

LOCAL VOICE IN THE COMMUNITY LTD

(Limited by Guarantee)

COMPANY NO.:8786829

CHARITY NO.:1158809

REPORT AND ACCOUNTS

**for the year ended
30 June 2024**

MARGARET TROTTER FCCA

**205 WELL STREET
LONDON E9 6QU**

LOCAL VOICE IN THE COMMUNITY LTD

Financial Statements for the Year Ended 30 June 2024

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Report of the Board of Trustees for the year ended 30 June 2024

The Trustees present their report and the financial statements for the year to 30 June 2024.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Healthwatch Tower Hamlets ("The Charity") is a registered charity and was incorporated on 22 November 2013 as a company limited by guarantee. Its governing document is its Memorandum and Articles of Association that were amended by special resolution registered on 27 June 2014. The Charity was registered by the Charity Commission on 7 October 2014.

Recruitment and Appointment of the Board of Management

The management of the Charity is undertaken by a Board of Trustees that were first appointed following external recruitment in 2013 and elections in 2014. The Chair of Charity during the year was Mr Randal Smith. All Trustees live or work in the London Borough of Tower Hamlets and bring a range of skills and experience to the Board.

Trustee Induction and Training

Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern the Charity. Potential Trustees attend meetings as observers and advisors and newly appointed Trustees receive induction information which contains information about the Charity, its structure and operations, board structure, Trustee duties, responsibilities and key policies. Trustees are encouraged to participate in activities to obtain a better appreciation of the Charity's operations. Training is provided to the Board as a need is identified.

Trustee Directors who served during the year and changes up to the accounts signing date were

Tim Oliver
Randal Smith
Stephanie Dowker (resigned 12 September 2024)
Ashton McGregor

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Public Benefit

The Trustees 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. The Trustees are satisfied that the Charity continues to deliver very tangible public benefit through its 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.

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) and adopting the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102 (effective 1 January 2019).

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 period. 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;-
- 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:

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- there is no relevant 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 information and to establish that the 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

Our mission is to put the voice of patients, carers, users and the local community at the centre of service planning, design and delivery. We give residents a stake in the local health and social care landscape to improve health and well-being. We support residents to navigate health and social care services and understand their journey.

Our charitable objects are:

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- (a) providing information and advice to the general public about local health and social care service;
- (b) making the views and experience of members of general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities and;
- (d) providing training and the development of skills for volunteers and the wider community in understanding, reviewing, scrutinizing and monitoring local health and care services.

The Charity acts as the local independent champion for the public, aiming to promote better outcomes in health and social care for all by improving services as they operate today, or shaping how they will look in the future. The Charity also seeks to advance the education of the public in health and social care issues.

At an Extraordinary General Meeting on 31 August 2022 the Board agreed:

- to dissolve Healthwatch Tower Hamlets Ltd and establish a Charitable Incorporated Organisation (CIO) Local Voice in Your Community - to be known as Local Voice.
- to transfer the net assets of registered charity Healthwatch Tower Hamlets (Charity Number 1158809 - Company Number 0878682) to Local Voice in Your Community CIO from the date

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that our application is approved by the Charity Commissioners and dissolve Healthwatch Tower Hamlets Ltd

This change is required as Healthwatch Tower Hamlets Ltd is no longer the contract provider for Healthwatch Tower Hamlets and has expanded its remit to cover a wider geographical area including Healthwatch Waltham Forest, North East London Integrated Care Board (NEL ICB) and the wider health and care sector across England.

ACHIEVEMENTS AND PERFORMANCE

Healthwatch Tower Hamlets (trading as Local Voice) gathered 19,195 comments from local people across NEL and identified 82,547 issues about people's experience of health and social care services.

We continued to develop the NEL ICB Community Insights System with our Local Healthwatch partners, allowing us to produce and circulate over 350 regular quarterly reports and summary dashboards at NEL and Place Based Partnership level. You can find all our reports on the NEL ICB website

We began the year out in the community asking people what they thought good care looked like to them. Many of the people we talked to would not normally have their voice heard particularly, Pakistani and Muslim women, people attending food banks and men. They took part in workshops, feedback walls and questionnaires, providing us with incredible insight.

We continued to bring people's feedback on services into our community insights system from a wide range of public, statutory and voluntary sector sources. Our unique coding system then allows us to identify where in the care journey there might be problems and who those problems might be impacting the most.

