ 428, 527 (31 March 2021: £381,853). Restricted reserves were £ 55,317 (31 March 2020: £69,200). These reserves are expected to be utilised in support of the contracts to which they relate. The level of reserves as of 31 March 2022 were high due to the additional income secured to deliver contracts in addition to local Healthwatch and in part due to planned projects being delayed due to Covid related restrictions on holding in-person meetings and events.

The Board keeps the level of reserves under regular review to ensure that it is adequate and appropriate to meet the requirements of the organisation. The Trustees have agreed a reserve policy, the focus of which is to ensure that the Charity could meet all its commitments in the event that the core contracts from the local authorities were cancelled and the Charity was to be wound up. The Trustees have estimated that this would be £150,000. The remaining reserves have been designated, as per the Reserves Policy, to support the development of charitable activities across the commissioning Boroughs and associated London regions. This includes a focus on our offer to support the voice of young people up to 25 years and sustaining the Charity through the likely re-tendering of Healthwatch contracts for our local authority boroughs with the associated risks of re-tendering.

PLANNING FOR FUTURE YEARS

Healthwatch CWL continues to focus on our core priorities of signposting, capturing the views and experiences of service users and patients, and feeding back to our local communities, service providers and commissioners.

During 2020-21 and 2021-22, we invested in operational systems, procedures and staff to support our development as an independent organisation and provide the framework for future programmes. The Board has agreed on a plan reflecting the priorities of our members, funders and various stakeholders. We also have monitoring procedures in place, so that the Board has increased oversight over our delivery activities.

We recognise the financial pressures that the commissioners of our services face and will work closely with them to address their requirements and maximise efficiency whilst continuing to provide the high-quality services that we have become recognised for. As the accounts are prepared, we are mindful of the challenges arising from the global pandemic and how this has impacted all delivery.

As an independent charity, we are prudent with our reserves, particularly given how vulnerable Healthwatch is to local authority funding.

Planning for the future, the Board has been working with senior management to diversify our funding sources and the investment of the reserves. This is to support the capacity of the charity and growth that responds to gaps in provision. For example, the investment in a youth worker role to enable greater engagement with the 16-25 age range and in our communication capability, and the adjustment to our Articles of Association to ensure we have the flexibility and governance to meet any future challenges.

We recognise our reliance on core local Healthwatch contracts. The development of a more commercial approach, identifying key products and services we can provide that are in line with our charitable objectives and generate unrestricted income from is a core part of our future planning. In addition, retention and the securing of additional Healthwatch anchor contracts remains a key part of our strategy for 2022-23 onwards. HWCWL secured the tender for the provision of Healthwatch Services for the London Borough of Enfield which commenced on the 1st June 2021.

The Charity was successful at securing additional income through the financial year which has enabled us to invest in further product/service development. These are being reinvested to bring additional capacity to the charity to support the reach and impact of our work.

Report of the Trustees for the year ended 31 March 2022

PRINCIPAL RISKS AND UNCERTAINTIES

The Charity's income has largely been dependent upon the funding from the three boroughs which is subject to the local commissioning of Healthwatch (as underpinned by the Health and Social Care Act 2012) and thus the local commissioning award to Healthwatch Central West London.

The Charity, Healthwatch Central West London, bid for but did not secure any additional local Healthwatch contracts in 2021-22. Our primary contract with for the bi-borough Healthwatch across Westminster and Kensington and Chelsea has been put up for tender, but has not yet been awarded. We have been undertaking detailed contingency planning in 2021-22 in case we are not successful in the tender. These plans, developed with staff and Trustees, include alternative

delivery models, staff changes, reductions in overheads and different contingency budgets to foresee any significant changes in income over the next 12 to 24 months and beyond. They include reviewing and adjusting our Articles of Association to ensure we have the flexibility to be responsive to changes, changes to our delivery model to be more efficient and better meet the needs of our service users and commissioners, developing a new commercial model for paid for services, identification of potential marketing opportunities, and developing a more diverse income pipeline.

Subsequent to the preparation of this report and after the close of the financial year we learnt that the Charity had indeed been unsuccessful in retaining the Bi-Borough contract. However the trustees are confident that the work undertaken on contingency planning as outlined above, including the cash reserves prudently built-up for such risks, enable the Charity to move forward with a more commercial approach to gain diverse sources of funding and continue to deliver against the core mission for the residents of Enfield, Kensington and Chelsea , Westminster and neighbouring Boroughs.

In addition, we have planned for the effective use of some of our reserves in the interim to sustain the organisation and ensure we remain a fully functional going concern. Over the last four to five years the organisation has made a conscious effort to build our reserves up to cover these eventualities. We were fortunate that Covid, whilst having a significant impact on need and workload, has not had a dramatic negative effect on our income and as a result our reserves have remained stable. Our plans for judicious use of reserves will ensure the future of the organisation in the event of a national financial downturn, mitigate the effect of inflation, and minimise the impact of being unsuccessful in the bi-borough tender process.

HWCWL did source significant levels of additional income over the year, with several projects crossing over into the next financial year, from a variety of sources for related projects and has delivered associated project work across North West London and North Central London.

The Covid 19 Pandemic has put considerable economic strain on the Country, and this is likely to be reflected in funding challenges; however the early work of HWCWL in engagement on health inequalities in the multiple communities of Westminster and Kensington and Chelsea, as well as our community research in Enfield, our Patient Participation Group work across Primary Care Networks, our extensive work with CWNL NHS Trust through our Voice Exchange programme, and the development of our youth steering group and engagement in health service research and delivery, has put us in good stead to bid for and secure funds to support to support these areas of work.

The Charity will continue to ensure maximum participation through our volunteers, relationships with local community groups and key members of the community, the network of Patient Participation Groups in GP practices, and joint working with local grassroots community organisations, balancing the expectations of funders.

The future of this valuable targeted work is dependent upon additional funding which is at risk for 2022/23 in part due to potential commissioning changes, and likely public sector funding restrictions, as we come out of the pandemic.

Tax Status

Healthwatch Central West London is a registered charity and is therefore potentially exempt from taxation of its income and gains as it falls within the definition of a Charity as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen in the year.

Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Independent Examiners

A&B Chartered Certified Accountant.

Approved by the Board of Management on 3rd October 2022

Signed by Christine Vigars
Chair of Trustees

Independent examiner's report to the trustees of Healthwatch Central West London (HWCWL) Charitable Company

I report on the accounts of the company charity for the year ended 31 March 2022, which are set out on pages 14 to 24.

Respective responsibilities of trustees and examiner

The trustees, who are also the directors of the company for the purposes of company law, are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under s. 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ACCA.

Having satisfied myself that the company charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under s. 144 of the 2011 Act;
- follow the procedures laid down in the Directions given by the Charity Commission under s. 152(5) 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 Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the company 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 explanations sought 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 s. 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of s. 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.

Signed:

Date: XXXXXXXXXXXX

A. Altaye FCCA, MSc.

Relevant Professional Body: ACCA, Address 1 Orchard Close, Essex, RM15 6HS

HEALTHWATCH CENTRAL WEST LONDON

Statement of financial activities for the year ended 31 March 2022 (including an Income and Expenditure Account)

	Note	Unrestricted funds £	Restricted income funds £	Total 2022 £	Total 2021 £
Income					
Income and endowments from:					
Charitable activities	2	577,684	-	577,684	498,390
Other		-	-	-	-
Total		577,684	-	577,684	498,390
Expenditure					
Expenditure on:					
Charitable activities	3a	544,896	-	544,896	507,055
Other		-	-	-	-
Total		544,896	-	544,896	507,055
Net income/(expenditure)		32,788	-	32,788	- 8,665
Net movement in funds		32,788	-	32,788	- 8,665
Reconciliation of funds:					
Balances brought forward	8&9	428,527	55,317	483,844	375,040
Balances carried forward		428,527	55,317	483,844	366,375

All amounts relate to continuing activities of Healthwatch Central West London.

Healthwatch Central West London has no recognised gains or losses other than those dealt with above.

The notes on pages 17 to 24 form part of these financial statements.

HEALTHWATCH CENTRAL WEST LONDON

Balance sheet as at 31 March 2022

	Notes	2022 £	2021 £
Fixed Assets			
Tangible Assets	4	12,715	11,769
Total Fixed Assets		12,715	11,769
Current assets			
Debtors & Prepayment	6	54,196	44,519
Cash at bank		477,344	454,775
		531,540	499,294
Creditors: amounts falling due within one year	7	13,436	9,808
Deferred Grant		32,000	50,200
Other Creditors		14,975	
Total current liabilities		60,411	60,008
Total assets less total liabilities		483,844	451,055
Represented by:			
Unrestricted funds:			
Designated reserves	8	428,527	381,855
Restricted funds	9	55,317	69,200
Total funds		483,844	451,055

These financial statements have been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

The financial statements were approved by the Board of Trustees and authorised for issue on 03 October 2022 and signed on its behalf by:

Christine Vigars
Chair of the Board of Trustees
Company Number: 08548208

The notes on pages 17 to 24 form part of these financial statements.

HEALTHWATCH CENTRAL WEST LONDON

Statement of cash flows for the year ended 31 March 2022

	Notes	2022		2021
		£		£
Cash flows from operating activities:				
Cash flows generated from operating activities	(a)		-	
		27,754		24,622
Cash inflow(outflow) from Investing activities				
		(5,185)		(1,919)
Change in cash and cash equivalents in the reporting period		22,569		22,703
Cash and cash equivalents at 1 April 2021		454,775		432,072
Cash and cash equivalents at 31 March 2022		477,344		454,775

(a) Reconciliation of net income /(expenditure) to

Net income for the year		32,788		(8,665)
Office Equipment Depreciation		4,239		3,922
Office Equipment bought		-		-
Bad Debts written off		-		-
Increase/(Decrease) in debtors		(9,677)		61,249
Increase / (Decrease) in creditors		18,604		(31,884)
Deferred Grant		(18,200)		-
Cash generated (outflow) from operations:		27,754		24,622

The notes on pages 17 to 24 form part of these financial statements.

Notes to the financial statements for the year ended 31 March 2022

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 in the relevant note(s) to these financial statements. 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 (FRS102) (effective 1 January 2015) (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Healthwatch Central West London constitutes a public benefit entity as defined by FRS 102.

The Trustees consider that there are no material uncertainties about Healthwatch Central West London's ability to continue as a going concern.

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(b) Income

Contract income is credited to the Statement of Financial Activities when invoiced unless it relates to a specified future year, in which case, it is deferred.

Under other creditors we account for income collected on behalf of other organisations as part of an agreement for projects, but is later transferred to the relevant parties.

(c) Expenditure

Expenditure is recognised in the year in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Expenditure is allocated to particular activities where costs relate directly to that activity.

