



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.

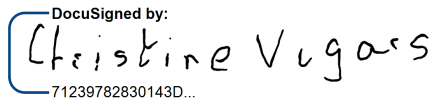
Small Company Provisions

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>

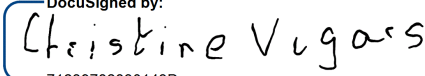
For the financial year in question the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

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:

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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	2273	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	-	-	13,773	-	13,773
Net book value at the end of the year 31/03/2021	-	-	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
	<u>451,055</u>	<u>451,055</u>

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	<u>28,367</u>	<u>30,191</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.