The outcome of all this work is the understanding that local people believe good care should be: accessible, competent, person centered and trustworthy. We are calling this the Good Care Framework and have started applying it to all aspects of our work. [What Good Care Looks Like to People in Waltham Forest](#)

We know that GP access continues to be the most important issue for local people. As well as our regular GP community insights reports we started to produce and present reports at a Primary Care Network level [You can read the reports here.](#) They allow the Waltham Forest Primary Care Transformation group to understand where things are improving and help understand why and to measure whether changes are having an impact over time.

Our increased understanding of why the Pakistani, Black African and Caribbean communities may be hesitant to receive vaccines was quickly picked up and used by the Waltham Forest group with oversight of the vaccine programme, as well as London wide groups, to inform communication and covid vaccine delivery.

LOCAL VOICE IN THE COMMUNITY

We have a well-respected voice on the North East London Integrated Care Partnership due to our clear evidence-based input that allows us to voice the views of different communities and groups. We produce regular reports for the Waltham Forest Health and Care Partnership Board and the Health and Wellbeing Board and sit on the Health Scrutiny and Adult Social Care Scrutiny Committees.

FINANCIAL REVIEW

The results for the year ended 30 June 2024 are set out in the Statement of Financial Activities on page 10. The assets and liabilities of the Charity as at 30 June 2024 are given in the Balance Sheet on page 11. The financial statements should be read in conjunction with their related notes which appear on pages 12 to 15.

Principal Funding Sources

Total income for the year was £300,232 (2023: 304,087)

The main source of funding for the Charity during the year was a contract with London Borough of Waltham Forest who commission Healthwatch services across the Borough. The 3 year contract commenced on 1 May 2022 for £111,690 per annum. The Charity also raised grants of £187,476 from NHS North East London CCG and other public health grants. Expenditure in the year was £241,084 (2023: £202,481). The result was a surplus of £59,148, comprising an unrestricted surplus of £46,563 (2023: £53,621) and restricted funds to carry forward of £12,585 (2023: £47,985) to continue projects that carried over the year end.

Reserves

The Charity has reserves of £295,409 (2023: £236,261) at 30 June 2024, classified as £75,835 restricted and £219,504 unrestricted. The Board keeps the level of reserves under regular review to ensure that they are 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 authorities was cancelled. The Trustees have considered the current and future activities of the charity and the known levels of income and expenditure and are satisfied that the charity is a going concern.

PLANNING FOR FUTURE PERIODS

The Charity works closely with the London Borough of Waltham Forest to ensure that the services delivered meet the key outcomes and performance indicators of the contract and that we continue to maximise impact in the

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community. Through our work for NHS North East London we work across 7 boroughs. Annually, the Board agrees a work plan to be delivered to meet those contract objectives and this is monitored throughout the period.

We recognise the reliance the Charity has on the contract with the London Borough of Waltham Forest and the importance of ensuring that a Healthwatch contract continues. Our Strategic Plan includes an income generation strategy to diversify our income to broader service and geographical areas this includes taking a lead delivery role in the North East London ICB Community Insights project.

PRINCIPAL RISKS AND UNCERTAINTIES

The Charity's income is dependent upon funding which is subject to national commissioning (of Healthwatch). The Charity successfully tendered for the Healthwatch Waltham Forest contract that commenced in May 2022. We have begun to broaden our service provision to a wider range of NHS and Local Authority providers from across the North East London area.

Our aim is to deliver effective Healthwatch and community insight services which are valued locally and recognised nationally. This will mean expanding our provision to a broader range of organisations and other parts of London and nationally. Promotion of the good work we do will be critical as we seek to put the charity at the front of the drive for improvements in health and social care services.

All staff have been working at home effectively and face to face engagement is undertaken by an outreach team. We continue to also use phone, online communications and digital engagement with residents and all stakeholders.

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.

Tax Status and Small Company Provisions

Healthwatch Tower Hamlets 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 period. This report has been prepared in accordance with the special provisions for small companies and comply with the Statement of Recommended Practice - Accounting and Reporting by Charities FRS 102

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Approved by the Board of Management on 24 March 2025.

Company Secretary

A handwritten signature in dark ink, appearing to read 'D Barham', enclosed within a large, loopy oval shape.

Dianne Barham

**Independent Examiner's Report to the Trustees of
Local Voice In The Community Ltd**

I report on the financial statements of the charity for the period ended 30 June 2024.