Costs classified as "support" represent those costs associated with the governance and administration arrangements of the Charity which relate to the general running of the Charity. Such costs include office running costs, costs recharged for HR, finance, I.T. and facilities' services provided by Hestia as well as external audit fees, legal costs, related Trustee costs and costs associated with compliance with statutory requirements.

(d) Unrestricted funds

Unrestricted funds are donations and other income received or generated for charitable purposes.

(e) Restricted funds

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is charged to the funds.

(g) Leasing

Rentals payable under operating leases are taken to the Statement of Financial Activities on a straight-line basis over the lease term.

Notes to the financial statements for the year ended 31 March 2022

2. Income from charitable activities

	Unrestricted	Restricted	2022	2021
			Total	Total
	£	£	£	£
Healthwatch Bi-borough contract	310,000	-	310,000	311,000
Healthwatch Enfield***	120,811		120,811	-
Donation and BI	1596		1596	520
H&F PPG				35,000
WL CCG Community Response Phase 1				20,000
CL CCG Covid Response				16,800
Bi-borough safeguarding				15,000
Thrive London Covid Experiences				10,000
H&F PPG training				5,000
CNWL Equality and Diversity Project				1,500
Receptionist Training				400
Equality Action Learning Set- HW England				400
Imperial College Student Placement				390
Census (Travellers Community)				380
Other Income				319
CNWL Your Voice Exchange	25,200		25200	-
CLCH Charitable Funds	25,000		25000	-
NIHR	20,000		20000	-
Dignity Champions	15,000		15000	-
Advocacy Project	12,000		12000	-
ARC Project	14,875		14875	-
Homecare Project	13,500		13500	-
NWL E-consult Primary Project	8,325		8325	-
Young People Engagement Project	6,825		6825	-
Enfield PPG Audit	2,542		2.542	-
Communities at Interest	1,200		1200	-
Imperial College Student placement	560		560	-
National Voices	250		250	-
	577,684		577,684	498,390
Total				

In 2021-2022, £577,684 of income from charitable activities was attributed to unrestricted funds and £0 to restricted funds.

***In 2022 Healthwatch Central West London was awarded the Healthwatch Enfield contract, which commenced on 1st June 2021.

3 (a) Analysis of expenditure on charitable activities

Programme of Activity	Activities Undertaken directly	Support Costs	2022 Total	2021 Total
	£	£	£	£
Healthwatch Bi-borough	265,306	64,333	329,639	318,495
Healthwatch Enfield	60,992	25,071	86,063	-
Donation and BI	490	330	820	0
H&F PPG				34,993
WL CCG Community Response Phase 1				19,987
CL CCG Covid Response				15,007
Bi-borough safeguarding				13,035
Thrive London Covid Experiences				9,784
H&F PPG training				4,341
CNWL Equality and Diversity Project				1,475
Receptionist Training				373
Equality Action Learning Set- HW England				371
Imperial College Student Placement				390
Census (Travellers Community)				383
Other Income				
CNWL Your Voice Exchange	19,970	5,230	25,200	17,366
CLCH Charitable Funds	19,810	5,190	25,000	22,000
NIHR	7,885	4,151	12,036	20,167
Dignity Champions	9,693	3,113	12,806	16,893
Advocacy Project	8,913	3,087	12,000	12,000
ARC Project	9,172	2,802	11,974	
Homecare Project	8,491	2,490	10,981	
NWL Econsult Primary Project	5,634	1,728	7,362	
Young People Engagement Project	5,408	1,416	6,824	
Enfield PPG Audit	1,505	1,037	2,542	
Communities at Interest	724	250	974	
Imperial College Student placement	350	116	466	
National Voices	159	51	210	
Total	424,501	120,395	544,896	507,058

Expenditure on charitable activities was £544,896 (2020-21: £507,058) of which £544,896 (2020-21 £318,495) was unrestricted and £0 (2020-21: £188,564) was restricted.

3(b) Analysis of Support Costs for the year ended 31 March 2022

The analysis of support costs is in line with Charity Commission guidance. The allocation of support costs is a proportionate distribution based on contract size. Healthwatch CWL are consistently focused on an efficient back office supporting front line delivery.

The analysis of support costs in the table below is £s.

<i>Support Costs</i>	<i>Governance</i>	<i>Finance</i>	<i>Facilities Management</i>	<i>Human Resources</i>	<i>Information Technologies</i>	<i>Total</i>
<i>Healthwatch RBKC</i>	2,114	10,671	13,588	1,499	3,879	31,751
<i>Healthwatch Westminster</i>	2,170	10,950	13,943	1,538	3,981	32,582
<i>Healthwatch Enfield</i>	1,669	8,426	10,729	1,184	3,063	25,071
<i>CNWL Your Voice Exchange</i>	348	1,758	2,238	247	639	5,230
<i>CLCH Charitable Funds</i>	345	1,744	2,220	247	634	5,190
<i>NIHR</i>	276	1,395	1,776	196	507	4,151
<i>Dignity Champions</i>	207	1,046	1,332	147	380	3,113
<i>ARC Project</i>	206	1,037	1,321	146	377	3,087
<i>Homecare Project</i>	187	942	1,199	132	342	2,802
<i>Advocacy Project</i>	166	837	1,066	118	304	2,490
<i>NWL Econsult Primary Project</i>	115	581	739	82	211	1,728
<i>Young People Engagement</i>	94	476	606	67	173	1,416
<i>Enfield PPG Audit</i>	69	349	444	49	126	1,037
<i>Communities at Interest</i>	17	84	107	12	31	250
<i>Imperial College Student</i>	8	39	50	5	14	116
<i>National Voices</i>	3	17	22	2	5	51
<i>BI and Donation</i>	22	110	142	16	40	330
<i>Total</i>						120,395

Notes to the financial statements for the year ended 31 March 2022

4. Tangible fixed assets

Tangible fixed assets are measured at cost less accumulative depreciation and any accumulative impairment losses. Depreciation is provided on all tangible fixed assets, other than freehold land, at rates calculated to write off the cost, less estimated residual value, of each asset evenly over its expected useful life, as follows:

Plant and machinery

Plant and machinery	over 4 years				
	Freehold land & buildings	Other land & buildings	Plant, office equipment	Music equipment	Total
	£	£	£	£	£
At the beginning of the year 01/04/2020	-	-	15,983	-	15,983
Additions	-	-	5,186	-	5,186
Revaluations	-	-	-	-	-
Disposals	-	-	-	-	-
Transfers *	-	-	-	-	-
At end of the year	-	-	21,169	-	21,169

5.1 Depreciation and impairments on reducing balance method (RB)

	RB	RB	RB	RB	RB
**Basis					
** Rate 25%					
At beginning of the year	-	-	4,216	-	4,216
Disposals	-	-	-	-	-
Depreciation	-	-	4,238	-	4,238
Impairment	-	-	-	-	-
At end of the year	-	-	8,454	-	8,454

5.2 Net book value

Net book value at the beginning of the year 01/04/2021	-	-	11,767	-	11,767
Net book value at the end of the year 31/03/2022	-	-	12,714	-	12,714

5. Staff and Trustees

The Charity employs 8.4 (9.75-2021) Full Time Equivalent staff directly. Total staff costs of Healthwatch Central West London were £412,627 (including agency staff) and broken down as follows:

	2022	2021
	£	£
Staff Costs:		
Wages and salaries	324,017	325,950
Social security costs	31,569	32,497
Pension costs	10,968	12,065
	366,554	370,512

Notes to the financial statements for the year ended 31 March 2022

Moreover, to wages and salaries, £46,073 of agency staff was paid during the year (2020-21: £22,510).

No employee received total emoluments in excess of £70,000 during the year.

No Trustee received any remuneration for services during the year. No Trustees claimed expenses during the year. No Trustee had any beneficial interest in any contract with either Healthwatch Central West London or Hestia Housing and Support.

Indemnity insurance was arranged on behalf of the Trustees of Healthwatch Central West London for the 12 months commencing 1 April 2021.

The key management personnel of the Charity is comprised of the Trustees and the Director. The total employee benefits of the key management personnel were £ 85,585 (2020-21: £73,854).

6. Debtors		
	2022	2021
	£	£
Grants receivable	33,405	42,390
Debtors and Prepayment	3,374	2,129
	36,779	44,519

7. Creditors: amounts falling due within one year

	2022	2021
	£	£
Creditors amounts falling due within one year	28,411	9,807
Deferred Grant Income	32,000	
	60,411	9,807

Notes to the financial statements for the year ended 31 March 2022

8. Unrestricted funds

Designated Funds	01-Apr-21	Income	Expenditure	31-Mar-22
	£	£	£	£
Healthwatch Westminster	117,200	157,000	165,990	108,211
Healthwatch RBKC	162,530	153,000	163,649	151,882
General Reserve	105,230			105,230
Healthwatch Enfield	-	120811	86,063	34,749
Donation and BI	4085	1596	821	4,860
CNWL Your Voice Exchange		25200	25200	-
Westminster CLCH Charitable Funds		25000	25000	-
NIHR	6693	20000	12,036	14,657
Dignity Champions	-	15000	12,805	2,195
Advocacy Project	-	12000	12,000	-
ARC Project	-	14875	11,974	2,901
Homecare Project	-	13500	10,981	2,519
NWL E-consult Primary Project	-	8325	7,362	963
Young People Engagement Project	-	6825	6,825	-
Enfield PPG Audit	-	2,542	2,542	-
Communities at Interest	-	1200	974	226
Imperial College Student placement	-	560	466	94
National Voices	-	250	210	40
Total	395,738	577,684	544,896	428,527

Notes to the financial statements for the year ended 31 March 2022

During the period, our reserve funding was restructured by creating a General Reserve fund which was designated by the Board for undertaking detailed contingency planning in 2022-23 as we transition to the new business model. These designated funds will meet the costs of future service development provision and in addition, will be applied in the interim to sustain the organisation and ensure we remain a fully functional entity going forward.

9.Restricted funds				
	1 st April 2021	Income	Expenditure	31 March 2022
	£	£	£	£
Westminster PPG	9343	-	-	9343
West London PPG	45974	-	-	45974
Total	55,317	-		55,317

After a historical review of the status of restricted reserves, a percentage of those have been redesignated to general reserve in unrestricted funds.

Restricted reserves comprise those funds used for specified purposes as laid down by the donor.

- The Patient Participation Group was funded by NHS West London Clinical Commissioning Group to support local GP practices in Kensington & Chelsea, Queens Park and Paddington, to develop and sustain Patient Participation Groups.
- The Westminster Patient Participation Group was funded by Central London Healthcare Charitable Funds and Central London Clinical Commissioning Group to develop patient participation.

