



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

Financial Statements
31st March 2020

Reference and Administrative details

Contents	Pages
Reference and administrative details	1
Report of the Board of Trustees (incorporating the Directors' Report)	2 - 10
Independent Examiner report	10-11
Statement of financial activities	12
Balance sheet	13
Statement of cash flows	14
Notes to the financial statements	15 - 22

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
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Principal Bankers

Metro Bank
160-166 Kensington High St
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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.

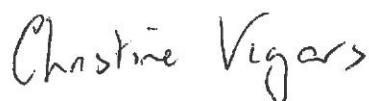
Small Company Provisions

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		-	-
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.