This report is made solely to the Trustees, as a body, in accordance with Section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the Trustees, those matters I am required to state to them and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Trustees as a body, for my work or for this report.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of financial statements. The trustees consider that an audit is not required for this year under Section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

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

- examine the financial statements under Section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5) of the 2011 Act; and
- to state where particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements and seeking explanations from you as Trustee Directors 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 financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached

Signed
MARGARET TROTTER FCCA
205 WELL STREET
LONDON E9 6QU



Dated 24th March 2025

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Statement of Financial Activities Income and Expenditure Account for the year ended 30 June 2024

	<u>Note</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2024</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2023</u>
		£	£	£	£	£	£
Incoming resources							
Investment income		-	1,066	1,066		377	377
Incoming resources from donations and charitable activities	2	186,725	112,441	299,166	189,327	114,383	303,710
Total incoming resources		<u>186,725</u>	<u>113,507</u>	<u>300,232</u>	<u>189,327</u>	<u>114,760</u>	<u>304,087</u>
Resources expended							
Costs of generating funds							
Cost of generating voluntary income	3	-	15,101	15,101		8,380	8,380
Charitable activities	4	174,070	51,913	225,983	140,220	53,881	194,101
Total resources expended		<u>174,070</u>	<u>67,014</u>	<u>241,084</u>	<u>140,220</u>	<u>62,261</u>	<u>202,481</u>
Net incoming/outgoing resources before transfers between funds		12,655	46,493	59,148	49,107	52,499	101,606
Transfers between funds		-	-	-	(1,122)	1,122	-
Net income/(expenditure) for the year		<u>12,655</u>	<u>46,493</u>	<u>59,148</u>	<u>47,985</u>	<u>53,621</u>	<u>101,606</u>
Reconciliation of funds							
11							
Total funds brought forward		63,250	173,011	236,261	15,265	119,390	134,655
Total funds carried forward		<u>75,905</u>	<u>219,504</u>	<u>295,409</u>	<u>63,250</u>	<u>173,011</u>	<u>236,261</u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 11 to the financial statements.

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Company no. 8786829

Balance sheet

30 June 2024

	<u>Note</u>	<u>2024</u>	<u>2023</u>
		£	£
Fixed assets			
Tangible assets	7	-	-
Total fixed assets		-	-
Current assets			
Debtors	8	10,000	-
Cash at bank and in hand		<u>288,619</u>	<u>239,656</u>
Total current assets		<u>298,619</u>	<u>239,656</u>
Creditors: amounts falling due within one year	9	<u>(3,210)</u>	<u>(3,395)</u>
Net current assets/(liabilities)		295,409	236,261
Total assets less current liabilities		<u>295,409</u>	<u>236,261</u>
Net assets	10	<u><u>295,409</u></u>	<u><u>236,261</u></u>
The funds of the charity:			
Restricted funds		75,905	63,250
Unrestricted funds:			
General fund		<u>219,504</u>	<u>173,011</u>
Total unrestricted funds		219,504	236,261
Total charity funds	11	<u><u>295,409</u></u>	<u><u>236,261</u></u>

*For the year ending 30 June 2024 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to smaller companies.

*The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*The accounts have been prepared in accordance with the micro-entity provisions and delivered in accordance with the provisions applicable to companies subject to the small companies regime

Approved by the board on

And signed on their behalf by

Director Name

Signature

24/03/25

ASHTON MCGREGOR

A McGregor

LOCAL VOICE IN THE COMMUNITY LTD

Notes to the accounts
for the year ended
30 June 2024

1 Accounting policies

The company constitutes a public benefit entity as defined by FRS102

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(i) Basis of accounting

The financial statements have been prepared under the historical cost convention, and in accordance with the Companies Act 2006, the Financial Reporting Standard applicable in the UK and the Republic of Ireland (effective 1 January 2015) and the Statement of Recommended Practice: Accounting and Reporting by Charities FRS 102.

(ii) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(iii) Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full when receivable. Income is deferred where entitlement has not yet been completed.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- The main funding is a Heathwatch Grant and the company continues to be a going concern and is not wholly reliant on that grant.

(iv) Resources expended

Expenditure is accounted on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the examination fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

(v) Pension costs

Payments under defined contribution pension schemes are accounted for as they fall due.