Notes to the financial statements for the year ended 31 March 2022

10. Analysis of net assets between funds

	Net Current	Total
	Assets	Funds
	£	£
Unrestricted funds	428,527	428,527
Restricted funds	55,317	55,317
	483,844	483,844

11. Operating Lease Commitments

The amounts payable by Healthwatch Central West London in respect of operating leases are shown below:

	Operating Lease		Other	
	2022	2021	2022	2021
	£	£	£	£
Amounts due;				
In less than one year	32,841	28,367	-	-
Between one and five years	-	-	-	-
In more than five years	-	-	-	-
			-	
Total	32,841	28,367	-	-

12. Capital commitments and capital grants

There were no capital commitments outstanding at the year end, nor any capital grants receivable.

LISTEN TO ACT

England & Wales - Charity number 1154777

Accounts



HEALTHWATCH CENTRAL WEST LONDON
(a company limited by guarantee & not having a share capital)

Financial Statements
31st March 2021

Reference and Administrative details

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TRUSTEE, EXECUTIVE, ADVISORS AND BANKERS

Trustees:

Chair:	Christine Vigars
Vice Chair:	Joanna Mark-Richards
Treasurer:	Layo Yusuf
Others:	Abdul Towolawi
	Keith Mallinson
	Helen Cooke
	Tania Kerno
	Patrick McVeigh
	Chris Doherty

CEO

Olivia Clymer

Independent Examiner

A&B Chartered Certified Accountants

1 Orchard Close
Essex
RM15 6HS

Principal Bankers

Metro Bank
160-166 Kensington High
St
Kensington
London
W8 7RG

Registered office

5.22 Grand Union Studios
332 Ladbroke Grove
London
W10 5AD

Solicitors

Russell-Cooke
2 Putney Hill
London
SW15 6AB

Company number: 08548208

A charitable company approved by the Charity Commissioners

Registered number: 1154777

Report of the Trustees for the year ended 31 March 2021

The Trustees present the report and the independent examined financial statements for the year to 31 March 2021.

STRUCTURE, GOVERNANCE & MANAGEMENT

Governing Document

Healthwatch Central West London (“The Charity”) is a registered charity and is incorporated as a company limited by guarantee and its governing document is its Memorandum and Articles of Association.

Recruitment and Appointment of the Board of Management

A Board of Trustees provides strategic direction, governance and oversight. The Board of Trustees are appointed following external recruitment. The Chair of the Charity, Christine Vigers has led the charity to independence and increasing profile across North West London and as part of the national Healthwatch network.

Trustees bring a wide range of experience to the Board, from the public, private and charitable sectors, including social work, healthcare management, public sector commissioning, human resources, finance, legal expertise, and fundraising.

The Charity has Local Committees who collate and represent the views and needs of each of the Boroughs in which the charity operates. There are up to 16 people on each Local Committee, at least six of whom are local residents, and at most, six of whom represent local community groups or organisations. There are places on the Board of Trustees for three people to represent each Borough, one of whom must be nominated from the Local Committee of each Borough.

The day to day running of the Charity is undertaken by a staff team.

Trustee Induction and Training

New Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern Healthwatch Central West London. Newly appointed Trustees receive induction packs containing information about Healthwatch Central West London, its structure and operations, board structures, Trustee duties and responsibilities, and our key policies. Training opportunities are shared as are conferences, webinars and seminars to provide context and ensure Trustees can remain current in the rapidly changing context of health and social care. Trustees are encouraged to participate in operational activities wherever feasible to obtain a better appreciation of the Charity’s operations. Training is provided to the Board as a need is identified.

Public Benefit

We have referred to the guidance contained in the Charity Commission’s general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Report of the Trustees for the year ended 31 March 2021

Statement of Trustees' Responsibilities

The Trustees (who are also the directors for the purposes of company law) are responsible for preparing the Report of the Board of Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the profit or loss of the company for that year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for; keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity; and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's independent examiner is unaware; and
- the trustees have taken all steps they ought to have taken to make themselves aware of any relevant audit information and to establish that the independent examiner is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

OBJECTIVES AND ACTIVITIES

The Charity aims to promote public good and the improvement of health and social care services across the Royal Borough of Kensington and Chelsea and the City of Westminster, by promoting the voice and views of the local community in health and wellbeing matters. The Charity also seeks to advance the education of the public in health and social care.

Our aim is to reach out to everyone in our communities by:

- Operating as a free membership-based charity open to everyone who lives in, or uses health and social care services, in the Royal Borough of Kensington and Chelsea and the City of Westminster;
- Collecting the views of local people about their needs for, and experience of, local health and social care services;
- Making these views and experiences known to decision makers, local stakeholders, Healthwatch England and the Care Quality Commission;
- Writing reports and making recommendations about how those services could be improved;
- Promoting and supporting the involvement of local people in the monitoring, commissioning and provision of local services; and
- Providing information to help people access and make informed choices about services.

ACHIEVEMENTS AND PERFORMANCE

Throughout this difficult year, Healthwatch Central West London has played a key role in keeping local people up to date with reliable information, linking them to sources of help and support, and countering misinformation. In response to guidance from Healthwatch England the charity focused on gathering the experience of local people on the effects of the pandemic and using this to help commissioners to develop plans for recovery. Staff and Volunteers spoke to 2,223 people and ran over 100 focus groups, surveys, interviews or public meetings. As a result, we published 9 reports which were widely distributed and proved very influential at all levels of the NHS and Social Care.

In consultation with members and commissioners the trustees agree key annual priorities. In 2020/21 these focused on mental health, primary care, young people and outreach to smaller minority ethnic communities. Together with young people, parents and staff at CAMHS Child and Adolescent Mental Health Services we helped young voices to shape local services. A survey was shared with 200 young patients and showed the impact of the pandemic in increased anxiety, eating disorders depression and low mood; it also showed that respondents were unaware of existing services. These findings helped CAMHS to create a new website and address concerns about long waiting times, overworked staff and the perception that staff would only respond to urgent cases.

During the year Healthwatch Central West London helped people from minority ethnic backgrounds to have a say in how health and social care is delivered. In partnership with the BME health forum we launched a project of small grants to community groups to help them to engage with their members on health needs. As a result, we heard from 73 people from ethnic minority backgrounds on how primary care was meeting their needs. We heard that interpreting services were not as available as they should be especially when

attending a hospital clinic and reported this to the hospital trust who committed to improvement. The trustees plan to continue and expand this work in the coming year.

As a consequence of the pandemic GP surgeries changed their ways of working with a switch to telephone consultations and the use of digital platforms. We heard from local people that this posed problems for those without access to the internet or on low incomes or living in shared accommodation. We gathered views about digital access through a paper survey and face to face focus groups and heard from 92 people who do not use the internet. We heard about confusion and loss of confidence in accessing healthcare and difficulty in accessing translation services and anxiety about being scammed on line. In the coming year we will continue to take up these issues with the Clinical Commissioning Group to ensure that patients can access primary care in appropriate ways in line with NHS England requirements.

The health and social care sector in which we operate continues to face many challenges, not least around funding and the increasing demands for services. There has been the challenge of the Clinical Commissioning Groups (CCG) moving to one CCG and the statutory position of local Healthwatch created under legislation that no longer fits the NHS landscape. HWCWL has worked hard to ensure the patient voice is heard, represented and built into governance structures to assist the NHS in meeting its statutory duties. The move to a single CCG combined with the development of the Integrated Care System has been challenging for the patient voice. The work that HWCWL does enables the people of the Royal Borough of Kensington and Chelsea, and the City of Westminster to be informed and have their say about the rapidly changing environment.

We have continued to strengthen our working relationships with those who design, purchase and deliver health and care services, the voluntary and community sector and the wider public, through a range of programmes and events. As a result, we believe that Healthwatch Central West London is seen as a valued, respected, critical friend within the health and social care arena. For example, HWCWL was commissioned by the National Institute of Health Research (NIHR) NW London to support their engagement programmes around participation in clinical trials and research and provided an independent review for the Bi Borough Safeguarding Board.

A key component of delivering the service is our work with volunteers. Our volunteers come from a wide range of backgrounds and bring a diverse range of skills and knowledge. They add considerably to the breadth and depth of our work and we would like to take this opportunity to thank them for their contributions. To support our volunteers, we provide induction training and mentoring, combined with a wide range of volunteering opportunities.

2020/2021 was an exceptionally busy year for Healthwatch Central West London. We met the challenge to ensure local patient voices were heard throughout the pandemic. We responded to urgent issues in our own boroughs and initiated and delivered exciting new projects. We are confident that we can build on this experience to develop our work as we move onto recovery in the year ahead

Report of the Trustees for the year ended 31 March 2021

FINANCIAL REVIEW

The results for the year ended 31 March 2021 are set out in the Statement of Financial Activities on page 11. The assets and liabilities of the charity as of 31 March 2021 are given in the Balance Sheet on page 12.

The financial statements should be read in conjunction with their related notes which appear on pages 11 to 21.

Principal Funding Sources

The main sources of funding for the Charity are the contracts with the Royal Borough of Kensington & Chelsea and the City of Westminster whom commission Healthwatch Central West London to provide services across the locality. In 2020-21 the total contract sum was £311,520 (2019-20: £452,455). In addition, the Charity provided further services to other funders in the health and social care sector and income from this source in 2020-21 was £186,870 (2019-20: £156,218).

Reserves

The Charity has reserves of £451,055 on 31 March 2021 (31 March 2020: £459,720) of which unrestricted reserves were £381,855 (31 March 2020: £388,827). Restricted reserves were £69,200 (31 March 2020: £70,893). These reserves are expected to be utilised in support of the contracts to which they relate. The level of reserves as of 31 March 2021 were high due to the additional income secured to deliver contracts in addition to local Healthwatch and in part due to planned projects being delayed due to Covid related restrictions on holding in-person meetings and events.

The Board keeps the level of reserves under regular review to ensure that it is adequate and appropriate to meet the requirements of the organisation. The Trustees have agreed a reserve policy, the focus of which is to ensure that the Charity could meet all its commitments in the event that the core contracts from the local authorities were cancelled and the Charity was to be wound up. The Trustees have estimated that this would be £150,000. The remaining reserves have been designated, as per the Reserves Policy, to support the development of Healthwatch activities across the commissioning Boroughs. This includes a focus on our offer to support the voice of young people up to 25 years and sustaining the Charity through the likely re-tendering of Healthwatch contracts for our local authority boroughs with the associated risks of re-tendering.

PLANNING FOR FUTURE YEARS

Healthwatch CWL continues to focus on our core priorities of signposting, capturing the views and experiences of service users and patients, and feeding back to our local communities, service providers and commissioners.

During 2019-20 and 2020-21, we invested in operational systems, procedures and staff to support our development as an independent organisation and provide the framework for future programmes. The Board has agreed on a plan reflecting the priorities of our members, funders and various stakeholders. We also have monitoring procedures in place, so that the Board has increased oversight over our delivery activities.

We recognise the financial pressures that the commissioners of our services face and will work closely with them to address their requirements and maximise efficiency whilst continuing to provide the high-quality services that we have become recognised for. As the accounts are prepared, we are mindful of the challenges arising from the global pandemic and how this has impacted all delivery.

As an independent charity, we are prudent with our reserves, particularly given how vulnerable Healthwatch is to local authority funding.

Planning for the future, the Board has been considering diversifying our funding sources and the investment of the reserves. This is to support the capacity of the charity and growth that responds to gaps in provision. For example, the investment in a youth worker role to enable greater engagement with the 16-25 age range and in our communication capability.

We recognise our reliance on core local Healthwatch contracts. Retention and the securing of additional Healthwatch anchor contracts remains a key part of our strategy for 2021-21 onwards. HWCWL secured the tender for the provision of Healthwatch Services for the London Borough of Enfield to commence on the 1st June 2021.

The Charity was successful at securing additional income through the financial year which led to a surplus in these funding streams. These are being reinvested to bring additional capacity to the charity to support the reach and impact of our work.

We have been developing our business plan to identify new work streams that will generate additional income where possible. Whilst we would not expect these new sources of income to replace the statutory responsibility contained within the Healthwatch core contracts, these activities have the potential to complement the work of the main contracts whilst supporting the ongoing viability of the Charity.

Report of the Trustees for the year ended 31 March 2021

PRINCIPAL RISKS AND UNCERTAINTIES

The Charity's income is largely dependent upon the funding from the three boroughs which is subject to the national commissioning of Healthwatch (as underpinned by the Health and Social Care Act 2012) and thus the local commissioning award to Healthwatch Central West London.

The Charity, Healthwatch Central West London, bid for and secured additional local Healthwatch contracts through 2020 / 21. HWCWL deliver associated project work across North West London.

The Covid 19 Pandemic has put considerable economic strain on the Country, and this is likely to be reflected in funding challenges; however the early work of HWCWL in engagement on health inequalities in the multiple communities of Westminster and Kensington and Chelsea has put us in good stead to bid for and secure funds to support this area of work.

The Charity will continue to ensure maximum participation through the local membership, the network of Patient Participation Groups in GP practices, and joint working with local grassroots community organisations, balancing the expectations of funders.

The future of this valuable targeted work is dependent upon additional funding which is at risk for 2021/22 in part due to the changes in local NHS CCG provision and focus as Integrated Care Partnerships establish and the Integrated Care System stabilises at North West London level. .

Restrictions on Distribution

The Memorandum of Association prohibits the distribution of income and property of the Charity to the members. Upon dissolution or winding up of the Charity the assets shall be given or transferred to some similar institution or institutions having objects similar to the Charity as agreed by the Trustees.

Tax Status

Healthwatch Central West London is a registered charity and is therefore potentially exempt from taxation of its income and gains as it falls within the definition of a Charity as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen in the year.

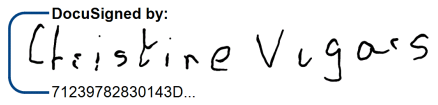
Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Independent Examiners

A&B Chartered Certified Accountant.

Approved by the Board of Management on 4th October 2021

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Signed by Christine Vigars
Chair of Trustees

Independent examiner's report to the trustees of Healthwatch Central West London (HWCWL) Charitable Company

I report on the accounts of the company charity for the year ended 31 March 2021, which are set out on pages 11 to 21.

Respective responsibilities of trustees and examiner

The trustees, who are also the directors of the company for the purposes of company law, are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under s. 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ACCA.

Having satisfied myself that the company charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under s. 144 of the 2011 Act;
- follow the procedures laid down in the Directions given by the Charity Commission under s. 152(5) 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 Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the company 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 explanations sought 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 s. 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of s. 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.



Signed:

Date: 4th October 2021

A. Altaye FCCA, MSc.

Relevant Professional Body: ACCA, Address 1 Orchard Close, Essex, RM15 6HS

HEALTHWATCH CENTRAL WEST LONDON**Statement of financial activities for the year ended 31 March 2021 (including an Income and Expenditure Account)**

	Note	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Income and endowments from:					
Charitable activities	2	311,520	186,870	498,390	608,672
Total		<u>311,520</u>	<u>186,870</u>	<u>498,390</u>	<u>608,672</u>
Expenditure on:					
Charitable activities	3a	318,492	188,563	507,055	523,992
Total		<u>318,492</u>	<u>188,563</u>	<u>507,055</u>	<u>523,992</u>
Net income / (expenditure)					
		(6,972)	(1,693)	(8,665)	84,680
Net movement in funds		<u>(6,972)</u>	<u>(1,693)</u>	<u>(8,665)</u>	<u>84,680</u>
Reconciliation of funds					
Balances brought forward	8,9	388,827	70,893	459,720	375,040
Balances carried forward		<u>381,855</u>	<u>69,200</u>	<u>451,055</u>	<u>459,720</u>

All amounts relate to continuing activities of Healthwatch Central West London.

Healthwatch Central West London has no recognised gains or losses other than those dealt with above.

The notes on pages 16 to 22 form part of these financial statements.

HEALTHWATCH CENTRAL WEST LONDON**Balance sheet as at 31 March 2021**

	Notes	2021 £	2020 £
Fixed Assets			
Tangible Assets	4	11,768	13,773
Total Fixed Assets		<u>11,768</u>	<u>13,773</u>
Current assets			
Debtors & Prepayment	6	44,519	105,767
Cash at bank		454,775	432,072
		<u>499,294</u>	<u>537,839</u>
Creditors: amounts falling due within one year	7	9,807	7,392
Deferred Grant		50,200	84,500
Net current assets		<u>439,287</u>	<u>445,947</u>
Total assets less total liabilities		<u>451,055</u>	<u>459,720</u>
Represented by:			
Unrestricted funds:			
Designated reserves	8	381,855	388,827
Restricted funds	9	69,200	70,893
Total funds		<u>451,055</u>	<u>459,720</u>

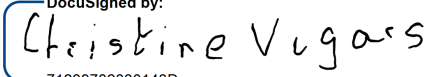
For the financial year in question the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 4th October 2021 and signed on its behalf by:

DocuSigned by:

71239782830143D...

Christine Vigars

Chair of the Board of Trustees

Company Number: 08548208

The notes on pages 11 to 21 form part of these financial statements.

HEALTHWATCH CENTRAL WEST LONDON

Statement of cash flows for the year ended 31 March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities:			
Cash flows generated from operating activities	(a)	<u>24,622</u>	<u>117,609</u>
Cash inflow(outflow) from Investing activities		<u>(1,919)</u>	<u>14,066</u>
Change in cash and cash equivalents in the reporting period		<u>22,703</u>	<u>131,675</u>
Cash and cash equivalents at 1 April 2020		<u>432,072</u>	<u>300,097</u>
Cash and cash equivalents at 31 March 2021		<u>454,775</u>	<u>432,072</u>
 (a) Reconciliation of net income /(expenditure) to net			
Net income for the year		(8,665)	84,681
Office Equipment Depreciation		3,922	293
Office Equipment bought		-	-
Bad Debts written off		-	4,973
(Increase)/Decrease in debtors		61,249	1,130
Increase / (Decrease) in creditors		(31,884)	26,532
Deferred Grant			
Cash generated (outflow) from operations:		<u>24,622</u>	<u>117,609</u>

The notes on pages 14 to 21 form part of these financial statements.

Notes to the financial statements for the year ended 31 March 2021

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 in the relevant note(s) to these financial statements. 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 (FRS102) (effective 1 January 2015) (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Healthwatch Central West London constitutes a public benefit entity as defined by FRS 102.

The Trustees consider that there are no material uncertainties about Healthwatch Central West London's ability to continue as a going concern.

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(b) Income

Contract income is credited to the Statement of Financial Activities when invoiced unless it relates to a specified future year, in which case, it is deferred.

(c) Expenditure

Expenditure is recognised in the year in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Expenditure is allocated to particular activities where costs relate directly to that activity.

Costs classified as "support" represent those costs associated with the governance and administration arrangements of the Charity which relate to the general running of the Charity. Such costs include office running costs, costs recharged for HR, finance, I.T. and facilities' services provided by Hestia as well as external audit fees, legal costs, related Trustee costs and costs associated with compliance with statutory requirements.

(d) Unrestricted funds

Unrestricted funds are donations and other income received or generated for charitable purposes.

(e) Restricted funds

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is charged to the funds.

(g) Leasing

Rentals payable under operating leases are taken to the Statement of Financial Activities on a straight-line basis over the lease term.

Notes to the financial statements for the year ended 31 March 2021**2. Income from charitable activities**

	Unrestricted	Restricted	2021 Total	2020 Total
	£	£	£	£
Healthwatch Contract**	311,000	-	311,000	451,000
Donation and BI	520	-	520	1,455
Dignity Champions	-	15,000	15,000	15,000
West London Patient Participation Group	-	-	-	56,000
Westminster Patient Participation Group	-	-	-	30,000
NHS Long Term Plan	-	-	-	18,500
A&E Project	-	-	-	6,000
Training delivered	-	-	-	900
H&F PPG	-	35,000	35,000	5,000
Westminster CLCH Funding	-	22,000	22,000	-
WL CCG Community Response Phase 1	-	20,000	20,000	-
NIHR Grant	-	20,000	20,000	20,000
CNWL Voice Exchange	-	16,800	16,800	-
WL CCG Covid Response	-	15,000	15,000	-
Bi-borough safeguarding audit	-	13,000	13,000	1,000
Advocacy Project	-	12,000	12,000	-
Capturing Insight from Londoners	-	10,000	10,000	-
PPG Training	-	5,000	5,000	-
CNWL Equality and Diversity	-	1,500	1,500	3,500
Receptionist Training	-	400	400	-
Participation in training set	-	400	400	-
Census funding	-	380	380	-
Student Placement	-	390	390	-
Other Income	-	-	-	318
Total	311,520	186,870	498,390	608,673

** Healthwatch services were originally procured in the Royal Borough of Kensington and Chelsea, Hammersmith and Fulham and Westminster. After working with the Borough of Hammersmith and Fulham since the establishment of Healthwatch services in the borough, the contract for 2020-21 was awarded to a different organisation. The funding remained the same throughout the financial year but the decrease in income is due to the Healthwatch services in Hammersmith & Fulham no longer being part of that contract.

In 2020-21, £311,520 of income from charitable activities was attributed to unrestricted funds and £186,870 to restricted funds.