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Notes to the accounts
for the year ended
30 June 2024

(vi) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

Office Furniture and Equipment 25%

2 Incoming resources from charitable activities

	<u>Restricted Funds</u> £	<u>Unrestricted Funds</u> £	<u>Total Funds 2024</u> £	<u>Total Funds 2023</u> £
Grants and Donations				
London Borough of Waltham Forest Healthwatch		111,690	111,690	102,383
Charitable activities	186,725		186,725	189
TH CVS and other service grants		751	751	12,000
Total	<u>186,725</u>	<u>112,441</u>	<u>299,166</u>	<u>114,572</u>

3 Cost of generating voluntary income

Salaries & Wages	<u>15,101</u>	<u>15,101</u>	<u>8,380</u>
Total	<u>-</u>	<u>15,101</u>	<u>8,380</u>

4 Charitable activities

Salaries and wages	134,233	40,744	174,977	142,898
Events	1,842		1,842	1,545
Marketing		22	22	1,081
Outreach	5,559		5,559	1,154
Office expenses, books & publications	3,052	6,082	9,134	7,653
Community Intelligence professional + consultancy	27,804	3,000	30,804	36
Financial management	1,580		1,580	1,544
Training		315	315	421
Governance		1,750	1,750	1,750
Total	<u>174,070</u>	<u>51,913</u>	<u>225,983</u>	<u>158,082</u>

5 Staff costs and numbers

	<u>2024</u> £	<u>2023</u> £
Staff costs were as follows:		
Salaries and wages	175,639	143,222
Social Security costs	11,278	5,288
Pension costs	3,160	2,768
Total	<u>190,077</u>	<u>151,278</u>

One employee received emoluments of more than £60,000

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Notes to the accounts
for the year ended
30 June 2024

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	<u>2024</u> No.	<u>2023</u> No.
Advice & guidance	3.00	3.00
Administration & management	2.00	2.00
Total	<u>5.00</u>	<u>5.00</u>

6 **Trustee and Key Management remuneration and expenses**

The Chief Executive Dianne Barham received a salary of £54,184 for the year (2023: £33,518)
No trustees received any remuneration for the year

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year

7 **Tangible fixed assets**

	<u>Office equipment</u>		<u>Total</u>
	£	£	£
<i>Cost</i>			
At 1 July 2023	6,322	-	6,322
Disposals	-	-	-
Additions	-	-	-
At 30 June 2024	<u>6,322</u>	<u>-</u>	<u>6,322</u>
<i>Accumulated depreciation</i>			
At 1 July 2023	6,322	-	6,322
Charge for the year	-	-	-
Disposals	-	-	-
At 30 June 2024	<u>6,322</u>	<u>-</u>	<u>6,322</u>
<i>Net book value</i>			
At 30 June 2024	<u>-</u>	<u>-</u>	<u>-</u>
At 30 June 2023	<u>-</u>	<u>-</u>	<u>-</u>

8 **Debtors**

	<u>2024</u> £	<u>2023</u> £
Trade debtors	10,000	-
Other debtors	-	-
Total	<u>10,000</u>	<u>-</u>

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Notes to the accounts
for the year ended
30 June 2024

9 Creditors: amounts falling due within one year

	<u>2024</u>	<u>2023</u>
	£	£
Expense creditors and accruals	3,210	3,395
Total	<u>3,210</u>	<u>3,395</u>

10 Analysis of net assets between funds

	<u>General Funds</u>	<u>Restricted Funds</u>	<u>Total Funds</u>
	£	£	£
Tangible fixed assets	-	-	-
Current assets	222,784	75,835	298,619
Current liabilities	(3,210)		(3,210)
Net assets at 30 June 2024	<u>219,574</u>	<u>75,835</u>	<u>295,409</u>

11 Movements in funds

	<u>At 1 July 2023</u>	<u>Incoming resources</u>	<u>Outgoing resources</u>	<u>Transfers between funds</u>	<u>At 30 June 2024</u>
	£	£	£	£	£
<i>Restricted funds:</i>					
	63,250	186,725	(174,070)		75,905
Total restricted funds	<u>63,250</u>	<u>186,725</u>	<u>(174,070)</u>	<u>-</u>	<u>75,905</u>
<i>Unrestricted funds:</i>					
General fund	173,011	113,507	(67,014)		219,504
Total unrestricted funds	<u>173,011</u>	<u>113,507</u>	<u>(67,014)</u>	<u>-</u>	<u>219,504</u>
Total funds	<u>236,261</u>	<u>300,232</u>	<u>(241,084)</u>	<u>-</u>	<u>295,409</u>