3 (a) Analysis of expenditure on charitable activities

Programme of Activity	Activities Undertaken directly	Support Costs	2021 Total	2020 Total
	£	£	£	£
Healthwatch Contract	250,755	67,740	318,495	362,458
Dignity Champions	14,186	2,707	16,893	16,994
West London Patient Participation Group	-	-	-	59,735
Westminster Patient Participation Group	-	-	-	43,924
NHS Long Term Plan	-	-	-	16,861
A&E Project	-	-	-	4696
Training delivered	-	-	-	564
H&F PPG	27,370	7,623	34,993	3,366
Westminster CLCH Charitable Funds	17,293	4,707	22,000	-
WL CCG Community Response Phase 1	15,630	4,356	19,987	-
NIHR Grant	15,810	4,356	20,167	12,567
CNWL Voice Exchange	14,809	2,557	17,366	-
CL CCG Covid Response	11,781	3,225	15,007	-
Bi-borough safeguarding audit	10,203	2,832	13,035	-
Advocacy Project	9,727	2,273	12,000	628
Thrive London Covid Experiences	7,606	2,178	9,784	-
PPG Training	3,252	1,089	4,341	-
CNWL Equality and Diversity	1,148	327	1,475	2,199
Receptionist Training	286	87	373	-
Equality Action Learning Set- HW England	284	87	371	-
Imperial College Student Placement	366	24	390	-
Census (traveller community)	380	3	383	-
Total	400,888	106,171	507,058	523,992

Expenditure on charitable activities was £ 507,058 (2019-20: £523,992) of which £ 318,495 (2019-20: £363,022) was unrestricted and £188,564 (2019-20: £160,970) was restricted.

3(b) Analysis of Support Costs for the year ended 31 March 2021

The analysis of support costs is in line with Charity Commission guidance. The allocation of support costs is a proportionate distribution based on contract size. HWCWL are consistently focused on an efficient back office supporting front line delivery.

The analysis of support costs in the table below is £s.

Support Costs	Governance	Finance	Facilities Management	Human Resources	Information Technologies
<i>Healthwatch K&C</i>	2,916	12,404	12,392	1,717	4,114
<i>Healthwatch Westminster</i>	2,973	12,646	12,634	1,752	4,194
<i>Dignity Champion</i>	284	1,208	1,207	168	401
<i>H&F PPG</i>	663	2,819	2,816	391	935
<i>Westminster CLCH Charitable Funds</i>	417	1,772	1,770	245	588
<i>WL CCG Community Response Phase 1</i>	379	1,611	1,609	223	534
<i>NIHR Grant</i>	379	1,611	1,609	223	534
<i>CL CCG Covid Response</i>	284	1,208	1,207	167	401
<i>Bi-borough safeguarding audit</i>	246	1,047	1,046	145	347
<i>Advocacy Project</i>	227	967	966	134	321
<i>CNWL Voice Exchange</i>	318	1,353	1,352	187	449
<i>Thrive London Covid Experiences</i>	189	805	805	112	267
<i>PPG Training</i>	95	403	402	56	134
<i>CNWL Equality and Diversity</i>	28	121	121	17	40
<i>Receptionist Training</i>	8	32	32	4	11
<i>Equality Action Learning Set- HW England</i>	8	32	32	4	11
<i>Imperial College Student Placement</i>	7	31	32	4	10
<i>Census (traveller community)</i>	7	31	31	4	10
	9,428	40,101	40,063	5,552	13,299
Total					108,443

Notes to the financial statements for the year ended 31 March 2021

4. Tangible fixed assets

Tangible fixed assets are measured at cost less accumulative depreciation and any accumulative impairment losses. Depreciation is provided on all tangible fixed assets, other than freehold land, at rates calculated to write off the cost, less estimated residual value, of each asset evenly over its expected useful life, as follows:

Plant and machinery over 4 years

	Freehold land & buildings	Other land & buildings	Plant, office equipment	Music equipment	Total
	£	£	£	£	£
At the beginning of the year 1/04/2020	-	-	14,066	-	14,066
Additions	-	-	1917	-	1917
Revaluations	-	-	-	-	-
Disposals	-	-	-	-	-
Transfers	-	-	-	-	-
At the end of the year	-	-	-	-	-
	-	-	15,983	-	15,983

4.1 Depreciation and impairments on reducing balance method (RB)

** Basis

** Rate 25%

RB	RB	RB	RB	RB

At the beginning of the year 1/04/2020	-	-	293	-	293
Disposals	-	-	-	-	-
Depreciation	-	-	3922	-	3922
Impairment	-	-	-	-	-
At the end of the year	-	-	4215	-	4215

4.2 Net book value

Net book value at the beginning of the year

Net book value at the end of the year 31/03/2021

-	-	13,773	-	13,773
-	-	11,768	-	11,768

5. Staff and Trustees

The Charity employs 9.75 (9.2-2020) Full Time Equivalent staff directly. Total staff costs of Healthwatch Central West London were £393,031 (including agency staff) and broken down as follows:

	2021	2020
	£	£
Staff Costs:		
Wages and salaries	325,950	320,008
Social security costs	32,497	28,688
Pension costs	12,065	13,851
	370,512	362,547

Notes to the financial statements for the year ended 31 March 2021

Moreover, to wages and salaries, £22,510 of agency staff was paid during the year (2019-20: £2,092).

No employee received total emoluments in excess of £65,000 during the year.

No Trustee received any remuneration for services during the year. No Trustees claimed expenses during the year. No Trustee had any beneficial interest in any contract with either Healthwatch Central West London or Hestia Housing and Support.

Indemnity insurance was arranged on behalf of the Trustees of Healthwatch Central West London for the 12 months commencing 1 April 2020.

The key management personnel of the Charity is comprised of the Trustees and the Director. The total employee benefits of the key management personnel were £73,854 (2019-20: £71,344).

6. Debtors

	2021	2020
	£	£
Grants receivable	42,390	97,667
Debtors and Prepayment	2,129	8,100
	44,519	105,767

7. Creditors: amounts falling due within one year

	2021	2020
	£	£
Creditors amounts falling due within one year	9,807	7,392
Deferred Grant Income	50,200	84,500
	60,007	91,892

Notes to the financial statements for the year ended 31 March 2021**8. Unrestricted funds**

Designated Funds	01-Apr-20	Income	Expenditure	31 March 2021
	£	£	£	£
Kensington & Chelsea – Healthwatch	167,063	154,000	158,533	162,530
Healthwatch Initiatives	98,040	-	-	98,040
Westminster-Healthwatch	120,162	157,000	159,962	117,200
Other income	3,565	520	-	4,085
	388,830	311,520	318,495	381,855

Notes to the financial statements for the year ended 31 March 2021

The funds under the core Healthwatch contracts are designated by the Board to meet the costs of future Healthwatch service development across the three Boroughs, to allow for additional transition costs to independence and to create a reserve to cover future trading risk and any costs of winding up if the current contract is cancelled or not renewed for the next cycle.

9. Restricted funds

	1 April 2020	Income	Expenditure	31 March 2021
	£	£	£	£
Dignity Champions	1,893	15,000	16,893	-
Westminster Patient Participation Group	9,343	-	-	9,343
West London Patient Participation Group	45,974	-	-	45,974
NHS Long Term Plan*	1,639	-	-	1,639
A&E Project	1,304	-	-	1,304
H&F PPG	1,634	35,000	34,992	1,642
Westminster CLCH Charitable Funds	-	22,000	22,000	-
WL CCG Community Response Phase 1	-	20,000	19,986	14
NIHR Grant	7,433	20,000	20,740	6,693
CNWL Voice Exchange	-	16,800	16,800	-
CL CCG Covid Response	-	15,000	15,000	-
Bi-borough safeguarding audit	371	13,000	13,034	337
Advocacy Project	-	12,000	12,000	-
Thrive London Covid Experiences	-	10,000	9,784	216
PPG Training	-	5,000	4,341	659
CNWL Equality and Diversity	1,301	1,500	1,475	1,326
Receptionist Training	-	400	373	27
Equality Action Learning Set- HW England	-	400	374	26
Imperial College Student Placement	-	390	390	-
Census (traveller community)	-	380	380	-
	70,892	188,870	188,562	69,200

Restricted reserves comprise those funds used for specified purposes as laid down by the donor.

- The Dignity Champions project is funded by the Royal Borough of Kensington and Chelsea where publicly funded health and care settings are assessed across a number of measures, including dignity, quality of care, interaction with staff, participation in care planning and patient safety. The champions make recommendations for improvements covering safety, communication, nutrition, and the built environment. Recommendations from these reports are submitted to the RBKC Health & Social Care Scrutiny Committee and the Bi-Borough Safeguarding Board
- The Patient Participation Group was funded by NHS West London Clinical Commissioning Group to support local GP practices in Kensington & Chelsea, Queens Park and Paddington, to develop

and sustain Patient Participation Groups. The West London PPG contract runs from December 2017 to March 2020. The expenditures reflect costs in this fiscal year.

- The Westminster Patient Participation Group was funded by Central London Healthcare Charitable Funds and Central London Clinical Commissioning Group to develop patient participation. Project spend reflects commitments over one fiscal year only.

Notes to the financial statements for the year ended 31 March 2021

10. Analysis of net assets between funds

	Net Current Assets	Total Funds
	£	£
Unrestricted funds	381,855	381,855
Restricted funds	69,200	69,200
	451,055	451,055

11. Operating Lease Commitments

The amounts payable by Healthwatch Central West London in respect of operating leases are shown below:

	Operating Lease		Other	
	2021	2020	2021	2020
	£	£	£	£
Amounts due;				
In less than one year	28,367	30,191	-	-
Between one and five years	-	-	-	-
In more than five years	-	-	-	-
Total	28,367	30,191	-	-

12. Capital commitments and capital grants

There were no capital commitments outstanding at the year end, nor any capital grants receivable.

LISTEN TO ACT

England & Wales - Charity number 1154777

Accounts



HEALTHWATCH CENTRAL WEST LONDON
(a company limited by guarantee & not having a share capital)

Financial Statements
31st March 2020

Reference and Administrative details

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TRUSTEE, EXECUTIVE, ADVISORS AND BANKERS

Trustees:

Chair:	Christine Vigars
Vice Chair:	Joanna Mark-Richards
Treasurer:	Layo Yusuf
Others:	Abdul Towolawi
	Keith Mallinson
	Helen Cooke
	Tania Kerno
	Patrick McVeigh
	Chris Doherty

CEO

Olivia Clymer

Independent Examiner

A&B Chartered Certified Accountants
1 Orchard Close
Essex
RM15 6HS

Registered office

5.22 Grand Union Studios
332 Ladbroke Grove
London
W10 5AD

Principal Bankers

Metro Bank
160-166 Kensington High St
Kensington
London
W8 7RG

Solicitors

Russell-Cooke
2 Putney Hill
London
SW15 6AB

Company number: 08548208

A charitable company approved by the Charity Commissioners

Registered number: 1154777

Report of the Trustees for the year ended 31 March 2020

The Trustees present the report and the independent examined financial statements for the year to 31 March 2020.

STRUCTURE, GOVERNANCE & MANAGEMENT

Governing Document

Healthwatch Central West London (“The Charity”) is a registered charity and is incorporated as a company limited by guarantee and its governing document is its Memorandum and Articles of Association.

Recruitment and Appointment of the Board of Management

A Board of Trustees provides strategic direction, governance and oversight. The Board of Trustees are appointed following external recruitment. The Chair of the Charity, Christine Vigars has led the charity to independence and increasing profile across North West London and as part of the national Healthwatch network.

Trustees bring a wide range of experience to the Board, from the public, private and charitable sectors, including social work, healthcare management, public sector commissioning, human resources, finance, legal expertise, and fundraising.

The Charity has Local Committees who collate and represent the views and needs of each of the Boroughs in which the charity operates. There are up to 16 people on each Local Committee, at least six of whom are local residents, and at most, six of whom represent local community groups or organisations. There are places on the Board of Trustees for three people to represent each Borough, one of whom must be nominated from the Local Committee of each Borough.

The day to day running of the Charity is undertaken by a staff team.

Trustee Induction and Training

New Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern Healthwatch Central West London. Newly appointed Trustees receive induction packs containing information about Healthwatch Central West London, its structure and operations, board structures, Trustee duties and responsibilities, and our key policies. Training opportunities are shared as are conferences, webinars and seminars to provide context and ensure Trustees can remain current in the rapidly changing context of health and social care. Trustees are encouraged to participate in operational activities wherever feasible to obtain a better appreciation of the Charity’s operations. Training is provided to the Board as a need is identified.

Public Benefit

We have referred to the guidance contained in the Charity Commission’s general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Report of the Trustees for the year ended 31 March 2020

Statement of Trustees' Responsibilities

The Trustees (who are also the directors for the purposes of company law) are responsible for preparing the Report of the Board of Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the profit or loss of the company for that year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for; keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity; and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's independent examiner is unaware; and
- the trustees have taken all steps they ought to have taken to make themselves aware of any relevant audit information and to establish that the independent examiner is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

OBJECTIVES AND ACTIVITIES

The Charity aims to promote public good and the improvement of health and social care services across the Royal Borough of Kensington and Chelsea, the London Borough of Hammersmith & Fulham and the City of Westminster, by promoting the voice and views of the local community in health and wellbeing matters. The Charity also seeks to advance the education of the public in health and social care.

Our aim is to reach out to everyone in our communities by:

- Operating as a free membership-based charity open to everyone who lives in, or uses health and social care services, in the Royal Borough of Kensington and Chelsea, the London Borough of Hammersmith & Fulham and the City of Westminster;

- Collecting the views of local people about their needs for, and experience of, local health and social care services;
- Making these views and experiences known to decision makers, local stakeholders, Healthwatch England and the Care Quality Commission;
- Writing reports and making recommendations about how those services could be improved;
- Promoting and supporting the involvement of local people in the monitoring, commissioning and provision of local services; and
- Providing information to help people access and make informed choices about services.

ACHIEVEMENTS AND PERFORMANCE

In April 2018 Healthwatch Central West London became independent from Hestia Housing and Support and this financial statement marks our second year as an independent organisation.

2019/20 started with Healthwatch Central West London being commissioned as the lead for engagement on the NHS Long Term Plan for NW London. The NHS Long Term Plan engagement project, was a joint, national programme of engagement, on the NHS Long Term Plan commissioned by NHS England and Healthwatch England.. The engagement was co-ordinated at an Integrated Care System level, by a leading Healthwatch.

HWCWL as the lead for the eight NW London Healthwatch secured additional funding to support this process from NW London CCG Communication and Engagement. The NHS Long Term Plan reports were shared with local authority scrutiny committees and the NW London Joint Overview & Scrutiny Committee. NHS staff were able to draw upon them to ensure that patient voice shaped the direction of the Long-Term Plan. For example, concerns about patient transport, escalated to the national level resulting in a review of the quality of provision.

Our work with NW London CCG

The contribution our Chair makes to patient voice at this level and the demonstrable need for a more consistent patient voice, has led to HWCWL working with NWL CCG on the development of the EPIC (Engage, Participate, Involve, Collaborate) programme, a core workstream of the Integrated Care System to embed patient voice.

National NHS policy required local CCGs to merge to support Integrated Care Systems. HWCWL has challenged the representation of patient voice in this process, and its resulting structures and quality assurance. We shared questions and concerns from our Local Committees on the proposed structures. Our challenge to the Case for Change (October 2019) was again shared with the local authority scrutiny committees as they raised their concerns on the CCG merger.

Building on the issues raised by local people, our strategic focus on primary care, and by cross referencing the Membership Survey of 2018/19, HWCWL took the initiative to work with the charity, the BME Health Forum and the local groups they represent to learn more about their experiences of primary care. The organisations we worked with included: the Middle Eastern Women and Society (MEWSO), Bangladesh Society, Migrants Organise, Eritrean Elders, People Arise Now and the Iranian Association. This engagement project was carried out during the latter half of 2019. Our report was published in early 2020 and provided important guidance as part of the local response to the Corona Virus Pandemic.

The engagement with the BME Health Forum members was complemented by our first Micro Grant programme. Submissions were judged by our local committee members and Young Healthwatch. The project increased our reach into local communities which meant, with the arrival of Covid19 in March 2020, we were able to build on these relationships to rapidly listen and share the experiences of the pandemic in real-time.

We have been able to grow our work with GP Practices, Patient Participation Groups (PPG) through the support of the Central London CCG and funding bids submitted to the charitable funds held by the Central London Community Healthcare Trust on behalf of Westminster residents. PPGs are an

important route for local GP surgeries to hear directly from patients using that practice. The collective feedback from all local PPGs helps support local patient voices on a breadth of issues.

The health and social care sector in which we operate continues to face many challenges, not least around funding and the increasing demands for services. There has been the challenge of the Clinical Commissioning Groups (CCG) moving to one CCG and the statutory position of local Healthwatch created under legislation that no longer fits the NHS landscape. HWCWL has worked hard to ensure the patient voice is heard, represented and built into governance structures to assist the NHS in meeting its statutory duties. The move to a single CCG combined with the development of the Integrated Care System has been challenging for the patient voice. The work that HWCWL does enables the people of the Royal Borough of Kensington and Chelsea, the London Borough of Hammersmith & Fulham, and the City of Westminster to be informed and have their say about the rapidly changing environment.

We have continued to strengthen our working relationships with those who design, purchase and deliver health and care services, the voluntary and community sector and the wider public, through a range of programmes and events. As a result, we believe that Healthwatch Central West London is seen as a valued, respected, critical friend within the health and social care arena. For example, HWCWL was commissioned by the National Institute of Health Research (NIHR) NW London to support their engagement programmes around participation in clinical trials and research.

Our work on the routes young people choose to access healthcare and information on their health has developed, with the report being targeted at specific partners to respond. The report was picked up by national young organisations and was shared with London-wide NHS engagement leads. The report challenged many assumptions about a digital preference from young people who still value face to face connection with a local GP provision. The report was presented as part of a King's Fund conference in May 2019.

As a membership organisation, we depend upon the commitment of our members to improve local health and care services for everyone in the community. We have over 800 current members on our mailing list, although as the local Healthwatch, everyone is a member in the boroughs we serve. Our registered member numbers dipped as we took steps to comply with the introduction of the General Data Protection Regulations (GDPR) requirements but have grown again over the last year.

A key component of delivering the service is our work with volunteers. Our volunteers come from a wide range of backgrounds and bring a diverse range of skills and knowledge. They add considerably to the breadth and depth of our work and we would like to take this opportunity to thank them for their contributions. To support our volunteers, we provide induction training and mentoring, combined with a wide range of volunteering opportunities. For example, our volunteers supported a patient engagement programme commissioned by NHS England to consider the patient view on changes to national A & E wait times, i.e. a change to the current four-hour standard maximum wait time. Piloting took place in six hospitals around the country with Imperial College NHS Foundation Trust being one of them. Thanks to the commitment of our staff and volunteers, we conducted over 60 detailed interviews. This work has gone on to shape national urgent and emergency care, with NHS England providing positive feedback to Health watch England about the value of our contribution.

Following the loss of senior staff in October 2018 and the challenge to recruit to the consultant post, Pembridge Palliative Care Unit inpatient service remained closed through 2019-20. Healthwatch repeatedly raised the issue via the Scrutiny Committees reflecting the concerns of local people. This in turn led to a wider review of palliative care provision in Brent, Royal Borough Kensington & Chelsea, Westminster and Hammersmith & Fulham. HWCWL has provided input and expert patient representation to support local people through these challenging changes, as well as supporting Brent Healthwatch by sharing with them our reports on local concerns.

Our Mental Health Stakeholder Group was established in January 2020 and has proven invaluable in supporting discussion and response on local mental health issues.

In March 2020 we bid for and secured the NHS Complaints Advocacy for Hammersmith & Fulham in partnership with The Advocacy Project. We look forward to delivering this important contract.

This year, to support and extend the reach of our work, we added to our communications team and online visibility. This has resulted in more social media coverage, increasing membership and greater readership of our newsletters. The Board also committed to additional staffing to support our youth work and the development of Young Healthwatch.

In 2019-20 we achieved all our contracted targets. These targets are subject to close monitoring by our stakeholders over the year.

During the year we listened to what people told us they wanted, and we followed through, by:

- Ensuring that Healthwatch Central West London has representatives who contribute to key working groups, programme boards, and project groups designing new ways of delivering health and social care services, which aim to improve access and quality of patient and service user experiences across the three Boroughs, for example, the Integrated Care System programmes;
- Working in partnership with the Clinical Commissioning Group (CCGs) and the local authorities in the three Boroughs to help shape patient and public engagement strategies;
- Raising awareness of how people can effectively complain about health and social care services;
- Providing access to information through our signposting service, to enable people to make informed choices when seeking services;
- Providing varied and diverse communication channels to aid public participation and engagement;
- Monitoring services by undertaking the “Enter & View” visits and making Dignity Champion assessments of publicly funded health and social care provision. Dignity Champions are volunteers trained to deliver the statutory Enter & View powers;
- Raising awareness through project work in specific areas within health and social care.

2019/2020 was an exceptionally busy year for Healthwatch Central West London. We met the challenge to ensure local patient voices were heard in the rapidly changing and complex national NHS landscape. We responded to urgent issues in our own boroughs and initiated and delivered exciting new projects. We are confident that this was a year of demonstrating and building our capacity and capability which will stand us in good stead for the challenges and opportunities of the coming year.

Report of the Trustees for the year ended 31 March 2020

FINANCIAL REVIEW

The results for the year ended 31 March 2020 are set out in the Statement of Financial Activities on page 12. The assets and liabilities of the charity as of 31 March 2020 are given in the Balance Sheet on page 13.

The financial statements should be read in conjunction with their related notes which appear on pages 16 to 22.

Principal Funding Sources

The main sources of funding for the Charity are the contracts with the Royal Borough of Kensington & Chelsea, the London Borough of Hammersmith & Fulham, and the City of Westminster whom commission Healthwatch Central West London to provide services across the locality. In 2019-20 the total contract sum was £452,455 (2018-19: £452,455). In addition, the Charity provided further services to other funders in the health and social care sector and income from this source in 2019-20 was £156,218 (2018-19: £119,666).

Reserves

The Charity has reserves of £459,720 at 31 March 2020 (31 March 2019: £375,040) of which unrestricted reserves were £388,827 (31 March 2019: £298,177). Restricted reserves were £70,893 (31 March 2019: £76,863). These reserves are expected to be utilised in support of the contracts to which they relate. The level of reserves as of 31 March 2020 were high due to the additional income secured to deliver contracts in addition to local Healthwatch and in part due to planned projects being delayed due to Covid related restrictions on holding in-person meetings and events.

The Board keeps the level of reserves under regular review to ensure that it is adequate and appropriate to meet the requirements of the organisation. The Trustees have agreed a reserve policy, the focus of which is to ensure that the Charity could meet all its commitments in the event that the core contracts from the local authorities were cancelled and the Charity was to be wound up. The Trustees have estimated that this would be £150,000. The remaining reserves have been designated, as per the Reserves Policy, to support the development of Healthwatch activities across the commissioning Boroughs. This includes a focus on our offer to support the voice of young people up to 25 years and sustaining the Charity through the likely re-tendering of Healthwatch contracts for our local authority boroughs with the associated risks of re-tendering.

PLANNING FOR FUTURE YEARS

Healthwatch CWL continues to focus on our core priorities of signposting, capturing the views and experiences of service users and patients, and feeding back to our local communities, service providers and commissioners.

During 2019-20, we invested in operational systems, procedures and staff to support our development as an independent organisation and provide the framework for future programmes. The Board has agreed on a plan reflecting the priorities of our members, funders and various stakeholders. We also have monitoring procedures in place, so that the Board has increased oversight over our delivery activities.

We recognise the financial pressures that the commissioners of our services face and will work closely with them to address their requirements and maximise efficiency whilst continuing to provide the high-

quality services that we have become recognised for. As the accounts are prepared, we are mindful of the challenges arising from the global pandemic and how this has impacted all delivery.

As a newly independent charity, we need to be prudent with our reserves, particularly given how vulnerable Healthwatch is to local authority funding.

Planning for the future, the Board has been considering diversifying our funding sources and the investment of the reserves. This is to support the capacity of the charity and growth that responds to gaps in provision. For example, the investment in a youth worker role to enable greater engagement with the 16-25 age range.

We recognise our reliance on core local Healthwatch contracts. Retention and the securing of additional Healthwatch anchor contracts remains a key part of our strategy for 2020-21 onwards.

The Charity was successful at securing additional income through the financial year which led to a surplus in these funding streams. These are being reinvested to bring additional capacity to the charity to support the reach and impact of our work.

We have been developing our business plan to identify new work streams that will generate additional income where possible. Whilst we would not expect these new sources of income to replace the statutory responsibility contained within the Healthwatch core contracts, these activities have the potential to complement the work of the main contracts whilst supporting the ongoing viability of the Charity.

Report of the Trustees for the year ended 31 March 2019

PRINCIPAL RISKS AND UNCERTAINTIES

The Charity's income is largely dependent upon the funding from the three boroughs which is subject to the national commissioning of Healthwatch (as underpinned by the Health and Social Care Act 2012) and thus the local commissioning award to Healthwatch Central West London.

During 2017-18 we managed our transition to independence. The core contracts were re-issued to the new charity on the 1st April 2018 and our first Business Plan for the independent organisation set our direction for the year. In 2018-19 and 2019-20, the funding from local authorities remained unchanged while we concentrated on delivering the work plan and engaging in other projects.

Hammersmith and Fulham Council re-tendered their local Healthwatch provision, to separate from the previous Tri-Borough arrangement. When the contract was awarded in March 2020, Healthwatch Central West London was not successful although invited to provide six months of support on 'Enter and View' as the new provider established itself in the Borough. This was not taken up due to the impact of Covid 19. The impact of the loss of the major contract has been mitigated in 2020-21 through the securing of additional project income. The Charity, Healthwatch Central West London, continue to deliver non-Healthwatch contracts in Hammersmith and Fulham for the local CCG and local authority.

The Charity will continue to ensure maximum participation through the local membership, the network of Patient Participation Groups in GP practices, and joint working with local grassroots community organisations, balancing the expectations of funders. The future of this valuable targeted work is dependent upon additional funding which is at risk for 2020/21 in part due to the changes in local NHS CCG provision and focus.

Restrictions on Distribution

The Memorandum of Association prohibits the distribution of income and property of the Charity to the members. Upon dissolution or winding up of the Charity the assets shall be given or transferred to some similar institution or institutions having objects similar to the Charity as agreed by the Trustees.

Tax Status

Healthwatch Central West London is a registered charity and is therefore potentially exempt from taxation of its income and gains as it falls within the definition of a Charity as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen in the year.

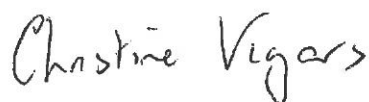
Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Independent Examiners

A&B Chartered Certified Accountant.

Approved by the Board of Management on 30th November 2020



Signed by Christine Vigars
Chair of Trustees

Independent examiner's report to the trustees of Healthwatch Central West London (HWCWL) Charitable Company

I report on the accounts of the company charity for the year ended 31 March 2020, which are set out on pages 13 to 22.

Respective responsibilities of trustees and examiner

The trustees, who are also the directors of the company for the purposes of company law, are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under s. 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ACCA.

Having satisfied myself that the company charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under s. 144 of the 2011 Act;
- follow the procedures laid down in the Directions given by the Charity Commission under s. 152(5) 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 Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the company 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 explanations sought 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 s. 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of s. 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.

Signed:



Date: 30th November 2020

A. Altaye FCCA, MSc.

Relevant Professional Body: ACCA, Address 1 Orchard Close, Essex, RM15 6HS

HEALTHWATCH CENTRAL WEST LONDON

Statement of financial activities for the year ended 31 March 2020 (including an Income and Expenditure Account)

	Note	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Income and endowments from:					
Charitable activities	2	453,672	155,000	608,672	572,121
Total		<u>453,672</u>	<u>155,000</u>	<u>608,672</u>	<u>572,121</u>
Expenditure on:					
Charitable activities	3a	363,022	160,970	523,992	480,517
Total		<u>363,022</u>	<u>160,970</u>	<u>523,992</u>	<u>480,517</u>
Net income / (expenditure)		90,650	(5,970)	84,680	91,604
Net movement in funds		<u>90,650</u>	<u>(5,970)</u>	<u>84,680</u>	<u>91,604</u>
Reconciliation of funds					
Balances brought forward	8,9	298,177	76,863	375,040	283,436
Balances carried forward		<u>388,827</u>	<u>70,893</u>	<u>459,720</u>	<u>375,040</u>

All amounts relate to continuing activities of Healthwatch Central West London.

Healthwatch Central West London has no recognised gains or losses other than those dealt with above.

The notes on pages 16 to 22 form part of these financial statements.

HEALTHWATCH CENTRAL WEST LONDON

Balance sheet as at 31 March 2020

	Notes	2020 £	2019 £
Fixed Assets			
Tangible Assets	4	13,773	-
Total Fixed Assets		<u>13,773</u>	-
Current assets			
Debtors & Prepayment	6	105,767	106,897
Inter Company Account – Hestia			19,992
Cash at bank		432,072	300,397
		<u>537,839</u>	<u>427,286</u>
Creditors: amounts falling due within one year	7	7,392	14,913
Deferred Grant		84,500	37,333
Net current assets		<u>445,947</u>	<u>375,040</u>
Total assets less total liabilities		<u>459,720</u>	<u>375,040</u>
Represented by:			
Unrestricted funds:			
Designated reserves	8	388,827	298,177
Restricted funds	9	70,893	76,863
Total funds		<u>459,720</u>	<u>375,040</u>

These financial statements have been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

The financial statements were approved by the Board of Trustees and authorised for issue on 30th November 2020 and signed on its behalf by:

Christine Vigars
Chair of the Board of Trustees
Company Number: 08548208

Christine Vigars

The notes on pages 16 to 22 form part of these financial statements.

HEALTHWATCH CENTRAL WEST LONDON

Statement of cash flows for the year ended 31 March 2020

	Notes	2020 £	2019 £
Cash flows from operating activities:			
Cash flows provided by / (used in) operating activities	(a)	<u>432,072</u>	<u>300,397</u>
Change in cash and cash equivalents in the reporting period		<u>-</u>	<u>-</u>
Cash and cash equivalents at 1 April 2019		<u>-</u>	<u>-</u>
Cash and cash equivalents at 31 March 2020		<u>432,072</u>	<u>300,397</u>
 (a) Reconciliation of net income /(expenditure) to net			
Net income for the year		84,681	91,604
Office Equipment Depreciation		293	-
Office Equipment bought		14,066	-
Bad Debts written off		4,973	-
(Increase)/Decrease in debtors		1,130	176,257
Increase / (Decrease) in creditors		26,532	(4,797)
Deferred Grant			(33,733)
Cash at 1 st April		<u>300,397</u>	
cash flow from operating activities:		<u>432,072</u>	<u>300,397</u>

The notes on pages 15 to 22 form part of these financial statements.

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 in the relevant note(s) to these financial statements. 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 (FRS102) (effective 1 January 2015) (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Healthwatch Central West London constitutes a public benefit entity as defined by FRS 102.

The Trustees consider that there are no material uncertainties about Healthwatch Central West London's ability to continue as a going concern.

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(b) Income

Contract income is credited to the Statement of Financial Activities when invoiced unless it relates to a specified future year, in which case, it is deferred.

(c) Expenditure

Expenditure is recognised in the year in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Expenditure is allocated to particular activities where costs relate directly to that activity.

Costs classified as "support" represent those costs associated with the governance and administration arrangements of the Charity which relate to the general running of the Charity. Such costs include office running costs, costs recharged for HR, finance, I.T. and facilities' services provided by Hestia as well as external audit fees, legal costs, related Trustee costs and costs associated with compliance with statutory requirements.

(d) Unrestricted funds

Unrestricted funds are donations and other income received or generated for charitable purposes.

(e) Restricted funds

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is charged to the funds.

(g) Leasing

Rentals payable under operating leases are taken to the Statement of Financial Activities on a straight-line basis over the lease term.

Notes to the financial statements for the year ended 31 March 2020

2. Income from charitable activities

	Unrestricted	Restricted	2020 Total	2019 Total
	£	£	£	£
Three Borough Healthwatch	451,000	-	451,000	451,000
Donation and BI	1,455	-	1,455	1,455
Dignity Champions	-	15,000	15,000	15,000
West London Patient Participation Group	-	56,000	56,000	74,666
Westminster Patient Participation Group	-	30,000	30,000	30,000
NHS Long Term Plan **	-	18,500	18,500	-
A&E Project	-	6,000	6,000	-
NIHR Grant	-	20,000	20,000	-
H&F PPG	-	5,000	5,000	-
CNWL Equality and Diversity	-	3,500	3,500	-
Bi-borough safeguarding audit	-	1,000	1,000	-
Training delivered	900	900	900	-
Other Income	318	318	318	-
Total	453,673	155,000	608,673	572,121

** During the period Healthwatch received a total of £28,500 to co-ordinate the delivery of engagement for North West London on the NHS Long Term Plan, the funding was from NHS England via Healthwatch England. HWCWL secured an additional contribution from the NHS CCG Collaboration for NW London for this work. (2K per borough). NW London HW has been raising the necessary invoices to claim the funding through HWCWL (£10,000). Hence the total Income for Healthwatch is £608,673.

In 2020, £453,673 of income from charitable activities was attributed to unrestricted funds and £155,00 to restricted funds. The West London Patient Participation Group project income (contract) runs from December 2017 through to March 2020.

3 (a) Analysis of expenditure on charitable activities

Programme of Activity	Activities undertaken directly	Support Costs	2020 Total	2019 Total
	£	£	£	£
Three Borough Healthwatch	274,124	88,334	362,458	436,359
Dignity Champions	14,056	2,938	16,994	12,468
West London Patient Participation Group	48,767	10,968	59,735	24,957
Westminster Patient Participation Group	38,048	5,876	43,924	6,733
NHS Long Term Plan	11,279	5,582	16,861	-
A&E Project	3,521	1,175	4,696	-
NIHR Grant	8,650	3,917	12,567	-
H&F PPG	2,386	979	3,366	-
CNWL Equality and Diversity	1,514	686	2,199	-
Bi-borough safeguarding audit	432	196	628	-
Training delivered	389	176	564	-
Total	<u>432,650</u>	<u>120,827</u>	<u>523,992</u>	<u>480,517</u>

Expenditure on charitable activities was £523,992 (2018-19: £480,517) of which £363,022 (2018-19: £436,359) was unrestricted and £160,970 (2018-19: £44,158) was restricted.

3(b) Analysis of Support Costs for the year ended 31 March 2020

The analysis of support costs is in line with Charity Commission guidance. The allocation of support costs is a proportionate distribution based on contract size. HWCWL are consistently focused on an efficient back office supporting front line delivery.

The analysis of support costs in the table below is £s.

3 (b) Analysis of Support Costs						
Project	Support Costs					
	Governance	Finance	Facilities	HR	IT	Total
HW Kensington and Chelsea	5,389	8,869	8,223	1,751	5,931	30,163
HW Hammersmith and Fulham	4,899	8,063	7,475	1,592	5,392	27,421
HW Westminster	5,494	9,042	8,383	1,785	6,047	30,750
Dignity Champion	525	864	801	171	578	2,938
West London PPG	1,960	3,225	2,990	637	2,157	10,968
PPG Westminster	1,050	1,728	1,602	341	1,155	5,876
NHS Long Term Plan	997	1,641	1,522	324	1,098	5,582
A&E Project	210	346	320	68	231	1,175
NIHR Project	700	1,152	1,068	227	770	3,917
H&F PPG	175	288	267	57	193	979
CNWL Equality and Diversity Project	122	202	187	40	135	686
Bi-borough safeguarding audit	35	58	53	11	39	196
Training Delivered	31	52	48	10	35	176
Total	21,586	35,529	32,939	7,013	23,760	120,827

Notes to the financial statements for the year ended 31 March 2020

4. Tangible fixed assets

Tangible fixed assets are measured at cost less accumulative depreciation and any accumulative impairment losses. Depreciation is provided on all tangible fixed assets, other than freehold land, at rates calculated to write off the cost, less estimated residual value, of each asset evenly over its expected useful life, as follows:

Plant and machinery

over 4 years

	Freehold land & buildings	Other land & buildings	Plant, office equipment	Music equipment	Total
	£	£	£	£	£
At the beginning of the year 01/04/2019	-	-	14,066	-	14,066
Additions	-	-	-	-	-
Revaluations	-	-	-	-	-
Disposals	-	-	-	-	-
Transfers *	-	-	-	-	-
At end of the year	-	-	14,066	-	14,066

4.1 Depreciation and impairments on reducing balance method (RB)

	RB	RB	RB	RB	RB
**Basis					
** Rate 25%					
At beginning of the year	-	-	-	-	-
Disposals	-	-	-	-	-
Depreciation	-	-	293	-	293
Impairment	-	-	-	-	-
At end of the year	-	-	293	-	293

4.2 Net book value

Net book value at the beginning of the year
Net book value at the end of the year 31/03/2020

-	-	14,066	-	14,066
-	-	13,773	-	13,773

5. Staff and Trustees

The Charity employs 9.2 (9.3- 2019) Full Time Equivalent staff directly. Total staff costs of Healthwatch Central West London were £362,547 and broken down as follows:

	2020	2019
	£	£
Staff Costs:		
Wages and salaries	320,008	321,207
Social security costs	28,688	29,749
Pension costs	13,851	10,004
	362,547	360,960

Notes to the financial statements for the year ended 31 March 2020

Wages and salaries include £2,092 in relation to agency staff (2018-19: £0).

No employee received total emoluments in excess of £65,000 during the year.

No Trustee received any remuneration for services during the year. No Trustees claimed expenses during the year. No Trustee had any beneficial interest in any contract with either Healthwatch Central West London or Hestia Housing and Support.

Indemnity insurance was arranged on behalf of the Trustees of Healthwatch Central West London for the 12 months commencing 1 April 2019.

The key management personnel of the Charity is comprised of the Trustees and the Director. The total employee benefits of the key management personnel were £71,344 (2019: £69,261).

6. Debtors

	2020 £	2019 £
Grants receivable	97,667	34,000
Debtors and Prepayment	8,100	72,897
Inter Company-Hestia		19,992
	105,767	126,889

7. Creditors: amounts falling due within one year

	2020 £	2019 £
Creditors amounts falling due within one year	7,392	14,912
Deferred Grant Income	84,500	37,333
	91,892	52,245

Notes to the financial statements for the year ended 31 March 2020

8. Unrestricted funds

	1 April 2019 £	Income £	Expenditure £	31 March 2020 £
Designated Funds				
Kensington & Chelsea – Healthwatch	124,628	154,000	111,565	167,063
Hammersmith & Fulham – Healthwatch	95,331	140,000	137,291	98,040
Westminster – Healthwatch	76,763	157,000	113,601	120,162
Other income	1,455	2,672	565	3,562
	298,177	453,672	363,022	388,827

Notes to the financial statements for the year ended 31 March 2020

The funds under the core Healthwatch contracts are designated by the Board to meet the costs of future Healthwatch service development across the three Boroughs, to allow for additional transition costs to independence and to create a reserve to cover future trading risk and any costs of winding up if the current contract is cancelled or not renewed for the next cycle.

9. Restricted funds

	1 April 2019	Income	Expenditure	31 March 2020
	£	£	£	£
Dignity Champions	3,887	15,000	16,994	1,893
Westminster Patient Participation Group	23,267	30,000	43,924	9,343
West London Patient Participation Group	49,709	56,000	59,735	45,974
NHS Long Term Plan*	-	18,500	16,861	1,639
A&E Project	-	6,000	4,696	1,304
NIHR Grant	-	20,000	12,567	7,433
H&F PPG	-	5,000	3,366	1,634
CNWL Equality and Diversity	-	3,500	2,199	1,301
Bi-borough safeguarding audit	-	1,000	628	372
	76,863	155,000	160,970	70,893

NB: * The total grant was £28,500, Of this total £10,000 will be paid to other NW London Healthwatch.

Restricted reserves comprise those funds used for specified purposes as laid down by the donor.

- The Dignity Champions project is funded by the Royal Borough of Kensington and Chelsea where publicly funded health and care settings are assessed across a number of measures, including dignity, quality of care, interaction with staff, participation in care planning and patient safety. The champions make recommendations for improvements covering safety, communication, nutrition, and the built environment. Recommendations from these reports are submitted to the RBKC Health & Social Care Scrutiny Committee and the Bi-Borough Safeguarding Board
- The Patient Participation Group was funded by NHS West London Clinical Commissioning Group to support local GP practices in Kensington & Chelsea, Queens Park and Paddington, to develop and sustain Patient Participation Groups. The West London PPG contract runs from December 2017 to March 2020. The expenditures reflect costs in this fiscal year.
- The Westminster Patient Participation Group was funded by Central London Healthcare Charitable Funds and Central London Clinical Commissioning Group to develop patient participation. Project spend reflects commitments over one fiscal year only.

Notes to the financial statements for the year ended 31 March 2020

10. Analysis of net assets between funds

	Net Current Assets £	Total Funds £
Unrestricted funds	388,827	388,827
Restricted funds	70,893	70,893
	<u>459,720</u>	<u>459,720</u>

11. Operating Lease Commitments

The amounts payable by Healthwatch Central West London in respect of operating leases are shown below:

	Operating Lease		Other	
	2020 £	2019 £	2020 £	2019 £
Amounts due;				
In less than one year	30,191	32,393	-	-
Between one and five years	-	-	-	-
In more than five years	-	-	-	-
Total	<u>30,191</u>	<u>32,393</u>	<u>-</u>	<u>-</u>

12. Capital commitments and capital grants

There were no capital commitments outstanding at the year end, nor any capital grants receivable.

13. Related party transactions

At 31 March 2019, the amount due by Hestia to Healthwatch Central West London was £nil (31 March 2019; £19,992) for corporate services provided under service level agreements.